

YOUR *local* HOSPICE NEWS



Your amazing support brings expert end of life care to people's homes

'St Luke's nurses have helped me feel like a person again rather than just another patient in a bed'

Sharing our expertise reduce difficult hospital admissions for local people

Welcome to the new look edition of St Luke's newsletter. I would like to give a huge thank you to all who support the care of people approaching the end of their life.

It is only because of your help, St Luke's team of experts can reach as many people as possible to ensure specialist care is delivered to those who need it in Harrow and Brent. With your continued support we hope to extend the hours that our Community Team operates so that we are able to care for more people in their homes at the weekend.

In this issue, you will read about our work with the London Ambulance Service – educating other healthcare professionals and improving their end of life care skills in different areas enables us to improve the lives of even more local people.

There are a growing number of people who are living longer with many health needs. We have a vision to open up the care we provide to more people earlier on, as they approach the end of their life.

St Luke's continuous innovation to improve patient experience

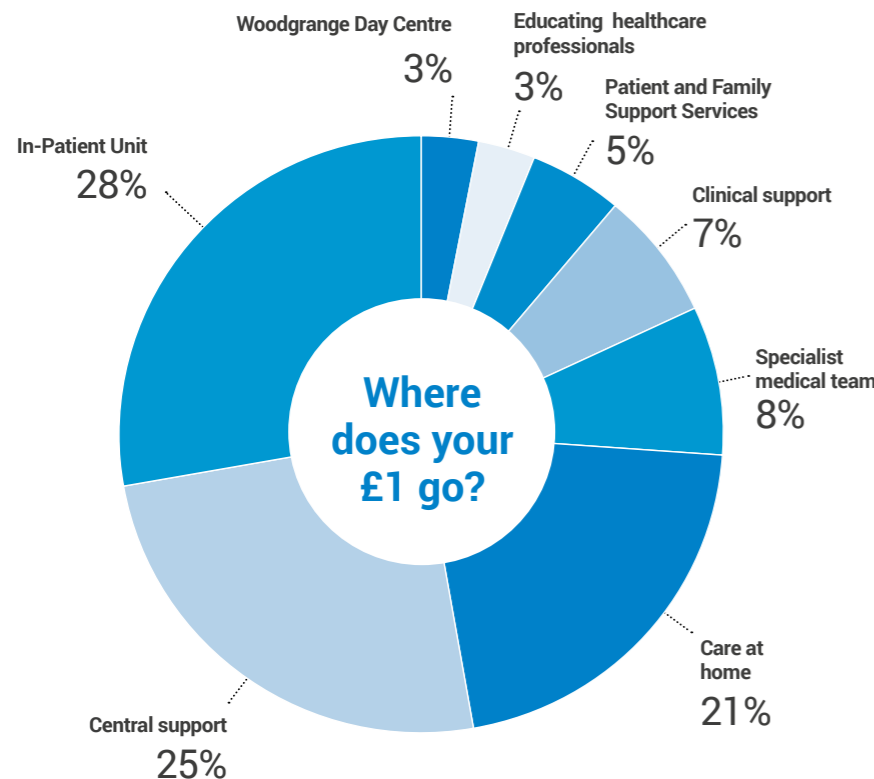
and provide individualised patient centred care is at the heart of what we do. We are committed to growing and developing our services to give everyone in Harrow and Brent, the best possible last phase of life.

Thank you once again! We really could not continue without your kind gifts.



Alpana Malde

The difference your support makes



The NHS only fund 30% of the cost of our care and it is only because of your generosity, our vital services continues to be made possible in your local community.

Thank you!



Kirit Fatania's mother, Hemkumar was cared for by St Luke's team of experts. Kirit shares how your support has made a difference to his family.

Kirit says, 'My mum was losing energy and suffered from high blood pressure. Every time she got an infection, her ability to respond and energy levels would drop. The London Ambulance do a tremendous job - every time we phoned them for help, they always came immediately but took mum to the hospital for treatment.

Unfortunately, this meant mum would end up in the emergency ward or in a trolley for a day. In hospital, they would try to take blood samples for testing even when she was very frail and the nurses would struggle to find



"St Luke's single point of access service was very helpful as we didn't have to call lots of different people to get the support mum needed. It was only the one number which we could contact whenever we needed help or advice."

a vein to take blood. We found mum came back less well from the hospital each time, compared to how she was feeling before she left home.

Two months before mum passed away, she became bed-bound and was diagnosed as being in her last stages of life. When mum had an infection again, we phoned the London Ambulance for help but this time we insisted mum was cared for at home.

The London Ambulance Service spoke to St Luke's Hospice and the duty doctor. They were able to prescribe mum a liquid form of antibiotic medication as she had trouble swallowing. This was

given at home and mum felt better. St Luke's Hospice were also able to arrange an increased care package so mum could get support at home in the day and a few nights.

Mum then became very poorly and needed 24-hour care. She was able to get a place at St Luke's In-Patient Unit where all the staff and volunteers were very friendly and approachable. I can't praise them enough. Mum was much more at ease and was able to get the pain relief and constant care she needed to keep her comfortable. The doctors always made time to come and see us even when they were busy'

7736

phone calls to patients' home



In 2018, St Luke's 24/7 Single Point of Access team responded to 7736 phone calls and made over 480 visits to patients' homes. This ensured people at the end of their life received the complete care they needed in the comfort of their homes.

A St Luke's event for everyone

Harrow Half Fun Run
Sunday 15 September
Run a half marathon or family mile

Skydiving
Take an incredible leap from above the clouds on a date that suits you

Midnight Walk
Friday 28 June
@ 10:30
A 5 or 9 mile walk for women



To sign up and for a full list of events, visit www.stlukes-hospice.org/events



ST LUKE'S SUMMER PROMS

West Harrow Choir summer concert
Friday 29 June @ 7:30 pm
Venue: St John's Church, Greenhill

North London Collegiate School concert
Friday 21 June @ 1pm
Venue: St Lawrence's Church, Stanmore



Working with the London Ambulance Service to bring end of life care to more people's homes



our specially trained nurses to effectively deal with an emergency in a person's home. Our aim is to give people the complete care they need in the place of their choice and this is often in a person's home.



"When the ambulance staff were supported and guided by St Luke's Single Point of Access service, 82% of these patients remained at home."

These are amazing results and only possible because of your support – thank you.'

Inderia Tipping
Single Point of Access Manager

Sometimes people approaching the end of their life suddenly feel very unwell and phone the emergency services for help at home. The London Ambulance Service clinicians do not have the same specialist end of life care expertise as St Luke's Hospice and face many challenges with this type of emergency call.

We have shared with them, our expertise on how people like Kirit's mother, can be supported at home and stop distressing journeys to the

hospital. This is making a huge difference to the well-being of many people in the community.

I manage St Luke's Hospice's Single Point of Access Service which provides a 24/7 helpline for patients, families and health professionals to call for advice and support. We also send a rapid response team when there is an emergency in a person's home. The London Ambulance have now begun to use this service, giving them the expert help from one of

To request more copies of this newsletter to share with your community group or organisation, please email info@stlukes-hospice.org

Set-up a regular gift to support local end of life care at www.stlukes-hospice.org/donate

Remember someone special on St Luke's Tree of Life



Dedicate a beautifully inscribed apple or leaf in memory of someone special. You can also mark a birthday or an anniversary to remember someone close to your heart.

See your special inscriptions displayed on St Luke's beautiful tree of life and support local end of life care at the same time. After a year, we will send you your apple or leaf in a presentation box to treasure as a keepsake.

Send your personalised dedications at www.stlukes-hospice.org/treeoflife or call 020 8382 8142

A day in the life of a St Luke's nurse



"I feel like a person again rather than just another patient in a bed."

St Luke's In-Patient Unit nurse, Mary Walsh has been working at the hospice for 4 years and she shares her experience of working on the ward.

"No two days are ever the same. The work varies depending on the type of patients we are caring for. For example, I could be helping to alleviate symptoms such as pain, nausea or breathlessness with one patient, admitting another in order to give the carer some much needed rest, or supporting a bereaved family through their loss.

The average stay at St Luke's In-Patient Unit is longer than in hospital so we usually get to know our patients and families very well. We treat patients as individuals and adapt our approach to their care accordingly. This was perhaps

illustrated well by a man I admitted recently who after his few days at the hospice said, 'I feel like a person again rather than just another patient in a bed.'

There are moments of sorrow but there is also a lot of laughter and joy. Over the past four years I have witnessed a wedding, a christening and many birthday parties. These occasions are moments that families cherish for years to come and it gives a great sense of satisfaction to feel that we were able to help accommodate their wishes in some way.

I have always thought that to care at the end of someone's life is an honour and a privilege. Helping patients and their loved ones through this time, be it short or long, is incredibly rewarding. I think St Luke's is a special place and I couldn't imagine working anywhere else."

How your gifts make a difference to people like Kirit's mother, who is approaching the end of their life – Thank you!

£10 could fund a specially designed book to help children cope with the difficulties of having a parent approaching the end of their life.



£22 could fund 1 hour of our 24/7 helpline for patients, families and healthcare professionals, providing expert advice and support whenever it is needed.



£35 could fund a home visit to a patient from a Health Care assistant to give practical support with washing, getting ready for bed, dressing, preparing meals, as well as a friendly face and an opportunity to chat.



£80 could fund a nurse for a day providing expert care for patients in our In-Patient Unit.



www.stlukes-hospice.org/donate

A **gift in your Will** means local people can access specialist end of life care both **now and in the future.**



Picture of Day Care Patient

Supporters who leave a legacy to St Luke's Hospice are incredible special partners in the future of local end of life care. If you would like to let us know that you have left St Luke's Hospice a gift in your will, we would be delighted to send you exclusive updates and information about our work.

Please telephone 020 8382 8097 or email remember@stlukes-hospice.org



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