

Willen at Home



Information leaflet for patients



Willen Hospice
always there to care

Who are we?

- We are a multi-professional palliative care team of Clinical Nurse Specialists, Registered Nurses, Healthcare Assistants and Specialist Doctors, based at Willen Hospice.
- We visit you in your own home or see you in the outpatient clinic at Willen Hospice.
- We work alongside the key professionals providing your care, such as your GP, District Nurse, hospital specialist or home care agency.
- We provide a specialist service based on assessing and meeting your needs and those of your family.

What do we do?

- We work with you and your family to identify your health and care needs and do our utmost to ensure these are met.
- We support you to plan for the future so that as far as possible you get the care you want in the place of your choice.
- We help you record your wishes in an Advance Care Plan so that everyone involved in your care knows what is important to you.
- We are specialists in managing complex symptoms and understand that your psychological and spiritual needs are just as important as physical problems.
- We work closely with the Inpatient Unit at Willen Hospice. Where needed we refer to other professionals in the Willen team such as the Physiotherapist, Lymphoedema Nurses, Chaplain, Wellbeing Centre or Patient and Family Services. If your symptoms are not settling with management at home, it may be possible to admit you to the hospice for a few days so that you can be monitored more closely.

Who can refer patients to Willen at Home?

We accept referrals from healthcare professionals, including:

- GPs
- Hospital Consultants
- Hospital Advanced Nurse Practitioners
- District Nurses

What happens after referral?

The team will attempt to contact you, usually within 24 - 48 hours of referral, to discuss your needs.

A visit or clinic appointment is then arranged to assess and plan the care and help you need.

If we assess you as no longer requiring specialist input, we discharge you to the care of your GP and/or other healthcare professional.

Willen at Home hours of service:

The team can be contacted via the hospice switchboard on **01908 663636** between 8am and 8pm seven days a week.

If the Willen at Home team is unavailable when you call during these hours, a message will be passed to the team.

Outside of these hours, please contact;

- The Willen Advice Line **01908 306962**

or

- Milton Keynes Urgent Care Centre on **01908 303047**

If you are a patient of Hanslope or The Parks GP Practices in Northampton please contact Northampton Rapid Response on **03301 231014**.

Talk to us, we value your feedback

- Have you received good care?
- Is there something we can do better?
- Need to raise a concern?
- Want to praise a member of staff or team?

Use our feedback forms, or the app on the hospice website, talk to any member of staff or write to an individual team or the chief executive.

As with all health care providers, the Care Quality Commission inspects us regularly. Our latest inspection report is available on their website. If you would like to read a paper copy, one is available on request.

Students

We have links with several universities to help students gain practical skills. This includes nurses, physiotherapists, social workers, doctors, paramedics and art therapists.

All students work alongside an experienced member of staff. If you would prefer not to have a student involved with your care, that is fine, just let one of our staff know.

Data Protection

We take confidentiality and data protection very seriously. Once you are referred to Willen we will collect personal data including your name, contact details and health information. We do this in order to provide appropriate care to you. We will process your personal data in compliance with current data protection laws. Please read our full Service User Privacy Notice on our website to learn how we collect, process and store your personal information.



Willen Hospice, Milton Road,
Willen Village, Milton Keynes,
MK15 9AB

Tel: 01908 663636
www.willen-hospice.org.uk
Registered charity number 270194



Willen Hospice
always there to care