



St Margaret's
Hospice Care

Hospice Services in Somerset



We support
around **5,000**
people across
Somerset
each year

Hospice Services in Somerset

Our mission is to ensure specialist palliative care is available for those who need it across Somerset. The hospice is committed to improving the provisions of services across Somerset.

St Margaret’s Hospice Care provides support and care to patients across the majority of Somerset. Patients in East Mendip are normally supported by Dorothy House Hospice, and those in North Somerset supported by Weston Hospicecare. There is overlap at times, with the care of some patients shared between hospices.

Hospice hubs and services

St Margaret’s hospice buildings in Yeovil and Taunton deliver a wide range of services (see summary). Additional hospice community teams are located in Minehead, Bridgwater and Glastonbury.



Yeovil and Taunton Hospice Hub's Services

- Day hospice services, rehabilitative therapy
- 24-hour advice line support with palliative medicine consultant support
- Outpatient clinics
- Community nursing team with medical support
- Complementary therapy
- Physiotherapy
- Psychotherapeutic support
- Occupational therapy
- Social work
- Lymphoedema service
- Bereavement counselling services
- Family support services
- Carer support groups and sessions
- ECHO hub
- Education services
- Spiritual Care
- Community event space
- Specialist In-Patient beds*
*at the Taunton Hospice Hub

24-hour advice line

Our 24-hour advice line is available for patients, carers, families, and Health Care Professionals who require specialist palliative care advice or support. Calls are taken by experienced palliative care nurses and handled confidentially. We only share your data with those who have a genuine need to know because they are involved in your care and support.

You or the person you wish to discuss do not need to be known to St Margaret's Hospice, but they do need to be registered with a Somerset GP. They also need to be known to have a life-limiting illness.

If you require urgent medical assistance, please call 999. For anything of a less urgent nature please contact 111 or the District Nursing team if they are involved in the person's care.

To make a referral or to find out more about our services please contact our Central Referral Centre, **Monday - Friday 9-5pm** excluding bank holidays on either **01823 333822** or **01935 709480**.

For more information on Referral Criteria, Guidance and the services provided please visit: st-margarets-hospice.org.uk/advice-line

Community services

Our community, day hospice and outpatient services continue to be provided across the county. This includes the 24-hour advice line, domiciliary appointments and full therapy and multidisciplinary team provision.

While we are not an emergency or urgent care service, hospice clinicians will be available to provide telephone advice along with both planned and unplanned visits to patients in the community. Requests for same day visits by hospice community specialists cannot be guaranteed but will be prioritised alongside current workload. Our community service which includes specialist nurses, therapy and medical staff will be extended further to support patients and families at home, via the advice line, in care homes and community hospitals, with some services extending across seven days per week.

On referral to our Community Nursing team our first contact with you will be via telephone triage or video consultation. During this consultation we will work with you to agree priorities of care and mutually agree an initial visit/contact plan.

In-Patient services

Admissions to the Taunton hospice specialist In-Patient Unit are assessed by need regardless of where in the county patients reside. Referrals for In-Patient admissions are reviewed and prioritised daily.

We also consider with referrers if there are other settings where patients could receive appropriate care with additional support from St Margaret's community teams and 24-hour advice line. This may include community hospital beds, if 24-hour nursing care is needed but less specialist or complex input is required.



How we provide care and support in Somerset

All our teams work together to support patients and families in the community in a proactive way, being able to plan care in advance with patients about what their future needs might be. We work closely alongside the NHS and adult social care community teams, to anticipate and prepare for the changing needs that our patients may have, provide services across the county and further support for the 24-hour advice line.

We couldn't do this without you

Without the generous support of our local community we would not be able to offer care and support to around 5,000 people each year. You can support the hospice in a number of ways:



Fundraising



Volunteering



Retail

Feedback

Our top priority at St Margaret's Hospice is to provide compassionate, safe, high-quality, responsive and effective care to patients', families and carers who are facing the challenge of a life-limiting illness. "iWantGreatCare" measures patient satisfaction and covers topics such as cleanliness, respect and dignity, efficiency and addressing fears. To leave a review visit: iwantgreatcare.org/trusts/st-margarets-hospice

We would love to hear from you

We are always looking to hear of the experiences of our patients and families. If you would to share this with us for use on our website or in a newsletter, please contact us via:

marketing.comms@st-margarets-hospice.org.uk

St Margaret's Hospice Care Taunton Hospice,
Heron Drive, Bishops Hull, Taunton, TA1 5HA

 01823 333822

St Margaret's Hospice Care Yeovil Hospice,
Little Tarrat Lane, Yeovil, BA20 2HU

 01935 709480

st-margarets-hospice.org.uk

St Margaret's Hospice Care is committed to taking your privacy seriously and protecting your personal information. If you want to know more about how we use your data go on the 'privacy statement' on our website or ask for a copy of this information via info@st-margarets-hospice.org.uk

Please note all incoming and outgoing calls may be recorded for training and quality purposes.

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**St Margaret's
Hospice Care**

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