

Thames hospice

# About Us

Expert medical, nursing and  
therapeutic care to adults who  
have life-limiting illnesses



## Inpatient Care

Our Inpatient Unit is a 28-bed, end-of-life and palliative care centre for people aged 18 and over with a life-limiting illness.

Surrounded by stunning landscaped gardens, many with a view of Bray Lake, each private room includes an en-suite bathroom, smart television, space for families to stay over and a private terrace.

Palliative and end-of-life care is provided by our multi-disciplinary clinical team of consultant-led Doctors, Nurses and Nurse Consultant, Specialist Pharmacist, Therapists and Social Workers who work together to develop the best possible care plan, tailored to individual needs. Our Clinical Team provide respite, help with pain relief and symptom management.

We ensure we give the best emotional, practical and spiritual support to patients, their families and carers. We also provide a safe and comfortable environment which allows families and friends to be with their loved ones at the end of their lives.

## Care at Home

We understand that many people facing serious illness wish to be cared for at home. Our Palliative Care Response Team cares for our patients in the community and provide advice, guidance and support to patients in the comfort of their own homes, helping to improve their quality of life.

The team works closely with patients and families, alongside GPs, District Nurses and hospital teams to establish an individual care plan and ensure that they are receiving the support they need.

We also have a Response Team available to attend a patient's home for urgent care, 24 hours a day, 365 days a year.



I have never before met a group of people who are so caring, sympathetic, understanding and compassionate. You are wonderful – thank you. ”

## 24-hour Advice Line

We provide a 24-hour palliative and end-of-life care telephone advice service for patients, their families and healthcare professionals.

A Clinical Nurse Specialist or Paramedic Specialist is available 24 hours a day, seven days a week to offer patients, families and carers support, giving advice on symptom control and signposting to various services as required.

## Day Therapy Services

The aim of day therapy is to help our patients live as independently as possible. We offer a range of services for patients to build confidence and self-esteem, so everyone we care for can maintain a good quality of life while managing their condition.

Our Day Therapy Suite provides a safe space for our patients to talk to staff and others sharing similar experiences.

Volunteer drivers are available to take people to and from sessions. Lunch and refreshments are also provided.

## Our Inpatient and Outpatient Services also include:

- Emotional support and counselling
- Complementary therapies, including holistic massage, aromatherapy, reflexology and Reiki
- Lymphoedema services – specialist therapy for patients who have poor lymphatic drainage as a chronic disorder or swelling as a result of cancer and its treatments
- Doctors' clinics for symptom control
- Physiotherapy and occupational therapy – working to relieve discomfort and aid mobility in our Rehabilitation Centre
- Bath service

Being diagnosed with a life-limiting condition can be overwhelming for patients; supporting them is vital but the wellbeing of their families and carers is important too. We have Counsellors and a Pastoral Care Team to help patients and those closest to them, when experiencing emotional or psychological difficulties.

Our Children and Families Team provide support to under-18s who have a parent or family member with a life-limiting condition.

Bereavement support is also available, and we host special remembrance occasions throughout the year.

We respect that people have different beliefs. Our Pastoral Care Team is available to provide and facilitate spiritual support, and we welcome visits from all faith and community leaders.

Our Social Workers assist with practical issues and liaise with voluntary and statutory agencies to support discharge from Thames Hospice. They can also suggest appropriate agencies for advice on benefits and funding for care packages.

# Your Local Hospice

Our vision, mission and values are the heart of Thames Hospice; who we are and what we strive to achieve.

## Our Vision

Quality of life, to the end of life, for everyone.

## Our Mission

To provide and support the best palliative and end-of-life care to our community, giving dignity and comfort to those facing life-limiting illnesses.

## Our Values



### **Compassion**

Compassion for everyone in a safe and caring environment



### **Ambition**

The desire and determination to serve everyone in our community



### **Respect**

Respect for everyone's dignity



### **Excellence**

Committed to excellence in everything we do



## About Us

Proudly serving the community for more than 30 years  
Thames Hospice is the only adult hospice providing both inpatient and community palliative and end-of-life care services across East Berkshire and South Buckinghamshire.

We are committed to delivering and demonstrating excellence and the highest quality nursing, medical and therapeutic care within our Hospice and in patients' homes, supporting the physical, social and psychological needs of our patients and their loved ones.

Our services are free of charge to all who need us, thanks to the generosity of our amazing community and organisations. It costs £12 million every year to keep our Hospice running and we rely on charitable support for over 50% of the funds we need annually to continue to provide our services 365 days a year to the people who need us most.

If you would like to make a donation, access our services or volunteer please visit our website at [www.thameshospice.org.uk](http://www.thameshospice.org.uk)

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Charity No. 1108298

