



St Luke's
Hospice Plymouth



The Complete Guide to our Care

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Terminal illness doesn't discriminate and neither do we.

Customise how you access our website in a way that best suits your needs. Our accessibility tool allows you to change language, text size and text to speech.

Look for this icon at the top of our website:

Accessibility

At St Luke's Hospice Plymouth, we believe every person with a progressive, life-limiting illness deserves to receive high quality, personalised care regardless of their background or circumstances.

Our vision is a community where no-one has to die alone, in pain or distress. That's why we have a multidisciplinary team of highly skilled doctors, nurses, therapists and social workers caring for patients and supporting their families across Plymouth, South West Devon and East Cornwall.

While we do not shy away from having difficult conversations, it always with the greatest respect and sensitivity, and - whether we're looking after a patient at home or at our specialist unit at Turnchapel - it is about much more than just hands-on medical care. We tailor our care to each individual - listening, focussing on what matters most to them and creating memories their loved ones will cherish for years to come.

The information within these pages is designed to give you a helpful overview of our specialist care. If you have any queries not answered here, please don't hesitate to contact us.

Contact us

How to reach our teams

General Enquiries

☎ 01752 401172

✉ info@stluke-hospice.org.uk

🌐 stluke-hospice.org.uk

St Luke's at Home and Urgent Care Service

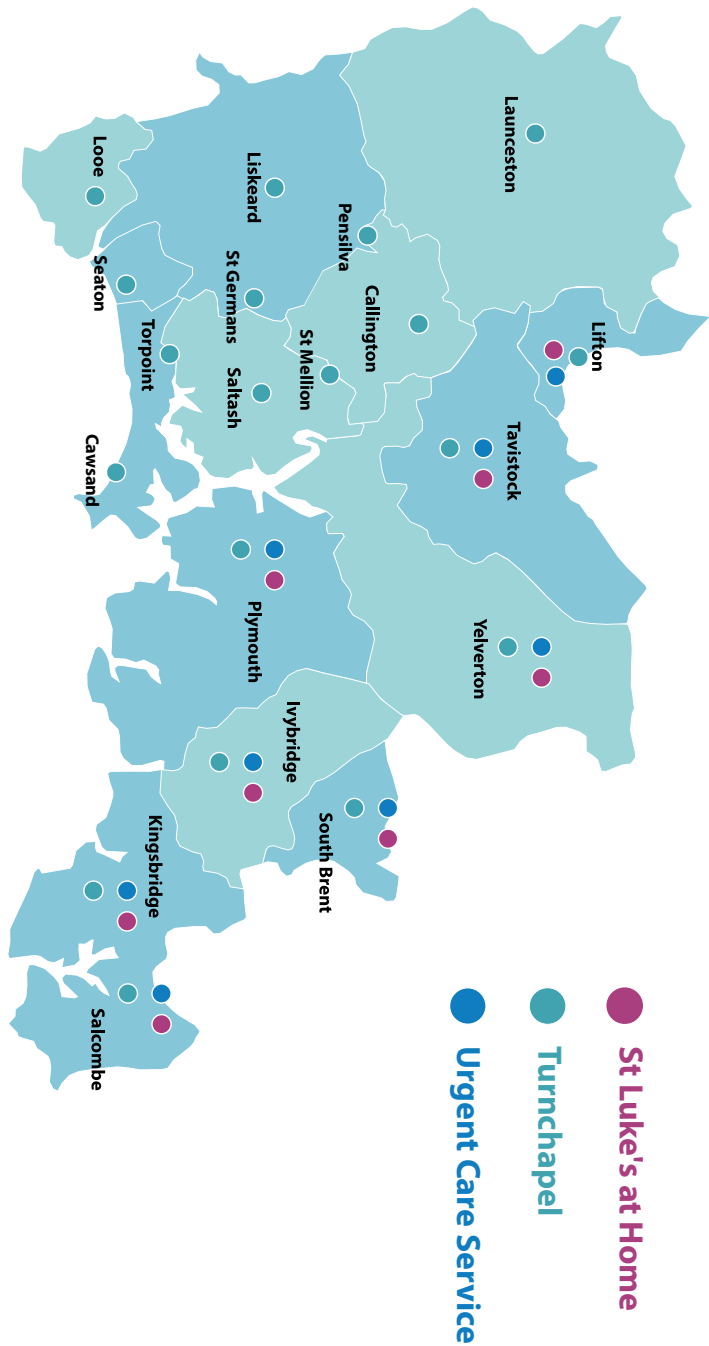
☎ 01752 964200

✉ community@stluke-hospice.org.uk

St Luke's at Turnchapel

☎ 01752 401172

✉ info@stluke-hospice.org.uk



Where do we see our patients?

An easy guide to where our teams see their patients

What do we do?

A summary of our care

Our care at home

St Luke's at home offers specialist advice and support for people with progressive life-limiting illnesses, otherwise known as palliative care. We look after people in their own homes, including residential and care homes, nurse-led clinics and community hospitals. We work in partnership with patients, carers, GPs, district nurses and other health and social care agencies.

Our care at Turnchapel

Our specialist unit at Turnchapel looks after 5% of St Luke's patients. Most people are seen at home. If you have very difficult symptoms to control, or need to come in because it is not appropriate to stay at home, then the team is on-hand to offer 24-hour care.

The Urgent Care Service

We know the needs of our patients can change quickly, potentially creating a situation where you, and those around you, need some urgent help. This is when you may be referred to our Urgent Care Service for support and care at home to get you stable, get extra help in place, or to get you home from hospital.

Therapy Services

Our goal is, wherever possible, to support you in living happily and safely at home. Our occupational therapists and physiotherapists will work with you and your carer to help maintain your independence for day-to-day activities and wellbeing.



Patient and Family Support Service

Our team of social workers and support workers focuses on what matters most to you. Working with you, they provide emotional and practical support for you - and those close to you - whether you are at home, in a residential or nursing home or at St Luke's specialist unit at Turnchapel. We are also able to explain your rights and ensure you have the information you need to make choices about your life wherever possible.

Patches pre-bereavement and bereavement support for children

We recognise that preparing a child or teenager for the death of a parent or other loved one is a daunting and heartbreaking task, and we don't want you to face this alone. Involving children and teenagers, talking to them and allowing them to express their feelings concerning dying and death, will help them to understand and work through their worries.

At this most vulnerable of times, St Luke's provides specialist help for those with children and young people, ensuring you feel supported as your family navigates its way through the challenges you face following a loved one's terminal diagnosis. We will continue to support them following a bereavement too.

St Luke's at home

including residential and care homes

St Luke's at home offers specialist advice and support for people with progressive life-limiting illnesses, otherwise known as palliative care.

We see people in their own homes, including residential and care homes, nurse-led clinics and community hospitals. We work in partnership with patients, carers, GPs, district nurses and other health and social care agencies to provide high quality patient-centred care, seven days a week.

What can you expect from St Luke's at home?

- Support for you, your partner, family and friends by telephone or visits to your home.
- Specialist advice about any complex symptoms you may have.
- Emotional and spiritual support for you and your family.
- Help and guidance with financial and social problems.
- Practical help and guidance to enable you to maximise your independence and help those who care for you.
- Access to other St Luke's services or other healthcare professionals.
- Signposting to other community services including Compassionate Friends, who offer a helping hand, company or a friendly ear.

What we'll need from you

- We will require you to provide access to your property and we also ask you and/or your significant others to not smoke during your visit.
- We will need access to your personal toiletry items as well as somewhere for the team to wash their hands.
- We politely request that the team are informed if yourself or your significant others will have any pets present during your visit.

Do patients have to pay?

The care provided by St Luke's at home to patients and families is free of charge. However, we are a registered charity and receive only a small part of our funding from the government. You may be eligible for NHS CHC funded care should your individual care needs stabilise and you require funding of long term care. For more information, speak to your primary caregiver.

How can you access this service?

Initially you will need to be referred by a GP, hospital doctor, district nurse, palliative care team or other health professional. For more information on our referral criteria please visit our website at stlukes-hospice.org.uk/healthcareprofessionals

Driving with medication

If your ability to drive safely is impaired by any cause, including medication or alcohol, you are breaking the law if you drive. You should not drive if, for whatever reason, you feel drowsy, dizzy, unable to concentrate or make decisions, or if you have blurred or double vision. For more information on driving with medication, speak to your primary caregiver or visit our website.

Urgent Care Service

The Urgent Care Service are a team of Registered Nurses and Health Care Assistants who offer skilled and compassionate care to people with progressive life-limiting illnesses during a time of change or at the end of life. We visit people in their own homes when there is a need for specialist end of life care.

We aim to help you stay at home, if that is your wish, and prevent any unnecessary admission to hospital. We also aim to support you on discharge from Hospice or Hospital, when required, to prevent avoidable re-admissions. We will work in partnership with you, your carers, your GP, your District Nurse and any other health and social care agency.

Staying in touch

with St Luke's at home

St Luke's at home will normally keep in contact with you by telephone, or by visiting you in your home. We recognise there are times when a visit to your home is not necessary, or your preference is to use another method of communication.

Other ways of communicating with members of the team are by telephone, text messaging, email and scheduled video sessions. Please be aware that contact by text and email are not advised for sharing personal information.

Telephone

A member of the St Luke's Team will answer your phone call, and direct you to the member of staff you need to talk to. They are available seven days a week including bank holidays, 8.30am-8.30pm. Just call **01752 964200**. After 8.30pm please call St Luke's advice line (8.30pm-8.30am) **01752 401172**.

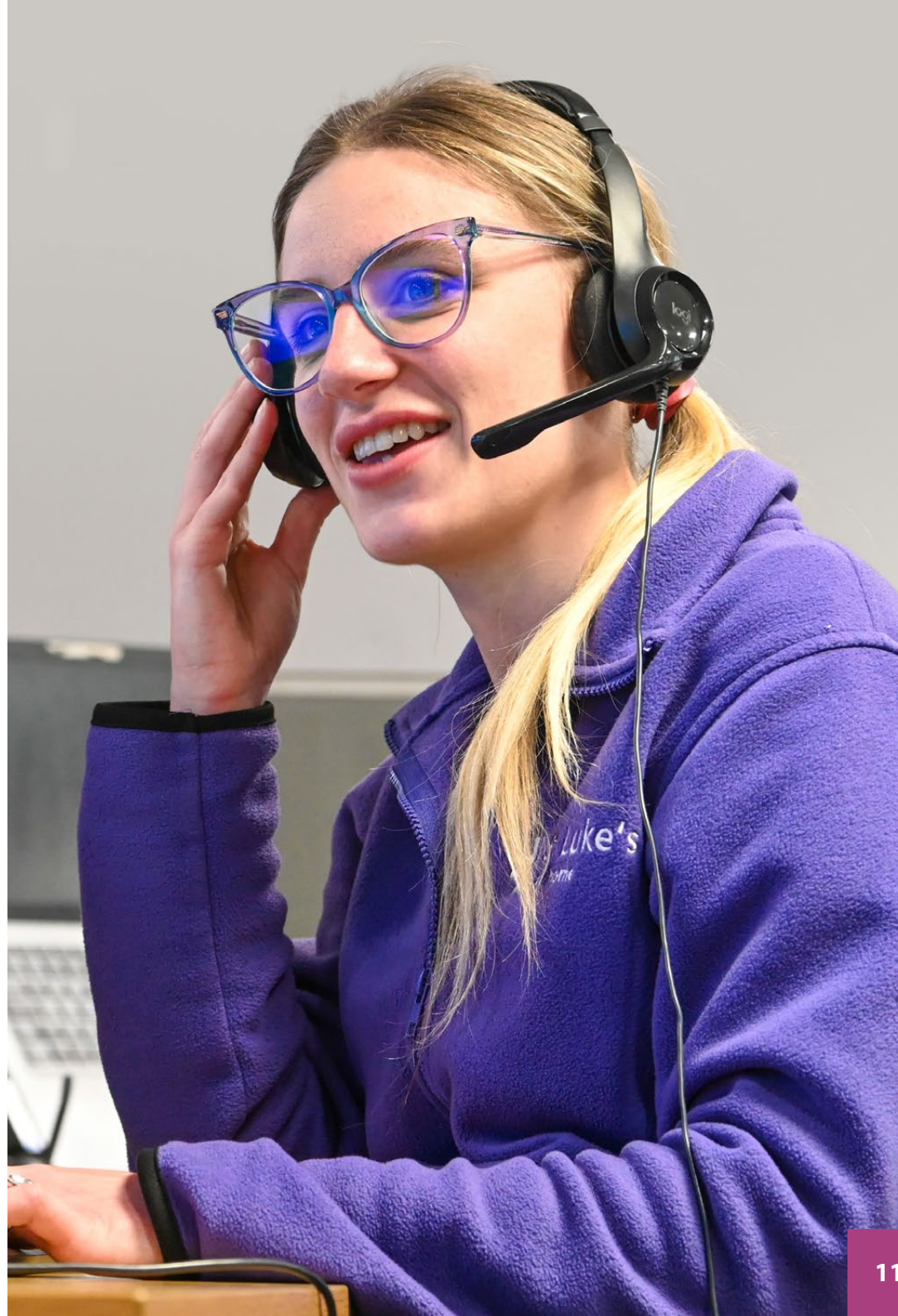
Email

You can also request that we send you information by email so that you have written documentation that you can refer back to. An example of this may be instructions on how to take your medication. Non-urgent messages can be emailed to community@stlukes-hospice.org.uk

Please note, email services are not 100% secure and they should not be used to pass on urgent or sensitive information. We aim to respond to your message within 24 hours, Monday to Friday, but if you have not heard from a member of the team within 48 hours, then please call us on **01752 964200**.

Video consultation

You may like to try a video consultation. This may be between you and the staff member in charge of your care, or it may be that you have a relative that lives away, whom you would like involved in the consultation. In these circumstances, it may be possible to set up a video session from your own home, between you, your care co-ordinator and your relative. Please ask us for more information.



Patient and Family Support Service

Support for you and your family

Our social workers, support workers and volunteers focus on what matters most to you. Working alongside you, we offer comprehensive support to patients and their families, focusing on physical, emotional, social, and spiritual needs. Whether you are at home, in a residential or nursing home, or at St Luke's specialist unit at Turnchapel.

If you are the unpaid carer for someone living with life limiting illness, we can offer all the above to you too.

What can you expect from our Patient and Family Support Service?

Physical support - we work alongside our medical colleagues and as part of the multi-disciplinary team around you to promote your best physical health.

Emotional and spiritual support - while we are not counsellors, we are skilled and experienced in offering practical strategies to help you cope with the emotional impact of a life limiting illness. We also recognise that spiritual care may be important to you, whatever your religious or spiritual beliefs.

Information and advice - support to help you understand your rights and find the information you need to make choices now and plan for your future care (sometimes called advance care planning).

Advocacy - help to identify and access the services and professionals who can support you.

Practical advice - guidance on accessing benefits, grants, debt support, wills and funeral planning.

How can you access this service?

Speak to your primary caregiver and they will be happy to make a referral to our Patient and Family Support Service

Bereavement support for your family

The team also provides bereavement support to carers and families of patients who were cared for by St Luke's. We offer up to six face-to-face support sessions with a trained member of our team. We understand that grief is a deeply personal experience, and there is no right or wrong way to feel or to grieve. Because everyone's needs are different, our support is not time limited. You might want to contact us soon after a bereavement or much later as you move through your bereavement.

Befriending

We know that when you are ill it can sometimes be difficult to get out and about as you did before or to do certain day to day tasks. This can lead to feelings of loneliness or isolation. Sometimes it can also be hard to find the right person to talk about how you are feeling.

St Luke's Befriending Volunteers can help by visiting you regularly whether you are at home, in hospital, at Turnchapel or a residential or nursing home. You can talk about your feelings or any difficulties you may be having, use their help to get you out in the community or other activities you may like to do, or simply having a chat.

Befrienders are not trained carers and are not able to carry out personal care activities or regular domestic tasks such as cooking or cleaning. If you need support with any of these activities please speak to a member of staff, and they will support you with getting the right help.



Patches

Our service for children

Preparing a child or young person for the death of a parent or other loved one can be a daunting and heartbreaking task, and we don't want you to face this alone. We know that involving children and young people, talking to them and helping them to express their thoughts and feelings concerning dying and death, helps them to manage better now and in the future.

Our team can help children and young people develop emotional skills and language to ensure that you feel supported as your family navigates life following a loved one's diagnosis of life limiting illness. We can continue to support children and young people following a bereavement too.

How might my child be feeling?

Talking with children and young people about what is happening when someone they love is going to die can feel overwhelming, especially when you are coping with shock or distress yourself. However, children are often aware when something important is being kept from them. They can pick up on tension, changes in behaviour and emotional cues, which may leave them feeling anxious, confused or left out.

Children usually feel more secure when they are given honest information in a way they can understand. Avoiding the conversation may lead them to imagine something worse, worry that they are to blame, or feel too frightened to ask questions. Giving children small, manageable pieces of information and allowing them to ask questions at their own pace is often the most helpful approach. And don't be surprised if your child doesn't respond in the way you expected - children often process information differently from adults.

How can we help?

Our Patient and family support services team can be alongside you, getting to know you and your children and young people. You know your children and young people best of all and we are guided by you. Your named worker can help you with thinking about age and stage appropriate language to help you communicate with them about what is happening now and what is likely to happen.



How can I access this support?

It is best to seek support at an early stage. This support from St Luke's is available to those who have been referred to us by a GP or other health or social care professional. If you would like to be referred or need further information on how to do this, please contact us.

Our team can help children and young people develop the emotional skills and language they need to express what they are thinking and feeling. Families often tell us that this support is invaluable as they navigate life following a diagnosis of a life limiting illness. We can also continue to support children and young people after a bereavement.

How can we help?

We usually visit you and your family at home, so we can begin building trusting relationships. We use a range of age and stage appropriate play, activities and arts and crafts to help children express their thoughts, feelings and emotions.

Examples of ways we help include:

- Advice about the timing of talking with your children about the terminal diagnosis.
- Guidance on planning what to say to help them know what to expect.
- Suggestions for creating an environment where children feel safe to ask questions.
- Ideas for activities that will help your family create lasting positive memories.

In addition, we can suggest a range of hands-on play, activities and arts and crafts for children that will help them express their feelings, from writing a letter to their loved one to creating a memory box or planning a memory day.

Care at Turnchapel

Our specialist unit

Admission to our specialist unit is offered to patients for a variety of reasons.

- To help improve symptoms that are difficult to control at home or in hospital.
- To provide support to patients with complex social and psychological needs.
- To care for some people at the end of their life.

The length of time you stay with us is determined by the help you need and how soon these needs can be met. St Luke's at Turnchapel is not a long stay unit, but we work closely with other local healthcare professionals to make sure you receive the right level of care when you are discharged.

You will only be discharged from the unit after discussions with you and your family, and careful planning alongside all those involved in your care. If it is not possible for you to be looked after at home and you do not need to be in our specialist unit, we may need to discuss discharge to a nursing home.

What is the specialist unit like?

Light, bright and airy, the specialist unit has a total of 12 beds (three shared wards and four single rooms). We use our single rooms for those who need them most.

St Luke's is set in beautiful grounds overlooking the Plymouth Sound and you are welcome to explore our garden and outside areas. If you are planning to make use of these outdoor areas, we ask that you please let us know in case we need to find you for medicine or visitors. We also have a welcoming cafe, providing drinks and hot and cold food.

Medical care at Turnchapel

While we have expert staff at Turnchapel, there are limits to the medical care that we can provide there. A doctor is on call at all times, but they are not physically present overnight. We have limited resuscitation facilities, and no on-site x-ray or other investigation facilities, but we can send you for investigation at Derriford Hospital if needed.



In the event of a sudden unexpected deterioration in your condition, we would aim to provide supportive care to ensure you are comfortable and free from distress. If more active treatment is felt to be appropriate (and in accordance with your wishes), an urgent transfer to Derriford Hospital will be arranged. When you arrive at Turnchapel, or at some time during your stay, one of the doctors will discuss with you your wishes about treatment and resuscitation. We have a leaflet available to give you more information on this.

Unlicensed medicines

Occasionally, you may be prescribed a medicine to treat a symptom for which the product is not licensed. Medicines are marketed to treat specific conditions but often help to relieve other symptoms as well; for example, some medicines that are licensed to treat epilepsy also relieve nerve pain. This is quite common in palliative care but can cause some confusion when patients or carers read information leaflets which refer only to the licensed uses. You will only be prescribed a medicine outside its licensed conditions if the doctor thinks it is appropriate and necessary. If you have any concerns about this, a nurse or doctor looking after you will be happy to discuss it with you.



Medical students

Medical students from the University of Plymouth are based at Turnchapel for short periods of time, as we feel it is an important part of our work to introduce the next generation of doctors to end of life care. While you are staying at St Luke's at Turnchapel you may be asked if you mind talking to a student. You may refuse to do so and this will not affect your care in any way.

Things to bring with you to Turnchapel

- Any medicines you are taking.
- Nightwear, a dressing gown, slippers and toiletries.
- Daywear and shoes, if you prefer to be dressed during the day.

What shall I do with my clothes?

Clothing will need to be clearly marked with your name and you will need to make arrangements for your laundry to be done at home. Please be aware that if you bring valuables into the specialist unit, you do so at your own risk.

Will I need to bring my own bedding and towels?

No, bedding and towels will be provided by St Luke's. If you prefer to use your own blankets, duvets and pillows you are most welcome to do so. Please ensure all items are clearly labelled with your name.

What happens at meal times?

Breakfast is served from 8am, lunch at 12.30pm and an evening meal at 5pm. A member of the Catering team will visit you daily to enable you to select your meals for the day. You will be asked about your likes and dislikes and how you prefer your food to be prepared. If you have any special dietary requirements, please let us know.

Can my family bring me food?

Yes, your family can bring food in for you. If necessary, this can be kept in a fridge in the ward area and will need to be clearly marked with your name.

Is food or drink available outside meal times?

Yes, food, drinks and snacks are available all day, including at the Driftwood Cafe (see below).

Can my visitors eat at the hospice?

The cafe serves a variety of hot foods, snacks and drinks. It is open between 10am and 4pm every day. We also have vending machines available on-site. We can also offer hot meals for your visitors for a small charge.

When can my friends and family visit?

We have an open visiting policy (subject to future guidelines on precautionary measures against COVID-19 or similar infection risks). Please ring to discuss early morning/late night visiting, and families, friends, children and pets are welcome. We ask all visitors to please use the antibacterial hand gel available before entering and when leaving. If any visitors have been unwell with flu, COVID-19 symptoms or an upset stomach, we ask that they call us first to speak to the nurse-in-charge before visiting. In the interest of safety the front doors are locked at 8pm. To gain admission after this time, please press the buzzer and a member of staff will let you in.

Is parking available?

Free car parking is available on site for patients and visitors.

Can my visitors stay overnight?

If necessary there is limited overnight accommodation for families and visitors. There is also a list of B&Bs at reception.

Can my pet visit?

We know pets are important and if you would like yours to visit, please speak with the nursing staff.



Can I use my mobile phone?

Mobile phones can be used, though please be considerate of other patients and visitors. A cordless phone is also available for your use - please ask for more information.

Is internet access available?

Yes, we offer free wifi for patients and visitors - please speak to Reception for the access code. We want you to be able to use your digital devices freely while you are in our specialist unit. It is an important way of keeping in touch and making use of online resources. If you want to maintain connection with your family, please talk to a member of staff who will be happy to help you. In order to ensure the confidentiality for you, other patients, families and staff it's important that when you use your mobile device you are careful not to:

- Capture photo or film an individual without their permission. This includes staff, people in the background or personal information displayed on the walls. It is important to remember that taking a photo or video could breach an individual's privacy and cause them distress.
- Make video calls in a way that allows the recipient caller to view any other patients, visitors or staff members.
- Make calls or use your phone in a way that disturbs other patients.

Is smoking allowed?

A smoking room is available for patients who wish to use it, however there is no smoking for visitors inside our buildings. For safety reasons we do not allow the use of, or the charging of, e-cigarettes within the building, including the designated smoking room. For our designated outdoor smoking areas, please ask at reception.

Additional facilities available

At Turnchapel we are fortunate enough to have a beautiful view, with a picnic area overlooking the Plymouth Sound which patients and visitors are welcome to use at any time. We also have a variety of other services and facilities available to make you feel as comfortable as possible during your stay with us, including our cosy Garden Studio with tea and coffee facilities.



What does St Luke's mean by pastoral care?

We believe that supporting your religious and spiritual needs is an essential part of your holistic wellbeing. All staff are trained to have sensitive and respectful conversations about what is important to you. We also have dedicated pastoral support available at the hospice, and we warmly welcome your own faith leaders or community members to visit you here if you wish.

Do you offer additional treatments or therapies?

Depending on the availability of volunteer therapists, we offer a choice of complementary therapies to support the well-being of patients and family carers. To request information about these treatments, please speak to a member of the team looking after you.

Is there any entertainment available?

Yes. Each bedspace has its own TV with the ability to connect to apps and their own streaming services. A library of virtual reality experiences is available for patients or family to use on request. A range of daily newspapers and magazines are also available. There are also toys and games consoles.

Is there a space for me to be with my family away from the ward?

We have a number of private rooms that can be used for quiet time together with your friends and family when they visit. The Harbour is a peaceful space open to all, immediately on your right as you enter the wards. Our Garden Studio and The View conservatory also provide a space away from the wards.



Information Protection

How we use and protect your private information

Why and how do we collect your information?

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate care and treatment. The legal basis for holding this is that it is necessary for the performance of a task in the public interest. These records may include basic details, such as name, address, date of birth, next of kin, contact we have had, details of treatment and care, test results, plus information from people who care for you and know you well, such as health professionals and relatives. It may also include personal sensitive information, such as sexuality, race, religion or beliefs, disabilities, allergies or health conditions. This information assists staff involved in your care to deliver appropriate treatment and care to meet your needs. Information is collected in a number of ways - via your healthcare professional, via the hospital, referral details from your GP or directly given by you.

How do we use this information?

We use this information to help inform decisions that we make about your care, ensuring your treatment is safe and effective and to work effectively with other organisations who may be involved in your care. To ensure our services can meet future needs. To review care provided to ensure it is of the highest standard possible. To train healthcare professionals. For research and audit. Where possible, when using information to inform future services and provision, non-identifiable information will be used. It helps you because accurate and up-to-date information assists us in providing you with the best possible care.

How is information retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. The Data Protection Act 2018 regulates the processing of personal information, and strict principles govern our use of information and our duty to ensure it is kept safe and secure. St Luke's Hospice Plymouth is registered with the Information Commissioners Office (ICO).

How do we keep information confidential?

Everyone working for St Luke's is subject to the Common Law Duty of Confidentiality, the Data Protection Act 2018 and the General Data Protection Regulations. Information provided in confidence will only be used for the purposes to which you consent, unless there are other circumstances covered by the law. Under the Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. All our staff are required to undertake annual training in data protection, confidentiality, and IT/cyber security, with additional training for specialist teams, such as healthcare staff, data protection officers and IT staff.

Who will the information be shared with?

To provide you with the best care possible, sometimes we will need to share information about you with others. We may share your information with a range of health and social care organisations and regulatory bodies. Information sharing is governed by specific rules and law.

We are able to view your electronic patient record across other care providers involved in your care, and equally we share out your record to other providers were relevant to your care with us.

You can opt out sharing the information we hold about you with other providers (opt out SHARING OUT), and you can opt out of St Luke's viewing information from other services (opt out SHARING IN). Should you wish to opt-out, please speak to your clinical professional who will be able to discuss this further with you. Please note that by opting out of sharing St Luke's will not be able to view important medical information relating to your direct care, nor will other health care providers view the information about your care with St Luke's, which may have an impact on the care you receive.

St Luke's clinical professionals will also have access to the GP Summary Care Record. As part of the full electronic patient record, St Luke's clinical professionals will have access to this to support your direct care. To change preferences for organisations accessing the Summary Care Record, visit: <https://digital.nhs.uk/services/summary-care-records-scr/sr-patient-consent-preference-form>

Your information with St Luke's is used to provide direct care, however we may be requested to submit identifiable information for national research purposes. NHS Digital is developing a new system to support the national data opt-out which will give patients more control over how identifiable health and care information is used. The system will offer patients and the public the opportunity to make an informed choice about whether they wish their personally identifiable data to be used just for their individual care and treatment or also used for research and planning purposes. To find out more, visit <https://digital.nhs.uk/services/national-data-opt-out>

Sharing information with non-NHS organisations

We may also need to share information from your records with non-NHS organisations. We will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires the disclosure of information. Non-NHS organisations may include, but are not restricted to: Social Services, local authorities, the police and private sector providers. You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include delays in you receiving care.

Can I access my information?

Under the Data Protection Act 2018 and the General Data Protection Regulations 2016 a person may request access to information (with some exemptions) that is held about them by an organisation. For more information on how to access the information we hold about you, please visit www.stlukes-hospice.org.uk/data

Contacting us about your information

Each organisation has a person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. You can contact St Luke's Hospice Plymouth Caldicott Guardian by using the Contact Us section of our website.

If you need any further information please contact the Data Protection Officer at dpo@stlukes-hospice.org.uk or write to us, St Luke's Hospice Plymouth, Stamford Road, Turnchapel, Plymouth, PL9 9XA

Glossary of terms

Definitions of some terms you may read at St Luke's

Advance Care Plan

A personal statement of wishes if a person is too ill or dying to speak for themselves.

Bereavement

The sorrow you feel, or the state you are in when a relative or close friend dies.

Care Quality Commission (CQC)

The independent regulator of all health and social care services in England.

Community Nurse

A St Luke's nurse from the Home team, who delivers care for patients at home.

Compassionate Friends

Members of the public who provide additional non-medical support to patients voluntarily.

Consultant

A specialist doctor.

Data protection

The steps taken internally to protect patients' confidential information.

End of life (EOL)

A term used for care that aims to help people live as well as possible in their last stage of life.

Fast track

Rapid response care from our Urgent Care Service.

Healthcare Assistant (HCA)

An assistant to the St Luke's nurses, who delivers a wide range of different services to patients.

Hospice UK

The national charity of hospices, who lobby for hospice care in Government.

Inpatient Unit (IPU)

Our specialist unit with 12 beds.

Lasting Power of Attorney (LPA)

A legal document that allows someone to make decisions on behalf of a patient if they lose the ability to do so themselves.

Multi-disciplinary team (MDT)

The group of different professionals (doctors, nurses, social workers, chaplains, etc.) who work together to plan a patient's care.

Next of kin

The person we will contact first about a patient's health in the event they can no longer speak for themselves.

Nurse practitioner

An advanced specialist nurse.

Occupational therapy

Providing physical support to people whose health prevents them doing the activities that matter to them.

Outpatient

A patient who visits the specialist unit and is well enough to go home.

Palliative care

Relieving physical and emotional pain during terminal illnesses and the last days of life.

Pastoral care

Making sure a patient's emotional and psychological needs are met.

Patient-centered

Providing care that is respectful of, and responsive to, individual patient preferences, needs and values. Ensuring that patient values guide all clinical decisions.

Personal health budgets (PHB)

Money the NHS can sometimes grant for additional care needs that are not included in the St Luke's care package.

Pre-bereavement

Preparing someone for the loss of a loved one with terminal illness.

Prognosis

A medical assessment of how a condition is likely to develop.

Referral

The transfer of care for a patient from one clinician or healthcare provider to another by request.

Signposting

When a member of staff directs a patient or family to another service or source of support.

Sister nurse

A traditional term for an experienced senior nurse who manages the wards.

Specialist unit

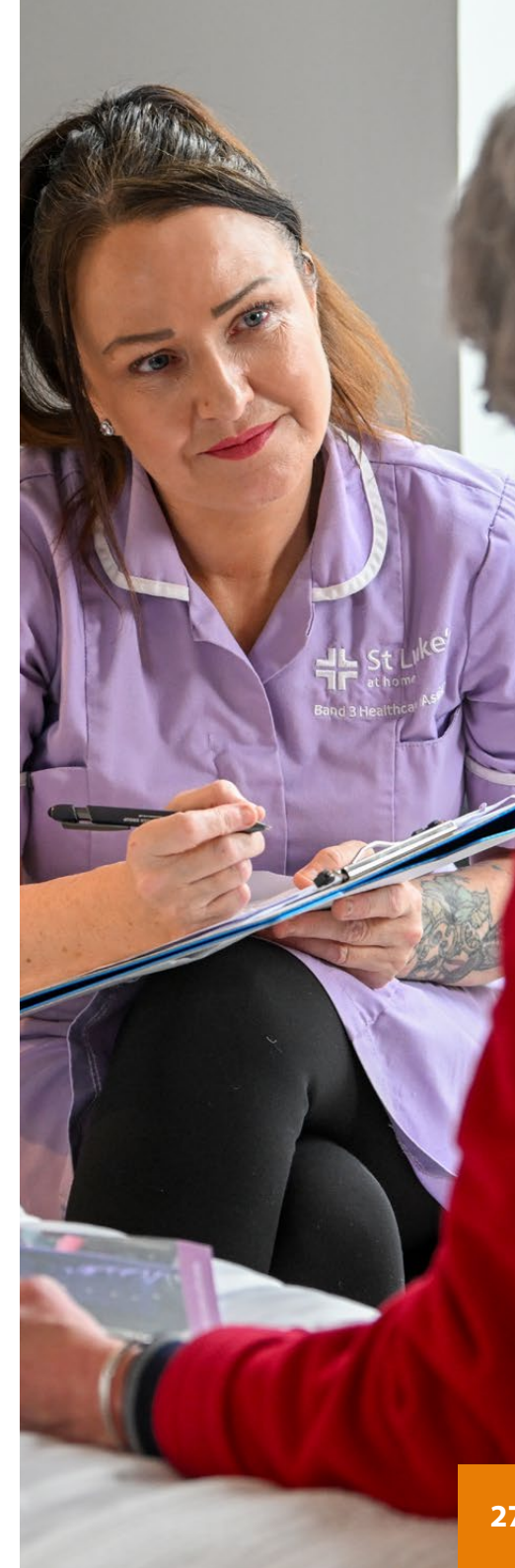
The 12-bed hospice building at Turnchapel, for patients whose medical needs cannot be helped at home or in hospital.

Syringe driver

A small, portable device that delivers medication continuously.

Treatment Escalation Plan (TEP)

The form used to record discussions with patient (or family) so that the patient's wishes are known.



Contact us

How to reach our teams

Main Reception

☎ 01752 401172
✉ info@stlukes-hospice.org.uk
🌐 stlukes-hospice.org.uk
🏠 St Luke's Hospice Plymouth, Stamford Rd, Turnchapel, Plymouth, PL9 9XA

St Luke's at Home and Urgent Care Service

☎ 01752 964200 (For out of hours support call 01752 401172, 8.30pm-8.30am)
✉ community@stlukes-hospice.org.uk
🌐 stlukes-hospice.org.uk/home
🏠 St Luke's Hospice Plymouth, Stamford Rd, Turnchapel, Plymouth, PL9 9XA

St Luke's at Turnchapel

☎ 01752 401172
✉ info@stlukes-hospice.org.uk
🌐 stlukes-hospice.org.uk/turnchapel
🏠 St Luke's Hospice Plymouth, Stamford Rd, Turnchapel, Plymouth, PL9 9XA

Data Protection Officer/Caldicott Guardian

☎ 01752 401172
✉ dpo@stlukes-hospice.org.uk
🌐 stlukes-hospice.org.uk/data

External contacts

Organisations that may be able to offer further help

Livewell Southwest

☎ 01752 435502
✉ customerservicespch@nhs.net
🌐 livewellsouthwest.co.uk

The Mustard Tree

☎ 01752 430060
🌐 plymouthhospitals.nhs.uk/mustard-tree

Age UK Plymouth

☎ 01752 256020
🌐 ageuk.org.uk/plymouth

Derriford Hospital

☎ 01752 202082
🌐 plymouthhospitals.nhs.uk

Devon Adult Social Care Services

☎ 0345 155 1007

Tavistock Hospital

☎ 01822 612233

South Hams Hospital

☎ 01548 852349

Jeremiah's Journey

☎ 01752 424348
🌐 jeremiahsjourney.org.uk

Plymouth City Council Social Services

☎ 01752 668000
🌐 plymouth.gov.uk/adultsandchildrensocialcare

Marie Curie South West

☎ 0800 090 2309
🌐 mariecurie.org.uk/help/support

Out of Hours: NHS 111, option 4 - 'palliative care'

Extra information

Some of the other services at St Luke's

Advance Care Planning

An Advance Care Plan (ACP), is a personal statement of wishes, that should you be unable to speak up for yourself at any point in your last days, then it can do so for you. The purpose of an Advance Care Plan is to ensure that the wishes of the person who is dying, are, as far as practically possible, respected and acted upon. For more information, visit stlukes-hospice.org.uk/acp

Personal Health Budgets

Personal health budgets are a way of personalising care, based around what matters to people and their individual strengths and needs. A personal health budget is an amount of money to support the identified healthcare and wellbeing needs of an individual, which is planned and agreed between the individual, or their representative, and the local clinical commissioning group (CCG). It isn't new money, but a different way of spending health funding to meet the needs of an individual. For more information on personal health budgets, please ask your primary caregiver.

If you have a complaint

We work hard to offer high standards of service at all times but sometimes things go wrong or not as well as you would expect. If you are unhappy with the service that we provide, we would like to hear from you so that we can improve and try to make sure your experience is not repeated. We would like to, if possible, sort it out straight away. Please talk to a member of staff who will seek to resolve it. If you do not feel comfortable doing this or are unhappy with the response you can:

- **Email** your concern or complaint to quality@stlukes-hospice.org.uk
- **Call us** on 01752 964200. You will be asked for your contact details and the appropriate member of staff will contact you
- **Write to us**, by sending a letter to Head of Quality and Compliance, St Luke's Hospice Plymouth, Stamford Road, Plymouth, PL9 9XA

Making a complaint will not affect the care you or your loved one receives in any way, and anything you say will be kept confidential and separate from clinical records.

If you are not happy with our response and feel that we have not addressed your concerns, or that we have missed something, please let us know. We will see if there is anything further that we can do to resolve your complaint and try to address any outstanding issues. If you are not happy with how we have dealt with your complaint and would like to take matters further, you can contact our Chair of the Board of Trustees or raise it with an external organisation:

The Parliamentary and Health Service Ombudsman deals with unresolved complaints about health services and care in England. You can contact them by visiting their website at <https://www.ombudsman.org.uk/making-complaint> or by phone on 0345 015 4033.

The Care Quality Commission (CQC) regulates the care that we provide. They also provide information about making a complaint and can be accessed via the Care Quality Commission website at www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider.

The CQC will take note of your complaint and if appropriate use it as part of their inspection process. They do not have an active role in dealing with individual complaints. These two organisations are independent, and the service they provide is free.



Want to give us feedback or a review?

We want to hear your views about us. Please share your feedback so that we can keep learning and improving. There are three ways you can give us your feedback.

1. You can talk to your nurse, doctor or another member of the team if you have any questions or concerns and ask for a patient survey form.
2. You can offer us feedback through our website via our feedback page, or scan the QR code below.
3. Email your compliment, concern or suggestion to quality@stlukes-hospice.org.uk





St Luke's

Hospice Plymouth



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HospiceUK

Working in
partnership
with



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