

KEMP Charity shops

KIDDERMINSTER

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Tel: **01562 744718**

BEWDLEY

The Old Post House, 14, Load St, Bewdley, DY12 2AE
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Unit 2, Tan Lane, Stourport-on-Severn, DY13 8HD
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KEMP Distribution Centre

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Charity number 511141

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Information on services provided

Welcome

The aim of KEMP Hospice is to enhance the quality of life of our patients their carers and families.

Many patients are suffering from cancer, but we offer help to patients, families and carers dealing with all forms of life-threatening illness and those with end of life care needs.

Care and support are offered to patients and their families of all cultures and faiths. Time is given to practical, emotional and spiritual needs by our Nurses, Chaplains, Therapists, Volunteers, and support staff.

adding quality to life

What services do we provide?

1. Day Hospice – Kidderminster site
2. Bereavement Care & Pre-bereavement Counselling
3. Lymphoedema Service
4. Education
5. Caring for Carers
6. Out-patients / Domiciliary appointments
7. Stress Management Courses
8. Information / Advisory Service
9. Volunteers
10. Cost of our services? - FREE
11. Interested in Volunteer work?

1. The Day Hospice

At Kidderminster we accept 12 patients daily Monday, Tuesday, Wednesday & Friday.

Care is provided by a multidisciplinary team that includes Nurses, Physiotherapist, Occupational Therapist, Complementary Therapists, Chaplaincy Team, Hair & Beauty Specialist and supported by trained volunteers. An Holistic approach to care is adopted to support and enhance the quality of life both of the patients and their families.

Patients are able to benefit from a range of services including:-

Nursing Care

All patients are assessed by the nursing staff and an individualised Care Plan developed. Patients are monitored on each visit and nursing care given as necessary eg; dressings, venepuncture, advice on symptom control and help with financial matters.

The nurses liaise with other members of the multidisciplinary Team, the patient's Primary Health Care Team, and their family and carers to facilitate continuity of care.

10. Cost of our services? - FREE

The services we offer are provided without charge.

In order to do this we rely entirely upon donations and fundraising from within the community to fund 85% of our running costs.

There are a variety of ways that you can help local patients receive the care they deserve by;

- Making donations
- Donating your time or goods
- Supporting our lottery
- Hosting our Collection Box
- Remembering us in your will

If you would be interested in helping us raise these vital funds, then please contact our Fundraising Department on 01562 861217

11. Interested in volunteer work?

Volunteers are key to the Hospice as they help in every department creating and adding to the services we offer.

We aim to utilise our volunteers existing skills and also give you the chance to develop new ones.

You can work with patients or provide help with 'behind the scenes' work in any of our departments.

In return, we provide:-

- Support & Guidance
- Induction programme
- On-going training
- Out of pocket expenses
- Chance to give to the local community
- Opportunity to meet new people
- Chance to develop new skills

6. Outpatients / Domicillary

Outpatient appointments are available for patients to see KEMP's Physiotherapist or Occupational Therapist. Every Tuesday & Wednesday afternoon a Complementary Therapies outpatient clinic is held – appointment is by referral.

Physiotherapy, Occupational Therapy and Complementary Therapy can all be delivered in peoples own homes by a domiciliary appointment and via outpatient appointments.

7. Stress & Relaxation Courses

Regular Courses are run at the hospice by KEMP's Occupational & Complementary Therapist. Patients are invited to join the course which runs for 2 ½ hours, one day a week, for 4 weeks.

8. Information / Advisory service

Information and advice is given by the nursing staff to members of the public who sometimes just “drop in”, or via the telephone.

9. Volunteers

Volunteers support the nursing staff in the Day Hospice and all undergo an Induction Training Course and continued ongoing training. They also provide transport for patients.

Physiotherapy

Patients receive physiotherapy assessment and advice as required. The aim is to maintain patients' independence and confidence, enabling them to remain at home for as long as possible. Domiciliary visits are also undertaken.

Occupational Therapy

Patients receive an Occupational Therapy assessment as required with the emphasis being on the activities of daily living. Advice is given on equipment and adaptations to patients' homes and lifestyles. Domiciliary visits are also undertaken. The aim being to promote self-help and independence.

Complementary Therapy

Massage, reflexology and aromatherapy are available by qualified Therapists on a daily basis thus promoting a feeling of wellbeing and relaxation. These therapies can also be delivered in patients' own homes if too unwell to attend Day Hospice, or indeed as an out-patient.

Diversional Therapy

This is provided in the day Hospice by KEMP's Creative Therapist supported by our volunteers. Activities such as craft, reminiscence, quizzes, flower arranging, painting and creative writing are available. The aim is to enable patients to achieve a task and thus raise self-esteem and confidence.

Chaplaincy

There is a member of the Chaplaincy Team available on a daily basis to deal with patients' spiritual issues. Patients are able to receive Communion if they wish to do so. Chaplains are often involved in patients' funeral arrangements and in supporting the family pre and post bereavement.

Dietary Requirements

KEMP's Catering Manager provides a nutritionally balanced lunch every day and is able to cater for different dietary requirements.

Transport

Transport is provided to and from Day Hospice by Volunteer Drivers, ambulance or Dial-A-Ride dependant on individual requirements.

Clinical Care

The patient's well-being is monitored on each visit, and they are encouraged towards self-help and the regaining of confidence.

The staff will contact the patient's G.P., Macmillan Nurse or District Nurse as required. The patient's, relatives or carers are invited and encouraged to attend on the first visit if they wish, for coffee, to meet the staff and have a look round.

2. Family Support services

This service is available to all families, carers and friends of patients that have had any contact with KEMP.

This team consists of volunteers with specialist training in counselling skills – the minimum requirement being the Certificate in Bereavement Counselling skills, and many have a Diploma in Counselling.

The Team is supervised by the Family Support Co-ordinator. The service provides support to families for a year via telephone, letter, group meetings and one to one contact as required. Access to the service after this time is by referral.

We also have a Palliative Care Case Worker, who brings all the expertise of the Citizens' Advice Bureau to the Hospice and can help and advise in many areas, including:

Practical advice on benefits, housing, employment, debt, bereavement issues – including funerals and probate; concerns about family and other relationships problems; and help with charitable applications.

3. Lymphoedema

KEMP's lymphoedema service is provided in conjunction with the Worcestershire wide service. Wyre Forest patients are referred to the team for assessment, and a treatment programme is implemented. Clinics are held regularly at KEMP and patients attend by appointment. Domiciliary visits can also be arranged.

4. Education

In-house induction and on-going training is provided annually to all staff and volunteers.

The Hospice also has a comprehensive Library relating to Palliative Care, with books, journals and magazines available for students undertaking courses such as "The Care of the Dying" or who are undertaking modules in Palliative Care.

Medical students from Birmingham University and Student Nurses undertake placements at KEMP.

5. Caring for Carers

Families of patients who are attending the hospice are sent a letter offering them individual support.

Carers' evenings are held at the hospice on a regular basis. Carers are able to meet with staff, volunteers and other carers as well as being able to receive reflexology or aromatherapy from one of KEMP's Complementary Therapists.