

# Welcome to Primrose Clinical Services



## Are you living with a life-limiting illness?

Primrose Hospice and Family Support Centre is here for you and your family to make sure you are able to live your life as fully as possible.

Our friendly & professional Clinical Team will provide you with the support and understanding to make decisions which best suit your needs and diagnosis.

# What support is available?

**Our Clinical Services provide a range of support for people living with a life-limiting illness.**



## Day Hospice

- Our Day Hospice is aimed at helping patients manage illness and symptoms through the support of a Clinical Nurse Specialist and Day Hospice Nurses.
- Patients, and where appropriate their carers, will have the opportunity to learn techniques to help manage feelings of extreme tiredness, relax, meditate, prevent falls and take part in gentle exercise.
- A light lunch is provided free of charge. Special dietary requirements can be accommodated.

## Physiotherapy

- Our Physiotherapist aims to help you to remain as independent as possible by helping you adapt to any changes that may occur.
- They offer the opportunity to take part in various workshops which may include fatigue, anxiety and breathlessness.
- They can help you live more comfortably at home by providing education and advice along with movement and exercise, relaxation and mobility work.

## Family Support Services – Coppice Centre

We are committed to help you live well with your life-limiting illness. The Clinical Team work closely with our Family Support Service to ensure we are offering you the best service possible. We undertake a holistic care approach which enables us to support you from medical to social and living well. Our aim is to help you live life as fully as possible alongside your illness.



**Family Support includes the following services which are available to you and your family throughout your journey and afterwards. These services are;**

**Counselling** – Delivered by a BACP counsellor for a short term, limited amount of sessions.

**Benefits and Welfare Advice** – Advice on accessing benefits, housing etc.

**Family Support** – One to one less formal ‘talking therapy’ support, and groups e.g. Carers Support and Bereavement Support.

**Children’s Services** – Support for children when they know someone with a life-limiting illness or are bereaved.

**Living Well Service** – Aimed at improving your wellbeing and quality of life. Groups available include; Yoga, Therapeutic Singing, Art Therapy. We also offer 1:1 therapies e.g. massage and reflexology.

# Who will I see at Primrose Hospice?

Primrose Hospice is committed to help you live well with your life-limiting illness.

You will receive support from the Clinical Team and also take part in activities that benefit the whole person.

We undertake this via a holistic care approach which enables us to support you in every aspect of your life - from medical to social and living well.

Our aim is to help you live life fully as possible alongside your condition.

Once you have been referred to Primrose Hospice you will have an initial assessment with a member of the Clinical Team, this will be a nurse.

We will discuss the various services that are available to you, ensuring you are receiving the best support for you.

If we feel it's appropriate you will be able to:

- Attend Day Hospice
- Be referred into our Clinical Nurse Specialist Service
- Discuss your support with a consultant
- Access clinic sessions for symptom control

Whilst visiting Primrose Hospice you will be supported by our staff and also our dedicated volunteers.



# What to expect?

Primrose Hospice offers some fixed sessions which you are welcome to attend. We offer activities which aim to help you achieve your own goals and manage symptoms which you may be experiencing.

Depending on the number of patients we have at one session carers are also welcome to join the sessions.

## Examples of support you will be able to access:

Specialist clinical advice	Fatigue management
Managing breathlessness	Social support groups
Relaxation	Nutritional advice
Falls prevention	Physiotherapy
Specialist neurological sessions	Family Support Services



All of our services are provided **free of charge** thanks to the support of our local community and volunteers

**If you could support us, please consider donating today:**



### **Make a suggestion!**

If you would like us to add something to the programme please speak to the team. We will do our best to accommodate

T: 01527 871051  
primrosehospice.org

# How can I access Primrose Hospice?

If you are interested in receiving support from Primrose Hospice you can refer yourself to our Clinical Services. You can call us: 01527 871051 or visit our website to find out more. [www.primrosehospice.org](http://www.primrosehospice.org)

Alternatively, you can ask any healthcare professional to make a referral on your behalf.

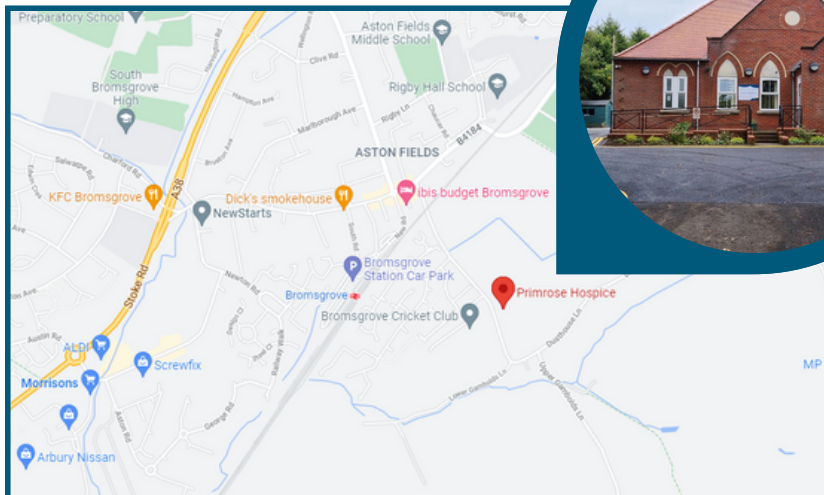
## Where to find Primrose Hospice & Family Support Centre

Primrose Hospice, St Godwald's Road, Bromsgrove, B60 3BW

Free parking available

To contact Primrose Hospice's Clinical Team please call: 01527 871051

### Map



## What happens next?

A member of Primrose Hospice's Clinical Team will be in contact with you once a referral has been made.

Urgent referrals will be responded to within **two** working days.

For all non-urgent referrals, you should expect to hear from the team within **five** working days.

## Any questions?

Primrose Hospice's Clinical Team are available to answer any questions.

You can call the team on 01527 871051 during office hours Monday to Friday 9am to 5pm.

### Comments, complaints and compliments

We welcome your feedback on our services. If you wish to contact us please use the details below.

For more information:

[primrosehospice.org](https://www.primrosehospice.org)

01527 871051



Primrose Hospice, St Godwald's Road, Bromsgrove, B60 3BW  
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