

Specialist Palliative Care Social Work Team



Call Us: 020 8102 5377

Pembridge
Hospice



Welcome to **Pembridge**



We take a holistic, compassionate approach to improving quality of life for our patients and their families.

Everyone at Pembridge practices holistic palliative care. This means we consider the physical, emotional, social and spiritual needs of you and the people close to you.

- **Healthcare Assistants** • **Doctors** • **Nurses**
- **Spiritual Care Advisor** • **Occupational Therapists**
- **Pharmacist** • **Social Workers** • **Complementary Therapists**

The hospice is part of Central London Community Healthcare, which provides community health services to around two million people across London and Hertfordshire.

There are three main teams at Pembridge who all work together...

Inpatient Unit

13 beds with a team providing 24-hour care for patients with specialist palliative care needs who require continual assessment.

Day Hospice

A day centre providing treatment, support and complementary therapies for patients visiting from home.

Community Specialist Palliative Care Team

Providing advice and support for people in their own homes.

The Specialist Palliative Care Social Work Team

Supporting people at what can be a very difficult time.

We work with patients and their families across the three main areas of the Pembridge Service:

- The Community Specialist Palliative Care Team
- The Inpatient Unit
- The Day Hospice

We work holistically, combining counselling and practical skills, to assist patients and their families to achieve what is most important to them. We can meet with you at Pembridge or at your home.

We can talk about any worries or questions you might have

Some of the questions people ask...

- How will I cope?
- What should I tell the children? Where do I start?
- How will my partner cope?
- How will I cope financially?
- What should I do about my job?
- Should I contact relatives I haven't seen in many years?
- Who can I talk to about my fears? I don't want to upset my family.
- What legal plans do I need to make?



How we can support you and your family

Counselling

We can provide counselling support to you and to members of your family. We can meet with people individually or as a family unit. We understand that talking about what you are going through is not easy, but it can also be a big help.

Practical Support and Advice

You might want information relating to: finances and benefits, advance care planning, wills, or help with care in the home.

We can talk with you about these matters and advocate on your behalf if you wish. If we don't have the answers to your questions, we can, with your consent, refer to an appropriate agency.

Children and Teenagers

Children and teenagers often benefit from additional support as well. Sometimes we work with children directly, and other-times we meet with a parent and talk through any concerns they might have about their children. We are totally guided by you and what you need at any given time.

Bereavement Support

We offer bereavement support to adults, children, family and friends.

The Pembridge booklet *'What to do when someone close to you dies'* may contain further useful information.

How to contact the Social Work Team

If you would like the Pembridge social work team to contact you please let your community nurse specialist, day hospice nurse, or inpatient nurse know.

Or you can telephone us directly at Pembridge on:

020 8102 5377

Our working hours are 9am - 5pm, Monday to Friday

If you call and get through to our voicemail please leave a message and we will call you back either the same working day or the following working day.

We can talk with you on the phone, meet with you at Pembridge, or meet with you at your home.

Please note: we are independent of all Local Authority Social Services Departments and we are not an emergency service.



How do I find Pembridge Hospice?

We are located within the St Charles Centre for Health and Wellbeing, entry via Exmoor Street or St Marks Road, just off Ladbroke Grove, North Kensington.



Nearest Tube: Ladbroke Grove Station - Hammersmith & City and Circle lines.

Buses: No's 7 and 316: St Marks Road, No 18: Harrow Road, No's 70, 52, 295, 23, 452 and 228: Ladbroke Grove.

Car: There is no parking available at St Charles Centre for Health and Wellbeing. However, pay and display parking is available on the streets of the surrounding area.



Translation & alternative formats

Please let us know if you would like this information translated or provided in an alternative format such as large print or easy read, or if you use sign language. Call the hospice on 020 8102 5000 or email us at clcht.pembridgeunit@nhs.net

Patient Advice and Liaison Service (PALS)

You can contact the PALS team confidentially with any comments, concerns or complaints about our services:



Call: (freephone) 0800 368 0412

Email: clchpals@nhs.net



Please support our hospice charity and help our dedicated staff to provide the best possible care. To find out more please call for a chat with one of our team or find us online.

Call the charity: 020 8102 5407
www.pembridgehospice.org

 /pembridgelife
 /pembridgehospice