



Hafan Dewi Sant

Drop-In Therapy Centres Bangor & Llandudno

Patient Guidebook

Information for patients, families & carers



BANGOR

Hafan Dewi Sant Drop-In Therapy Centre,
Ysbyty Gwynedd,
Bangor, Gwynedd
LL57 2DH
Tel: 01248 354300

LLANDUDNO

Hafan Dewi Sant Drop-In Therapy Centre
St David's Hospice
Abbey Rd, Llandudno,
Conwy, North Wales
LL30 2EN
Tel: 01492 879058
Email: daytherapy@stdavidshospice.org.uk

Registered charity no. 1038543



Our Ethos

The ethos of Hafan Dewi Sant at Bangor and Llandudno is to support and enable those with life-limiting illness to remain as independent as possible.

We provide holistic care and support prioritising comfort and improving quality of life of our patients.

Mission Statement

“Here for you in your local community”

The main objective of St David's Hospice is to care for people suffering advanced illnesses and those in need of end-of-life care. This care will be provided in a homely, relaxed atmosphere and it is intended to meet the patient's physical, psychological, social and spiritual needs.

The offer of support is extended to carers and significant others by listening to their concerns and anxieties and by providing a counselling service.

The Hospice will involve all appropriate carers and allied health professionals in caring for the patient thus ensuring alleviation or palliation of symptoms, continuity of care and improving the patient's and carer's quality of life.

Patients will be treated with respect as regards to their privacy, dignity and individuality. Confidentiality will be maintained at all times.

(This is a summary of the St David's Hospice Statement of Purpose a document which describes our service and its purpose in more detail. The full version is available on request and on the Hospice website).

Our Drop-In Therapy Centres

Who can attend?

Any person with a life-limiting diagnosis, at any stage of their illness.

Why do people attend?

People attend the Therapy Centre for a variety of reasons such as symptom management peer support, emotional support, spiritual support, psychological support, and social support.

How do I access the Hospice Drop-In Therapy Centres?

The Drop-in Centres are available Mon to Fri between 10am and 4pm where anyone with a life limiting illness can attend for an informal chat, support and be sign posted to various appropriate agencies available for you in your area. This is an open access service.

You can also be referred to the Complementary Therapy Clinics by any health and social care professionals. Once a referral has been accepted you will be contacted with an invitation to attend the Complementary Therapy clinic.

What will the initial assessment involve?

You will be assessed by the clinical team to discuss how the therapy centre can best support your needs.

What should I bring to the clinical initial assessment?

You will be asked to bring your most recent medication list.

Your medical history can be obtained via the referrer and or GP.

You may bring a relative or a friend with you for the initial assessment and any follow-up appointments if you wish.

What services do you offer



Complementary Therapy (Massage, Aromatherapy, Reflexology)

Complementary Therapies are not an alternative to conventional treatment you are receiving, they aid in your overall well-being, increase your sense of relaxation and provide some much-needed 'TLC' during a difficult time. They have been beneficial in reducing ailments such as muscular aches, tension and pain, decreasing stress and anxiety and increasing one's overall sense of relaxation and happiness.

F. A.B (Fatigue, Anxiety & Breathlessness) Group

This group session is led by the Occupational Therapist to help develop the skills required to manage the fatigue and breathlessness associated with many conditions.



Physiotherapy

A personalised exercise programme can be developed during an initial assessment with the Physiotherapist. You will have access to a fully equipped therapy gym.

Symptom Management

Management of symptoms you may be experiencing will be provided by our dedicated medical team.



Art Therapy

Sometimes it can be hard to talk about difficulties and feelings, Art Therapy allows a safe environment for self-expression and reflection in the presence of an art therapist.

You do not have to be an artist to benefit. Family members and carers are welcome too.

All services are free of charge

Occupational Therapy

You can be referred to the Occupational Therapist for an assessment of functional difficulties, suitable aids/equipment, enabling you to remain as independent as possible.

Social Worker

You can have access to a Social Worker who will run specific clinics to advise on social support, financial advice.

Carer Support Service

This includes 1-1 counselling, family counselling and pre-bereavement counselling. Diversional and complementary therapy.

Counselling

Individual, group and family counselling service is available.

Chaplaincy

We are a multi-faith hospice and can refer to the appropriate support services if you wish to discuss spiritual or religious concerns or questions.

How long will I attend?

The duration of the programme will be based on your individual needs and planned at the initial assessment.

How much does it cost?

All our services are provided free of charge and are only possible with the generous support of our local community



How to find us

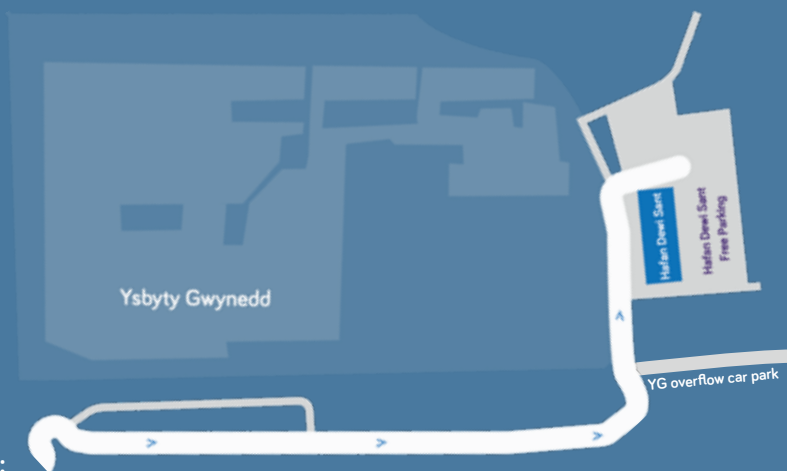
Llandudno

Sat Nav: LL30 2EN



Bangor

Sat Nav: LL57 2DH



Parking:

Both locations have car parking spaces next to the centres for our patients and visitors.

Comments or Complaints

We like to hear from you.

We welcome your comments about your experience. It gives us valuable feedback and helps us to maintain high standards. Please let us know by completing our Hospice questionnaire and returning to St David's Hospice (available from the clinical staff or Hospice website)

You are also always welcome to speak to the Nurse in Charge about any aspect of the service.

What if I have a comment or complaint to make about my care?

St David's Hospice hopes to create an atmosphere where people are not afraid to voice their concerns and to complain if necessary. It has been shown that the sooner issues of concern are discussed; the sooner they can be addressed. It is helpful to everyone if complaints can be made at the time of the incident when memories are fresh, or as soon as possible.

For concerns regarding clinical issues or patient care, equality, diversity or human rights, management or administration please speak to the Nurse in charge at the time of your concern. If the problem is not resolved please ask to see or write to the Chief Executive of the Hospice, St David's Hospice, Abbey Road, Llandudno, LL30 2EN. It is our policy to investigate all complaints thoroughly.

Acknowledgement of written complaints will be sent within two working days and a full response within 20 working days. If this is not possible, you will be sent further communications with reasons for the delay.

Can I have access to my medical records?

The Data Protection Act 1998 allows patients to find out what records are held about them. Please ask for further information.

The St David's Hospice is regulated by Healthcare Inspectorate Wales and was last inspected in Sept 2022. The inspection report is available at www.hi.w.org.uk

If you would like a copy of our 'Statement of Purpose', please ask a member of staff.

If the issues have not been resolved by the above, and you would like to take the matter further, contact:

Healthcare Inspectorate Wales
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163
Email: hiw@wales.gov.uk

Or

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed
CF35 5LJ
Tel: 0300 790 0203
Email: ask@ombudsman.wales

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www.stdavidshospice.org.uk

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