

How to access hospice services

Access to most hospice services is by referral from your GP or other healthcare professional. The appropriate hospice team will then arrange an assessment appointment with you to identify your needs and how we can best help you and your family. Hospice care is non-denominational and is provided free of charge. It is available to patients over 16 years of age throughout Ayrshire and Arran with the exception of our family care service which can be accessed by people of all ages.

There are three services that you can arrange to attend without a referral from a healthcare professional. They are our Family Care Service, Simply for You and Headwayr. Attendance at these services can be arranged by contacting the hospice on 01292 269200.

Support the Ayrshire Hospice

We are a registered charity, largely dependent on voluntary donations. Our patients and their families are at the very centre of all that we do and the care that we give them is provided free of charge. This requires extensive ongoing fundraising support, as well as support from NHS Ayrshire & Arran. It costs over £20,000 per day to run our hospice services and we need to raise £4.8 million a year from voluntary donations alone. This requires on-going commitment, energy and passion from the community – support we couldn't do without. So why not....



- Attend one of our fabulous fundraising events
- Hold your own event for us
- Volunteer
- Sign up to our hospice lottery
- Visit one of our seven charity shops
- Leave a gift to the hospice in your will
- Buy our Christmas cards

Please call the fundraising team on **01292 288488** or visit www.ayrshirehospice.org to find out more.



The Ayrshire Hospice

Ayrshire Hospice
35 Racecourse Road
Ayr, Ayrshire, KA7 2TG

T: 01292 269200
e: support@ayrshirehospice.org
e: volunteer@ayrshirehospice.org
www.ayrshirehospice.org

Fundraising Department

29 Miller Road
Ayr, Ayrshire, KA7 2AX

T: 01292 288488
e: events@ayrshirehospice.org
lottery@ayrshirehospice.org

Drop-in café

10am to 4pm
Every Wednesday

Carers' café

2pm to 4pm
Every Friday

Ayrshire Hospice
37 Racecourse Road
Ayr KA7 2TG
T: 01292 269200



This leaflet is available in audio format. Large print and translations are available on request. For additional copies, email infovol@ayrshirehospice.org



Volunteer Friendly Award

Last reviewed: January 2017.
Scottish Charity Number (SC011390)



A University Hospice:
working together to advance excellence

**Ayrshire
Hospice**
Making today matter

Hospice information

For patients and their families



www.ayrshirehospice.org

About us

The Ayrshire Hospice provides outstanding quality care and services to help people with any life limiting illness. Care is provided where there is no cure for a condition, but which improves the quality of each day for people who have a limited time to live. It's something we have done for over 25 years.

We help adults over 16 years of age throughout Ayrshire and Arran with life limiting illness such as cancer, neurological conditions, end stage heart failure and lung disease. Since opening our doors in 1989 we have cared for over 15,500 patients and their families.

We help people to live as actively as they can to the end of their lives – however long that may be, wherever that may be. Our care is provided in a number of different places including people's own homes, hospitals and care homes, as well as in our purpose built day services and in-patient units. We not only take care of people's physical needs, helping to alleviate pain and symptoms, but also look after their emotional, spiritual and social needs too.

We help people to stay engaged with their family, friends, and wider community, and also offer them support, during a person's illness and in bereavement.

Our vital work is filled with moments that make people smile during a time that can be difficult for everyone.



The hospice team

Our wonderful team of over 180 employees and over 600 volunteers all work hard to make today matter. Feedback from patients and families tell us it's their warmth and compassion that sets us apart. From our nurses, doctors, pharmacist, physiotherapists and social workers to our chaplain, occupational therapist, catering, support and education teams, our employed and voluntary staff always go the extra mile.

The support we provide to our patients and their families is shaped by our multi-disciplinary team, after an initial meeting and assessment. This may range from a short term advisory role to ongoing support or care at the end of life.

Our trained voluntary staff make an extremely valuable contribution to hospice life. Volunteering positively enhances the hospice - broadening the range of skills and experience of our teams, establishing connections with our community, and allowing everyone to have more quality time to give.

At the hospice we know that talking about death doesn't bring death closer. It just helps people make the most of the time that they have. Our team work alongside patients, helping them to stay in control, support their families and prepare for the future.

In-patient unit

Our in-patient unit has the facility to provide care for 20 patients in a mix of single and shared rooms. We also provide 24 hour telephone advice to patients and health professionals. Patients can be admitted for symptom management, short term acute intervention, care at the end of life, assessment or planned respite.

We offer a relaxed homely environment where patients, family and friends can spend quality time together. Included in the facilities are comfortable lounge areas, a quiet room, and an overnight stay area. There are extensive gardens where all our patients can spend time enjoying being outside.

Solas - community and day services

Solas is the name we give to community and day services at the hospice. It means "a place of light, a place of solace, a place of comfort" – exactly what we offer. Solas provides physical, practical, emotional and spiritual support to patients with a life-limiting illness through a wide range of services that are tailored to the individual needs of our patients.

Care is provided in a variety of places – at home, in the community or in our day services unit offering a unique and safe place for our patients to relax and be themselves. Solas care is holistic: from clinical assessment and advice, to therapy groups and peer support our patients benefit in many different ways.

Solas also recognise the importance of family members and carers to our patients. We offer a range of services that will allow carers time-out and peace of mind, as well as practical and emotional support.



Solas services include:

- Day services
- Assessment
- Medical review
- Community nurse specialists
- Outpatient clinic
- Physiotherapy
- Occupational therapy
- Complementary therapy
- Hairdressing and Headwayr
- Family care
- Bereavement support
- Spiritual care
- Social work
- Respite and response service
- Therapy and interest groups
- Drop in café
- Carers café