

Helping St Teresa's Hospice

How we are funded

Most of our fundraising comes from donations, given or raised by people like you – and volunteers help with many of our services. We work very hard to make every penny count.

Make a difference with a donation

please either post it, or bring it in to the Hospice, or you can donate online via our website www.darlingtonhospice.org.uk and click the "Donate" button.

Give your time as a volunteer

Email us via enquiries@darlingtonhospice.org.uk with your contact details, or phone the Hospice and ask for the Workforce Development Officer.

Give to our charity shops

Donated clothing, furniture, and bric a brac provide a valuable source of income, if you have items to donate telephone our Logistics Centre on: 01325 488701.

Fundraising events - get involved

Organise something yourself, or you can take part in one of our own Hospice fundraising events, such as Bark in the Park, or the annual Darlington Santa Run – for details visit our website, or ring the Hospice to speak to a member of the Income Generation Team.

"The service provided to us was most supportive, we felt strong enough to face whatever came"

Comments and Feedback

Please let us know what you think...

- We are committed to providing a quality service and to do this we need to constantly look for ways to improve.
- You are the people best placed to judge how we are doing so, if you have any suggestions at all, we would be delighted to hear from you.
- There are suggestion boxes around the Hospice for you to place comments, compliments or problems.
- There is also a questionnaire at the back of our information pack which you may like to complete – or email your suggestion to enquiries@darlingtonhospice.org.uk

Complaints

Our ultimate aim is to provide the best possible service to anyone who has contact with us, and we certainly need you to tell us when things go wrong. If there is anything you are unhappy about, please discuss this with the nurse in charge first.

If you still feel your problem has not been dealt with to your complete satisfaction, there is a formal complaints procedure which outlines the route to take; a full copy is available on request from our General Office.

We love to talk!

If you are a member of a group or organisation requiring a speaker, or you would like us to come and talk in your school or workplace, please email us enquiries@darlingtonhospice.org.uk or ring the main Hospice number and ask for the Executive Office.



St Teresa's
Hospice
Giving to life

**The Woodlands, Woodland Road,
Darlington, DL3 7UA**

telephone 01325 254321

enquiries@darlingtonhospice.org.uk

For more information about our services:

www.darlingtonhospice.org.uk

Registered Charity No. 518394

WELCOME



St Teresa's
Hospice
Giving to life

What is hospice care?

Hospices care for the whole person, aiming to meet all needs - physical, emotional, social and spiritual. Through Community Hospice, in Day Hospice, and in the In Patient Unit, we care for the person who is facing the end of life and for those who love them. Within hospices you find a range of services - for example: pain control, symptom relief, skilled nursing care, counselling, social work, complementary therapies, spiritual care, and bereavement support. Staff and volunteers work in multi-professional teams to provide care based on individual need and personal choice, striving to offer dignity, peace, calm and freedom from pain.



About St Teresa's Hospice

St Teresa's Hospice is an independent charity providing free care and support to the people of South Durham and North Yorkshire. We do this via a range of services to support people with a life-limiting illness, and to support their direct carers, and other family members.



Frequently asked questions:

Who do you help?

Anyone with a life-limiting illness which is no longer responding to curative treatment; our aim is to help people to live with their illness and to provide support to their carers.

Do you charge patients or carers?

No, we make no charge for any of our services.

Where do your funds come from?

The cost of our services is over £3m a year. We rely on the support of the community to be able to continue providing our vital free care. The Hospice as a whole is funded by charitable donations, income from fundraising events, retail income, legacies, and grants, and negotiated contract work.

Do you have a smoking policy?

St Teresa's Hospice is a non-smoking site. This also includes E-cigarettes.

Our Services

Patient Admissions

Patients are usually referred to our services by their GP or District Nurse, or Clinical Specialist Nurse (e.g. Macmillan).

Patients and their families can also self refer (see contact details at the back of this leaflet).

Day Hospice

Our Day Hospice Clinics and Programmes offer supportive care to adults (18 yrs or over) living with a life-limiting condition.

- Day Hospice facilities include Complementary Therapies, Physiotherapy, Diversional Therapies (e.g. arts and crafts) and exercise groups, social areas and a Bistro
- Choices: A specially-designed 12 week programme "Choices" offers a vital source of respite and rehabilitative care, which facilitates creativity and personal growth, providing stimulation & enjoyment through activities, whilst focusing on individual needs, and encouraging self-esteem
- Clinics: Throughout the week we hold disease-specific Clinics, including Lymphoedma, Neurology, Respiratory and Heart Failure, which feature assessment, specialist advice and peer to peer support

Volunteer Visitor Service

We provide companionship to patients in the form of weekly visits undertaken by volunteers.

Hospice at Home

High-quality care and support to patients and their carers in the comfort of their own homes. We work alongside other community teams to provide basic nursing care and emotional support.

Rapid Response Team

We offer urgent care at short notice (response within 1 hr) for people living with any terminal illness. Available any time, any day of the week to give hands-on care so people can remain in their homes rather than go into hospital.

In Patient Unit

At St Teresa's Hospice we provide In Patient Care in our Nurse-led Unit. This has individual en-suite bedrooms. Your own GP is responsible for monitoring your medical needs while you are in the Hospice. In addition, advice may be sought from the specialist palliative care team.

If you live outside the Darlington area, a local GP practice will be asked to oversee your care, during your stay.

Family Support and Bereavement Service

This team consists of specialist social workers, counsellors and support workers. The team helps anyone with a life-limiting illness, family, friends and carers, children and young people. Support is given individually or to the whole family. We are here to support you by offering practical advice, information or someone to talk to, working within the Hospice and alongside other organisations in the community.