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

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
Information for Patients and Carers

‘All those who work for Garden House Hospice Care in whatever capacity, share in the common purpose of seeking to relieve the distress of patients, their families and friends and the bereaved, without discrimination.’

Garden House Hospice Care philosophy:

- Copies of Garden House Hospice Care Statement of Purpose are available on request
- Services are offered free of charge to patients and families needing the support of the Hospice
- As a registered charity the Hospice is dependant on the generosity of the local community. Whilst a contract with the local NHS contributes towards the day to day running costs of the Hospice over £1,500,000 per year must be raised from voluntary donations and fundraising activities in order to maintain the current level of services

What is Hospice at Home?
The Hospice at Home Service offers nursing care and support to patients with life limiting illnesses in their own home. In addition, the Hospice at Home Service aims to provide support for the patient’s family and carers.

Working together
Our Hospice at Home team work alongside general practitioners (GPs), community nursing teams, Macmillan Nurses and health and community service complementing the care they provide.

 Patients and cares receiving support from Hospice at Home are also able to access all the other services provided by the Hospice.

The service
Hospice at Home provides visits by registered nurses and healthcare assistants, sometimes assisted by trained volunteers. Hospice at Home is contactable 365 days a year.

- We provide specialist nursing care
- We offer support, advice and assistance to carers
- We maintain patients’ dignity and privacy
- We aim to provide relief for patients from pain and other troublesome symptoms
- We provide, together with the GP and community nurses, appropriate care, which enables the patient to remain at, or be discharged to home
- We offer respite care visits to enable carers to have some time to call their own

How will it work?

- Patients are referred to the service by their GP, community nurse, Macmillan nurse, community matron, hospital palliative care team, consultant or other departments within the Hospice.
- Patients remain under the care of their GP and community nurse
- A member of the Hospice at Home team may visit to assess the patient at home. This will either be with the community nurse or following liaison with them
- Care is planned with the patient and carer / family
- Hospice at Home is a short term service and initially will be provide for two weeks. This will be regularly reviewed

Contact the Hospice at Home Team
On 01462 675758 between 9am - 5pm
or leave a non-urgent message on the answer machine and we will contact you at the earliest opportunity.
Alternatively, please contact the Hospice on 01462 679540 and ask to speak to a member of the Inpatient nursing team.

www.ghhospicecare.org.uk