



Arthur Rank Hospice Charity

making every moment count

Making every moment count

Fenland District Council presentation

Antoinette Jackson, Chair of Trustees, Sharon Allen, Chief Executive



Our services



Specialist Care Team

Providing specialist end of life care and advice, and helping healthcare services to work



Hospice at Home

Hands-on care and support to patients and families in their own homes across Cambs



Palliative Care Hub 111 (3)

A free phone service providing expert advice and support, out of hours via 111 option 3



Patient & Family Support

Helping patients and their families' emotional, psychological and spiritual well-being



Inpatient Unit

Caring for those with end of life care needs and stabilising symptoms in our 23-bed ward



Wisbech Services

Alan Hudson Day Treatment Centre providing specialist support to patients in the Fens

Our services



Living Well services

Supporting patients to live fully through a range of programmes and groups



Lymphoedema Service

Treatment & education for patients with lymphoedema, helping them to take control



Young People

Providing care to young adults living with complex or life-limiting conditions



Therapy Teams

Physio, occupational and complementary therapy are integral to our holistic approach



Medical Team

Our medical team support the Hospice's specialist services and can offer expert clinical a



Other services

Explore our gardens, library and sanctuary and our wider community services

Alan Hudson
Centre (North
Cambs Hospital
Wisbech)



Meet the Team



"You are amazing. Clinically there for people but also socially supportive with laughs and jokes, it is so unusual to have both. It's an all round centre. I can't thank you all enough"

Patient quote, Alan Hudson Day Treatment Centre



- **Matron – ANP**
- **2 x Band 7 CNSs – community and treatment & living well services**
- **2 x band 5 nurses- treatment & living well services**
- **1 x complementary therapist, life celebration coordinator and community partnership officer**
- **Two administrators (inc Hospice @ Home team)**
- **Hospice at Home Team**

Hospice @ Home Team - North



Our services in Wisbech & the Fens

- Treatment & clinical days – incl. haematology, oncology, IV therapies, blood transfusions
- Living Well service – incl. symptom management, advanced care planning and creative arts therapies
- Community specialist palliative care service- 4 Wisbech Surgeries
- Bereavement & family/carers support
- Specialist clinical advice & support to end of life care patients on Trafford Ward
- Complementary therapies
- Hospice at Home North Cambs
- Palliative Care Hub Advice Line



Increasing demand for our services

- More patients with complex needs
- Launch of Hospice at Home, with 312 North team referrals for 2023/24 and 15,650 episodes of care.
- Community Specialist CNS - On average 14 referrals, 181 SCPC contacts and 29 home visits per month.
- Palliative Care Advice Line
- Bereavement support group



Palliative Care Hub

Launched on Tuesday 6th April 2021

A free **telephone service** available to patients, relatives, friends and all healthcare professionals.

Providing specialist advice and support to those with life limiting illnesses

We aim to be open **24/7**

Dial 111 and select option 4. (Available if dialled whilst in Cambridgeshire and Peterborough)



Outcomes & Wider Impact

- Improved care for wider range of patients with increasingly complex needs.
- Additional clinics and treatment sessions provided which patients are currently having to travel long distances to receive.
- Our timely treatments and care are reducing admissions to hospital.
- Provision of advice and support for carers.



Working together – what next?

- Service expansion including expansion of the palliative care hub (SPA/increase capacity), training of more nurse prescribers, establish a rapid response service and working with EACH young persons transitions coordinator.
- Continue to expand H@H provision to support more patients to die in their own homes
- Expansion of bereavement support services
- Reduction in service provision inequalities
- Continue to develop inpatient provision in Fenland
- Work with acute trusts to provide more treatments locally





Arthur Rank Hospice Charity

Volunteer with us



- In our Shops
- In our community
- In our Hospice
- In the Alan Hudson Day Treatment Centre

Be part of #TeamArthur

Head to: [join-us/volunteer-opportunities/](https://www.arhc.org.uk/join-us/volunteer-opportunities/) or contact us at volunteer@arhc.org.uk
01223 675872 to find out more



I like having a clear role, being part of a friendly team and making a contribution towards funding such a valuable charity
– Ian, Van Driver Volunteer



I am grateful for the opportunity to be part of a team who tenaciously strives towards creating a warm and friendly environment for patients and their loved ones
– Aisha, Inpatient Unit Volunteer



The cost of our care



£14.04 million

- 58% from the NHS (ICB and CUH)
- We are reliant on our community for the remaining £5.5m

Our income streams



Thank you

“Without you we would have been unable to manage. You made a very stressful, sad time easier with your help, kindness and knowledge. We thank you from the bottom of our hearts.”



Arthur Rank Hospice Charity

making every moment count

**Thank you for listening,
any questions?**

