



Skanda Vale Hospice
Saron, Llandysul
SA44 5DY

Skanda Vale Hospice

Patient Guide

Welcome

Being diagnosed and living with a life-limiting condition can turn your whole world upside down, and the lives of those around you. You may feel confused, scared or even angry, and not know where to turn, or what to do. Skanda Vale Hospice is here to help you and those who care about you.

We provide love, care and support through a telephone, virtual support and professional listening service, to meet the needs of adults just like you, living with a life-limiting condition with palliative care needs. We are aware each individual's requirements are different so we have developed this guide to answer some of your questions about the services we can offer both you and your loved ones. We are also happy to discuss any queries you may have either by email, telephone or in person.

We are currently relaunching our day centre services post-lockdown, for one day a week initially, with a view to increasing the days as resource permits. Alongside the day service, we hope to be able to offer our transport service soon again, so we can bring you to the Hospice and back home if you have no alternate transport available.

What is Skanda Vale Hospice?

Skanda Vale Hospice is a service project that was founded by Skanda Vale a multi-faith community based in Llanpumsaint. Skanda Vale Community was established in Wales in 1973.

The Community gained an excellent local reputation for providing love, care and support through its Home Care Service which ran for 10 years from 1993 to 2003 in north Carmarthenshire and South Ceredigion. The service provided vital support enabling people to die in their own homes which quickly led to the development of the Day Hospice service, established in 2004, which offered personal care, companionship, information, therapies and nutritious home-cooked food.

The dream however, was to have a building to expand these services and to provide in-patient care that is primarily led, managed and delivered by a team of committed trained and experienced volunteers, working alongside a team of highly experienced, employed palliative



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care nursing staff. This dream became a reality in 2016 at our beautiful 6-bed hospice in Saron near Llandysul. Unfortunately the day center and in-patient facilities had to close temporarily in March 2020, due to the Coronavirus pandemic. We are however relaunching our Day Care service and expect to be reopen in January 2022.

Please be assured that you do not need to belong to a particular faith to benefit from our range of services. We welcome all people over the age of 18, regardless of race, personal belief, background, ability or lifestyle.

The hospice is registered as an independent hospital with Healthcare Inspectorate Wales (HIW) and follows strict guidance and policy, to keep you and your family safe and to ensure the care you receive is always of the highest standard. We are regularly inspected by HIW to ensure we continue to adhere to government guidelines, you can view our recent inspection report on the HIW website.

How much will it cost?

All services offered are completely **free** of charge to you and your family.

We are totally reliant on the generosity of our supporters, the efforts of fundraising and a number of grant giving bodies that have supported us in our vision. We currently receive no funding from the Welsh Government, or local Health Board.

How can we help you?

We work in partnership with other professional bodies such as your GP, district nurse, hospital consultant, palliative care nurse and social worker/s to ensure that the care and support provided by Skanda Vale Hospice is part of your total care. We work with you to address the issues you want to address and to help you achieve what you want to achieve.

Our philosophy is to provide person centered loving care.

We do this by treating every person as unique, considering the total well being of each individual, aspiring to improve the quality of their life and offer new and exciting challenges.

The care and treatment we offer is designed to help you maintain the best possible quality of life.

Our range of services includes:

- Management of daily life
- Psychological, emotional support for you and those close to you
- Help, advice and guidance in accessing other means of support
- A range of complementary therapies



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- Meditation, relaxation and other supportive interventions
- Spiritual care and guidance - if requested
- Social support and the ability to meet with others in a similar situation either online via telephone or in person
- Assisted bathing for those unable to bathe at home
- Support to make choices about your future care

Day care is currently provided each Wednesday (except public Holidays) throughout the year. We hope to increase this service in the near future.

What we cannot offer

Please be aware that currently our In Patient respite service is suspended due to the pandemic. We are planning to relaunch this in early spring 2022, detailed Information about the relaunch of this services will be posted on our website www.skandavalehospice.org

Please be aware that we do not have the facilities to offer advanced life support. In the event of a sudden collapse, basic life support measures will be started and an ambulance called.

In addition, we will not be providing intravenous therapies, including antibiotics.

If you have any questions about what we are unable to offer, please speak to the Head of Care Delivery..

How can I be referred?

You can refer yourself to Skanda Vale Hospice, or you can ask any professional who works with you to make the referral. It's really simple; there are no complicated forms, just ring, write, email or drop into the hospice to speak to a member of our team.

We will arrange to carry out a brief referral assessment to determine whether your condition meets the referral criteria.

Once accepted, the next step is to carry out a person centered assessment to determine how we can address your specific needs. This assessment will be carried out over the phone or via video call or if required (and the pandemic situation allows it), we have the possibility to visit you at home or in hospital to carry out the assessment face-to-face



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It's important that we let your GP and Consultant know you have been referred to Skanda Vale Hospice and we will ask your permission to share information with other services. In order to provide you with the best care possible.

The facilities

Skanda Vale Hospice is designed to make you feel welcome and at home. The building is set over two floors, accessed by a lift. The hospice consists of the following:

- A dining room to accommodate patients, visitors and staff
- A professional kitchen on the ground floor
- A light and spacious sun room offering views and access to a patio area and the gardens
- A sacred space for contemplation
- 2 therapy rooms
- An activity room
- A consultation room
- A clinical room
- 1 adapted bathroom on the ground floor for assisted bathing, including overhead hoisting
- Wheelchair accessible gardens and grounds with water features and private seating areas
- A kitchenette on the first floor for use by patients and family members
- Car parking spaces.

The hospice is a safe and secure environment and is fitted with a nurse call system which includes voice activated answering, to let you know that your call has been received.

We have moving and handling, bathing and pressure relieving equipment at the hospice. We have a range of seating options in the day room and dining room to allow you to find a chair that is suitable for you.

The hospice has been designed and furnished with you in mind and so we welcome all ideas and suggestions you may have to make you feel at home.

What the team offers

Your care will be provided by a team of highly skilled practitioners. The team consists of registered nurses, support workers and therapists, some of whom are paid members of staff and some who are volunteers. Many team members have extensive knowledge and experience of



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working in palliative care. You will be able to distinguish the team members and their roles within the hospice. All nurses and carers will be easily identified.

We believe that everyone has something to contribute to the love and care of their own community and so we positively encourage volunteering. A qualified nurse will be on shift during day centre services if you wish to talk to a medical professional.

All team members receive continuous education and on-going professional development to ensure that the care you receive is the best it can be. They all share the Skanda Vale vision to value the uniqueness of each person they care for. You matter to us because you are unique and all the team are committed to delivering a service that makes you and your family feel valued and loved.

Your medical support will continue to be provided by your GP and specialist team. We will follow any plans of care they have already started. If you are staying at the hospice and become unwell during the day, we will seek the advice of your GP or specialist team.

If your condition deteriorates we will transfer you to hospital if necessary or act according to your previous stated wishes..

Confidentiality

All information held by Skanda Vale Hospice about you will be treated in the strictest confidence in accordance with the Data Protection Act. We will only ask for information about you that will help us to deliver the services we will offer.

Sharing information with other professionals is crucial in delivering safe and effective care to both you and your family. We will ask you to give us your permission for your information to be shared by all professionals who care for you. This will allow us to attend meetings and receive clinic letters as necessary.

You can refuse to give your permission, or to change your mind if you have already given your permission. Please discuss with the Lead Nurse, any concerns you may have over the sharing of information.

Access to records held by Skanda Vale Hospice



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As with all healthcare establishments you are entitled to read the notes that we hold about your care and treatment. If you wish to read your notes, please put your request in writing to the Lead Nurse.

Your feedback

Your views about the service you received, the hospice environment and ideas for service development are all important to us. We hope that you will feel able to share these ideas with us in an informal way when they occur to you.

There are also a number of ways you can formally give your feedback, including an annual questionnaire that we ask you to complete, feedback following a day centre attendance and a suggestion box.

All your feedback and comments will be taken to the Quality Assurance management team which is formed by the quality assurance manager, the chair of trustees and the hospice manager who will be in touch with you.

How to make a complaint or compliment

We would like to encourage you to give us feedback about our services - positive or negative. This helps us improve and allows us to provide feedback to our Team and identify any additional training needs required.

For any feedback you would like to provide, be it a compliment, raising concerns or making a complaint, please use the feedback form on our website, send an email to feedback@skandavale.org or use one of the feedback forms displayed at the Hospice reception and place it in the suggestion box provided. All feedback is treated in the strictest of confidence.

Please know that you will not be treated any differently because you have made a complaint, we really do want you to tell us if we are not getting things right. Your well-being really does matter to us. If you prefer, please speak to the person in charge or if you prefer to write to us then please address your concerns to:

Registered Manager

Skanda Vale Hospice

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We will try to address and resolve your feedback or complaint within 30-days, but in some circumstances this may take longer. We will keep you informed at every step of the process. If you are not happy with the outcome you can appeal to the Chair of Trustees.

If you have gone through the internal complaints procedure and you feel that your complaint has not been dealt with in the right way, you can ask the Public Services Ombudsman to investigate.

You can also contact Healthcare Inspectorate Wales if you are unhappy about any aspects of the care you receive at Skanda Vale Hospice.

They can be contacted at:

Healthcare Inspectorate Wales

Phone: 0300 062 8163

Welsh Government

Email: hiw@gov.wales

Rhydycar Business Park,

Merthyr Tydfil CF48 1UZ

Conclusion

We hope that this guide has given you some useful information. The team is here to answer any questions that you may have, just ask. Our aim is to help you live with your condition, to offer you different experiences and to make you feel valued, loved and part of your community. Let us know what we can do to achieve this for both you and your family.