

Comments and complaints

The Hospice Team welcomes your comments either positive or negative. Patients and their family/carers are invited to complete a questionnaire. This helps us to improve the service we offer.

Comments are welcomed at any time. If you have a particular concern please ask to speak to the nurse in charge, Chief Executive or Director of Patient Services. They may be able to resolve the problem straight away without the need for you to make a formal complaint.

If you wish to make a formal complaint, our leaflet 'Making a Complaint' sets out how to do this and what you can expect. 'Making a Complaint' leaflets are available around the Hospice building. A copy of our Complaints Policy is available on request.

The North Herts Hospice Care Association is regulated by the Care Quality Commission. While the Care Quality Commission is unable to investigate individual complaints, you can inform them of any concerns or complaints you have relating to the care you have received. They will use this information when they review our service.

The Care Quality Commission can be contacted at the following address:

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



Family Support Service



Garden House Hospice Care

Gillison Close, Letchworth Garden City, Hertfordshire SG6 1QU
T 01462 679540 F 01462 483251 enquiries@ghhospice.co.uk

www.ghhospicecare.org.uk

Registered Charity No 295257



Providing care and support to **patients and their families** facing a life limiting illness

The Family Support Service offers emotional and spiritual care to help support patients and their families. We meet with people at Garden House Hospice Care but home visits may be possible depending on individual circumstance. We recognise that people may want to see a member of the family support service on their own, as a couple or as a whole family together.

If you would like to see someone from the family support service please do not hesitate to speak to a member of the Hospice team.

Counselling and emotional support

A diagnosis of a life limited illness requires a huge adjustment, and you are likely to experience a range of emotions, which you may find difficult to cope with. Sometimes it can help to talk to someone outside the family.

We provide a listening ear and help patients and their families including children, talk and feel understood, in a confidential environment. This support can be provided by booking planned appointments or on an informal basis, as and when needed.

Support for children

Children are welcome at the Hospice. Age specific activity bags, for children to keep, containing games and toys are available upon request. Please ask any member of the Hospice team if any of the children in your family would like one.

Books to help children cope and understand their situation are available, as is advice and guidance on how to support children through their experience. Please ask to see a member of the family support service if you would like to see some examples of the books we have available.



Spiritual care

We offer support and encouragement to patients and their families, regardless of whether people have a religious faith or their own individual beliefs.

We can offer prayers, blessings, religious or spiritual practices, help in exploring concerns, or spend time keeping patients and their family company.

Holy communion and times of quiet reflection, using music, poetry and readings, can be provided to meet individual needs.

We are available to help patients who would like to do practical things like writing letters, making a treasure box, accessing the internet or sending emails. We can also provide a helping hand and companionship to patients who want to continue with a hobby or perhaps pursue a new one.



The Quiet Room

We recognise that sometimes it is important to spend time on your own and at these times you may appreciate time in the peacefulness of the Quiet Room, which is situated near the Inpatient Unit.

There are spiritual resources in the room for you to use if you wish.

Confidentiality

You can be assured that nothing you talk about will be shared with anyone outside the family support service without your permission. The only exception to this is if we have serious cause to be concerned for your safety or the safety of others.

