

St Christopher's

More than just a hospice



**Welcome to
St Christopher's**
An introduction
to our services

Welcome to St Christopher's

Our priority is to offer you and your family the best support possible.

Through St Christopher's you will have access to specialist skills and expertise. Our aim is to get to know you so that we can give you the best support. To do this it will help us to know *what matters to you?*

What we can offer you

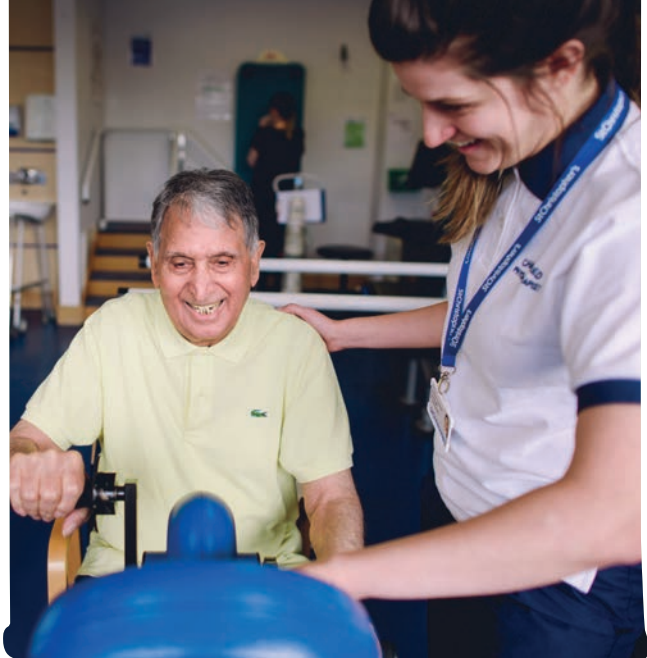
We aim to offer a tailored approach to your care that focuses on your needs and the needs of those important to you, so that we can help you reach your goals.

We offer therapies across different locations including at our Sydenham and Orpington sites; in your home and on our wards in Sydenham. Depending on your goals and needs, you may be offered any of the following:

- Rehabilitation and wellbeing support
- Social and welfare support
- Help with managing symptoms
- Psychological, emotional and spiritual support
- Planning for the future.

Our St Christopher's team is made up of a group of experts from different professional backgrounds, as well as trained volunteers, who will offer you support, advice and care.

A tailored approach to your care that focuses on your needs, and the needs of those important to you



How we work

We are one big team that shares information using an electronic system. Therefore as you meet different staff you will not need to repeat the same information.

Our staff will work closely with your GP and hospital team to help manage any symptoms should you have them. If any symptoms are proving too distressing or difficult to manage at home, we may recommend a visit to our inpatient unit, for a few days, to bring things under control and enable your support at home to be more effective.

It is important that, with your consent, we keep your GP updated together with other people involved in your care. If you are at home your GP will continue to be your principal health professional with St Christopher's as an advisory service.

There may be times when you are well enough to manage without our support. We will make

sure that you and those important to you know how to contact us should things change in the future.

Should your situation change and you need our support again, you, a family member or a healthcare professional can refer back to the service by contacting our Single Point of Contact (SPoC) Team on **020 8768 4500** at any time. They will discuss your needs with you and refer you to the relevant St Christopher's service, if needed. Your records remain on our system so we can pick up the referral quickly and smoothly.

Keeping in touch

If you want to keep in touch, you and your family, friends and carers are very welcome to visit our Sydenham and Orpington sites where you can relax and enjoy refreshments from the café and take part in activities open to everyone.

We also offer a wide range of evening activities at the Anniversary Centre in Sydenham. More details are available on our website at **www.stchristophers.org.uk**.

We always value hearing from you and welcome your feedback. Please speak to a member of your care team if you have any comments or complaints.

It is really important for your care that the information you give us is as full and accurate as possible.

If you would like this information in a different format, such as audio tape, braille or large print, or in another language, please speak to the Communications Team on **020 8768 4500** or email **communications@stchristophers.org.uk**.



Getting to our Sydenham site Buses 197 and 176 stop outside and 227 stops at Penge West.



Getting to our Orpington site Buses R5, R8, R10 R11, 358, 431, 476 and 654 stop on Sevenoaks Road.

About St Christopher's

At St Christopher's Hospice our vision is of a world in which all dying people and those close to them have access to care and support, whenever and wherever they need it.

Each person is unique and we tailor our care to meet social, emotional and spiritual needs, as well as manage physical symptoms. Our goal is to help people live well until they die and support those affected by the loss of a loved one. Every year we provide care and support to over 6,500 people across south east London, both at home and in the hospice.

We have an extensive education programme, working with people across the world, to improve and develop hospice care.

As a registered charity we need to raise £16 million every year to continue to care for people when it matters most. Without the support of our local communities this wouldn't be possible. Please consider making a one-off donation or becoming a regular donor. To find out more about how you can help, please visit www.stchristophers.org.uk/donate.

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Sydenham site

51-59 Lawrie Park Road, Sydenham, London SE26 6DZ

Orpington site

Caritas House, Tregony Road, Orpington BR6 9XA

Telephone **020 8768 4500**

Email info@stchristophers.org.uk

www.stchristophers.org.uk