

# The Ayrshire Hospice

Information for Health and Social Care Professionals



Due to our exciting rebuild, the new temporary home of the Ayrshire Hospice is at East Ayrshire Community Hospital, Cumnock

[www.ayrshirehospice.org](http://www.ayrshirehospice.org)

## About us

The Ayrshire Hospice provides exceptional care and services to help people with any life limiting illness. Care is provided where there is no cure for a condition, but where we can improve the quality of each day for people who have a limited time to live. It's something we have done for over 30 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 thousands of 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 In-patient unit and Living Well Hub. 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.



## Building the Future

The traditional home of the Ayrshire Hospice at Racecourse Road, Ayr, is being remodelled over a period of 18 months to create a facility that is truly fit for the future and able to meet the needs of our patients, their carers and their families.

The new Hospice development will provide an environment that supports care, dignity and respect for the needs of the individual and also support Ayrshire and Arran residents reaching end of life to remain in their own homes for as long as possible.

Listening to our patients and their families, our staff who deliver their care, our volunteers and members of the community, we believe we have designed the best possible environment to provide exceptional palliative and end of life care.

Our new In-patient unit will offer each patient a single room, with en-suite facilities, providing greater dignity and privacy. Each room will have space for loved ones to stay overnight in a comfortable, homely environment.



Each room will look out over a secluded, plant filled, landscaped patio, which can be utilised in all weathers. Our gardens will be enhanced and new areas of outdoor space created where families can gather with their loved one in proximity to care.

Find out more  
about Building  
the Future here



## The Ayrshire Hospice @ EACH

From February 2022 until late 2023, the Ayrshire Hospice will operate in a self-contained bubble at East Ayrshire Community Hospital (EACH) in Cumnock where our dedicated Hospice team will continue to deliver the same level of exceptional care.



**Facilities:** 12 en-suite rooms with a dedicated garden for all the Ayrshire Hospice patients and families



**Visiting:** 10am - 8pm. Visitors can attend as many times during this period as they feel necessary. We ask for visits to be no more than 2 hours at a time to allow us to promote rest. Bespoke arrangements will be made for end of life.



**Family Facilities:** We have a comfortable family room available on-site. Additional family accommodation can be sourced locally with the assistance of our Social Work team.



**Catering:** All patient meals are prepared onsite and where possible, menus will be tailored to patient preferences.



**Café:** The EACH café is open daily between 8:15am and 4pm. Tea and coffee facilities are available within the Ayrshire Hospice ward and if individuals would like to purchase any snacks or soft drinks, vending machines are located near the main hospital entrance doors.



**Pets:** We are happy to welcome a visit from family pets. This can be arranged via discussion with our nursing team and an appropriate plan put in place.



**Support Services:** Additional support services such as the Ayrshire Hospice Social Work, Physiotherapy, Occupational Therapy and Complementary Therapy teams are also based on-site.



**Smoking for patients:** Although the premises and grounds at EACH are non-smoking we can facilitate smoking for Ayrshire Hospice patients within our dedicated garden.



## Community Living Well Service

The environment in our revamped day services is welcoming, informal and relaxing; almost like a home from home.

Our aim is to reduce that feeling of isolation felt by many patients by creating peer social groups facilitated by the team at our [Living Well Hub](#) which is currently based at [CentreStage, Kilmarnock](#).

Our Living Well team will work with patients and their carers through our 10 week programme to assess how we can best support them and their family. Further details can be provided by our Triage team at point of referral.



## Community Palliative Care Team

Our community palliative care team is made up of a range of professionals: Specialist Palliative Care Nurses (SPCN), Advanced Nurse Practitioners (ANP), Doctors and Allied Health Professionals as required. The team provides a service for patients, families or carers, at home or in care homes. This could be at the time of diagnosis or at any point throughout an illness.

Patients, their families and carers can contact the Hospice directly for the service and we aim to be able to give advice and support over the telephone. They undertake a comprehensive nursing assessment to find out exactly what patients and families need, then offer advice and support as required, to form an individualised plan of care.

**Our community team works in partnership with health professional colleagues such as GPs, District Nurses and Social Carers to run our service in addition to the care already provided by them.**

## Medical Team

Our medical team works across a range of services supporting clinical, leadership and educational activities on-site at the Hospice's In-patient unit, in the community and Living Well Services and at University Ayr and University Crosshouse Hospitals.

## Respite and Response

The Respite and Response service supports people who have a life limiting illness to be cared for and to die at home if that is their choice. It also aims to prevent unnecessary admission to hospital, providing respite and support at a difficult time.

The respite aspect of the service provides much needed support to carers and enables them to address to their own needs, connect with their community and friends and reduce feelings of isolation. A senior experienced, specialist palliative care assistant will visit and support the patient whilst their loved ones take time out from the demands of their caring role.

### Community Case Study: Respite and Response

- In **2020/2021** our Respite and Response team carried out **1146** visits. For **725 (63%)** of these visits we were the **sole care provider**.
- **This equates to 180 patients who achieved their preferred place of death at home who otherwise may not have been able to.**
- Total number of care hours provided: **1271 hours**.
  - » **422 hours where carers were able to go out to participate in hobbies and interests or to meet other family members.**
  - » **505 hours where carers were able to take a rest.**

## Counselling and Bereavement Support

Our counselling and bereavement support service offers practical, emotional and psychosocial support to patients and families. The team consists of social workers, family support workers, counsellors and specially trained volunteers.

The Ayrshire Hospice team will work with patients and families to identify the right form of support to meet their needs.

**Please encourage your patients and their families to self-refer to this service by contacting our Triage team on 01292 433951.**

**Our Children's Counselling Service is relaunching in Spring 2022.**

## Physiotherapy

Our physiotherapy team is trained to improve our patient's comfort, safety and independence and can play an important role in helping to improve quality of life. The physiotherapists enable patients to self-manage their symptoms such as breathlessness, mobility problems and pain.

## Complementary Therapy

Our wide range of complementary therapies are offered within our In-patient unit, Living Well Hub, at home and at future Out-patient facilities.

These therapies are provided by a team of employed and voluntary professional therapists who hold recognised national qualifications.

## Occupational Therapy

Our Occupational Therapy team help patients to remain as independent as possible, for as long as possible.

Patients are assessed to ascertain what is preventing them from doing the daily activities they want and need to do. Our team address these barriers by providing advice on how to manage fatigue, anxiety, improve memory and self-esteem. Additionally, they can discuss equipment that could better help patients to safely manage everyday tasks.

## Social Work

The Social Work team carry out their role and function in an holistic way, ensuring the appropriate interventions are carried out in meeting the individual and collective needs of patients and families.

## Specialist Pharmacy

Our specialist clinical pharmacy team are responsible for developing, delivering, and evaluating a safe, effective and cost efficient clinical pharmacy service to ensure optimum patient care within the hospice and the wider community.

Our team of one Senior Pharmacy Technician and one Specialist Palliative Care Pharmacist are available to provide advice in all pharmaceutical matters to patients, carers and health professionals throughout Ayrshire and Arran.

## Referrals to the Ayrshire Hospice

While the Ayrshire Hospice rebuild is taking place we will continue to provide exceptional palliative and end of life care from our facility at EACH, the acute hospitals of NHS Ayrshire and Arran and within the community.

Referral to hospital palliative care teams in the acute settings remains via PMS. With advice via our pages or office numbers in hours (available through switchboard).

- Clinical queries regarding any Hospice service referrals remains via **Hospice Triage on 01292 433951** (Monday – Friday | 8am – 4pm)
- **Out of hours** clinical advice service remains via Hospice on **01292 269200**.

The preferred route for clinical referrals is through SCI gateway. We urge you to use this electronic format for referral as this will enable prompt contact with patients.

For those that do not have access to SCI gateway a generic paper referral form can be completed electronically and sent securely via NHS mail to [aa-uhb.ayrshirehospicereferral@aapct.scot.nhs.uk](mailto:aa-uhb.ayrshirehospicereferral@aapct.scot.nhs.uk)



If you are using a mobile device, scan QR code to access the generic paper referral form

## Contact the Ayrshire Hospice @ EACH

### Address:

### The Ayrshire Hospice

East Ayrshire Community Hospital  
Ayr Road  
Cumnock  
KA18 1EF

**Tel:** 01292 269200

**email:** [enquiries@ayrshirehospice.org](mailto:enquiries@ayrshirehospice.org)  
**[www.ayrshirehospice.org](http://www.ayrshirehospice.org)**

