Care at home:

Trinity’s Community Services

Information for patients and carers living at home
Welcome to Trinity

Trinity’s Community Services provide specialist care to you and your family in the comfort of your own home. As a patient of Trinity, you are also welcome to attend any of our individual and group activities through our Outpatients Service.

This guide is an introduction to the range of support Trinity can offer when you are living at home. It will help you get the most from our services by telling you about the people involved in your care, the support on offer and how we operate.

All of our services are free of charge.

If you have any questions about Trinity’s Community Services, please call us anytime on 020 7787 1062
Royal Trinity Hospice provides skilled, compassionate care, support, information and advice to people with life-limiting illnesses and those close to them. We provide services to people living in our central and south west London community, helping them to live life to the full for whatever time is left.

We care for people with all different kinds of conditions. It’s the needs of our patients and their families that matter to us, not their diagnosis. Many of our patients have cancer, but we also care for those with long term illnesses such as heart or respiratory failure, lung, renal and neurological conditions, including dementia, motor neurone disease or multiple sclerosis.

As well as our Community Services, we support people on an outpatient basis and at our inpatient centre in Clapham. Our care is centred on the unique needs of each individual and their family, friends and carers.

“It’s like when you meet a friend and talk about your problems, it makes an enormous difference.”
Your care team at home

Nurses
Trinity’s team of specialist nurses is here to help you cope with the physical, practical and emotional impact of your illness. Your nurse is usually the first point of contact for you and your family so please do talk to them if you have questions or concerns. If you are not under the care of a nurse then please don’t hesitate to make contact and you will be put in touch with the most appropriate person to deal with your query.

Trinity’s nurses visit people at home seven days a week between 9am and 5pm, however you can contact them by telephone 24 hours a day. You will be allocated a nurse but may see others within the team. All members of the team will be aware of your care plan and your preferences.

Doctors
Our medical team includes consultants and a number of trainees (qualified doctors with different levels of experience, all supervised by consultants). The doctors work closely with the nurses and other members of the team to ensure all your symptoms are dealt with as quickly as possible. If it would be helpful, a doctor will visit you at home or see you in an outpatient clinic.

Befriending Volunteers
We know that illness can sometimes make it difficult to get out and about like before, which can lead to feelings of loneliness or isolation. Trinity’s Befriending Volunteers can visit you at home regularly for a chat, to accompany you on a walk, to appointments or to the shops. They also provide some respite for friends and families. Volunteers are all aged over 18 and are fully vetted and trained.

Financial information and practical advice
It is not unusual to be worried about money and how your illness might affect your finances, especially if you or your family find you need to give up paid work. Our Welfare Benefits Advisor can provide information and advice about the benefits you may be entitled to and help you to apply. We can also provide information about wills and other practical matters.

Occupational therapy
Our occupational therapists can help you make simple changes to your routine to help you remain independent and manage symptoms like fatigue. They can also provide advice about equipment that might help you around the house.

Counselling and emotional support
You and your family may be experiencing a wide range of emotions and some may leave you feeling anxious and worried about how you are going to cope. Our counsellors and social workers can help you explore the issues troubling you and find ways to cope. This might include things like the effects of your illness and treatment, difficulties at home and at work, communicating with those close to you, facing and making decisions, coping with loss and change, and planning for the future.

Spiritual care
Spiritual care is one way to help you make sense of and find meaning in what is happening. Our Spiritual Care Lead and team of volunteers can support you and your family. They can also contact local clergy and faith leaders on your behalf should you wish. Spiritual care services and support can be delivered in your home, in the inpatient centre or as an outpatient.
Our Outpatients Service means you can take part in a range of individual and group activities which can help improve your sense of wellbeing and enable you to meet new people.

**Complementary therapies**
These gentle therapies are soothing and relaxing and can have a positive impact on your sense of wellbeing as well as help manage symptoms like insomnia, anxiety or fatigue. Therapies we offer include reflexology, massage, aromatherapy and reiki. You can also learn some techniques to do at home.

**Physiotherapy and exercise**
Physiotherapy and exercise can help to build your strength and improve your balance and mobility. It can also help to reduce tension, increase self-esteem and re-energise you.

**Art therapy**
When feelings are difficult to put into words, art therapy can help you to express your emotions and tell your story in different ways. No special talents or skills are required and you are free to use a range of creative methods to express yourself.

**Wellbeing Programme**
Trinity runs a range of activities which can help you feel better, meet new people and learn how to manage your condition.
Bereavement team
At Trinity, we have a bereavement team to support you through the emotional impact of grief. We are there for family members, friends, children and carers and there is no time limit for this support. You can choose to access this service through our one-to-one sessions or our monthly drop-in support group.

Other support
Friends and families may also benefit from some of the other services outlined in this booklet, including:

- Financial information and practical advice
- Counselling and emotional support
- Spiritual care
- Befriending volunteers
- Wellbeing Programme

You can call our community team for help and advice, day or night, seven days a week on 020 7787 1062.

If you do not hear back from us within 30 minutes, please call the main hospice number on 020 7787 1000.

If your call is not answered please leave a message with your name and contact number and we will get back to you as soon as possible. If your call is urgent please state this.
Frequently asked questions

How long will I receive support at home?
Our level of involvement will be guided by your needs and at some times you may need us to be more involved than at others. If your condition stabilises, you may feel you can manage without our input for a while. It is very easy for us to become more involved again if your condition changes or if you feel you need more support.

Will Trinity take over from the GP and the District Nurse?
No, Trinity’s role is different to the GP and District Nurse but our work is closely linked.

Will I be able to come in to stay at Trinity if I feel unwell and cannot manage at home?
In the first instance, you should contact Trinity and one of our nurses will make an assessment over the telephone and form a plan of action based on your needs. This may include increasing care for you at home, arranging an admission to the inpatient centre at Trinity or facilitating an admission to hospital.

I’d like to come to the Outpatients Service, what should I do?
If you are interested in attending any of the Outpatients Services we run please call 020 7787 1062 or speak to one of our Community Team.

Do you provide transport to attend the Outpatients Service?
We ask you to please make your own way to our Outpatients Service for your appointments if you can. Our staff can advise about eligibility for subsidised taxi travel and help you to apply. If you have difficulty accessing public transport or have poor mobility we can provide transport in our minibus, subject to availability. Please contact Trinity to discuss.

What should I do if I’m unhappy with your service?
We hope you will be happy with the care and service you receive at Trinity but if there’s something you are not happy about then please do tell us as soon as possible so we can investigate whilst the event is fresh in people’s minds. You can let us know what you think about our services or your experience by emailing our CEO, Dallas Pounds, at dpounds@royaltrinityhospice.london.

Please remember
Our staff and volunteers want to help you during their visit. We expect them to treat everyone with consideration, courtesy and respect, regardless of physical, social and spiritual differences.

Equally, we expect all patients, family members and friends to treat staff and volunteers with the same consideration, courtesy and respect.

Trinity will take action to support staff and volunteers in situations where they are not treated with respect. Please be aware that threatening behaviour, including verbal or physical abuse, will not be tolerated.
How to support Trinity

As a charity, Trinity relies on vital donations and fundraising to supplement our income from the NHS, which covers just one quarter of our overall costs. There are many ways you, your family and friends can support us:

- Donate
- Host your own fundraising event
- Leave a legacy to Trinity in your will
- Take part in a challenge event or attend a special event
- Donate to and buy from our shops
- Introduce a company to Trinity
- Share your story on our website

These are just a few of the ways you can help. If you would like to know more, or have any questions, please contact us on 020 7787 1088 or email fundraising@royaltrinityhospice.london

Thank you for your support