

# Your guide to the Marie Curie Hospice, Liverpool



# Welcome to the Marie Curie Hospice, Liverpool

We've put together this folder with information about our hospice that you might find useful - such as the services we offer, how we can help you and what you can expect from us.

We want you to have a really comfortable stay with us, and get the most out of what we can offer. So just let us know if there's anything that you need or something we can do for you, your family and your friends.

You can always speak to your nurse if you have any questions or concerns about your care, or have any thoughts or suggestions about our hospice.

We're here to provide you and those close to you, with our very best care and support.

## Your Nursing Team



Patrick O'Inery/Marie Curie

Marie Curie Hospice, Liverpool  
Speke Road, Woolton, Liverpool L25 8QA

Reception: **0151 801 1400**

Stanley Ward: **0151 801 1430**

Sefton Ward: **0151 801 1420**

Email: **[liverpool.hospice@mariecurie.org.uk](mailto:liverpool.hospice@mariecurie.org.uk)**

Website: **[mariecurie.org.uk/liverpool](http://mariecurie.org.uk/liverpool)**

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 @LiverpoolHosp

 MarieCurieUK

Thank you to everyone who supports us and makes our work possible. To find out how we can help or to make a donation, visit [mariecurie.org.uk](http://mariecurie.org.uk)

## Your room

Our in-patient accommodation is located on the ground floor, across two wards: Sefton ward and Stanley ward. Some of our rooms are designed for one person. Most rooms have an en suite or shower, and the ones that don't have a shared one nearby. We also have a spa bath.

## Your bed

Your bed is adjustable. Our nursing staff will explain to you how the bed's control buttons work.

We want you to be as comfortable as possible, so let us know if you need any extra blankets, duvets or pillows.

## Call bell

Your room has a call bell which you can use when you want us to know you need help. To activate the call bell, press the orange button on the hand-set by your bed and one of our nurses will be with you shortly.

Please don't worry if it doesn't make a noise. It will often be on silent mode to avoid disturbing others, but it will activate a bleeper which the nursing team will respond to.



## Light switches

The light switches for your room are by the door. Your handset activates the overbed light (press the bulb icon on the call bell handset). There's also an uplighter and ambient light that can be switched on and off on the side of the headboard.

## Handrails

We've installed handrails to help you move around the bathroom and use the toilet. There are also handrails along the ward corridors.

## **Wardrobe/bedside cupboard**

To keep your room tidy, you can store your belongings such as toiletries, nightwear, underwear, non-slip slippers and day clothes in the wardrobe and bedside drawer.

## **Towels and laundry**

We'll provide you with fresh towels as and when you need them. As we don't have domestic laundry facilities at our hospice, please ask your relatives or friends to take your laundry home.

In certain situations we can arrange to have some of your items washed. Please note that due to infection control measures, clothing will all be laundered at 60 degrees centigrade and we cannot be held responsible for any resulting damage to clothing.

## **Mobile phones**

You can use your mobile phone in our hospice. We just ask that you're considerate of other people when talking on your phone and that you keep your phone on silent mode. Please try to keep your mobile phone on one of the table tops in your room, instead of on the bed, so we can avoid it being mixed up with any laundry taken for cleaning.

## **Newspapers**

If your visitors aren't able to bring you a newspaper, you can ask our staff to help buy one for you.

## **TV and books**

Your bedroom has a 'Smart' TV so in addition to being able to access a number of TV and music channels, you can find apps such as BBC iPlayer and ITV Hub, or use the internet on the TV screen. The remote control is by the side of your bed and if you need any help with using the TV please ask one of our nursing team. We also have a small selection of books available.

## Internet access

We have Wi-Fi access in the hospice so you can use your own laptop, phone or tablet. Please use your email address when prompted for the access code. You'll be asked for your email address every seven days for continued access.

## Tablet devices

If you have friends and relatives that can't visit you at the hospice, we do have a small number of tablet devices that can help you connect with them.

## Charging your mobile phone/laptop

There are plug sockets at the side of the headboard.

## Accessing the garden

You're most welcome to use the garden and courtyard spaces - they are here for you to enjoy. These spaces are fully accessible, so you can get there even if you're using a wheelchair, or are bed-bound. Just ask one of our team to assist you.

Some rooms have doors which open out into the garden or courtyards.



Phil Hardman/Marie Curie

## Smoking

We have a smoke-free policy at the hospice. However, we know that some people may wish to smoke and we'll try to make this possible where reasonable. Note that smoking isn't permitted for visitors within the hospice premises and gardens.

If you do wish to smoke (including e-cigarettes), please follow the guidance below:

- We don't allow smoking inside, or in front of, the hospice at anytime.
- Any person who wishes to smoke may do so only if it does not cause discomfort to other patients, visitors or staff.
- Our staff members are unable to accompany people who wish to smoke.
- For people we care for at our hospice, smoking is allowed in the smoking shelter inside the garden entrance between 9am and 9pm. As there's limited space, we can only allow three people in the shelter at any one time. The nurse-in-charge may agree for people to smoke at other times, as long as this doesn't cause a problem to others or present a health and safety risk.
- Please don't use e-cigarettes if you're using oxygen or close to someone using oxygen, as it may ignite.
- If you require Nicotine Replacement Therapy, please ask a nurse, pharmacist or doctor, who can discuss this with you.

## Fire alarm

We test our fire alarm every Wednesday at 11am. If you hear the alarm at any other time, please wait for instructions from our staff.

## Valuables

We're unable to take responsibility for loss of or damage to your valuables at our hospice, so it's best not to bring them with you.

If you do have valuable items with you, please ask our nursing staff to lock them away while you're staying with us. Access to the safe

where they'll be kept is available only on Monday to Friday during office hours.

## **Maintenance faults**

If you notice any room or equipment faults, please let us know so we can get them fixed.

## **Electrical items**

If you bring any electrical items with you, our maintenance staff will need to test them to ensure they're safe for use in the hospice.

## **Heating**

Your radiator temperature can be controlled independently using the radiator valve in your room.

If you're unable to do this yourself, please ask one of our team to help.

## **Air conditioning**

There's air conditioning in your room. The minimum and maximum temperatures are centrally managed, however there's also a temperature range that you can independently change. The air conditioning isn't used to heat the room, that's done using the radiators. Our staff can assist you to turn the air conditioning on and off and can adjust the temperature for you.

## **Spa bath**

We've installed a brand new state of the art spa bath in the hospice. We understand that you may find it harder to have a proper bath or shower at home as you become less well. As well as this, it can be uncomfortable and sometimes unsafe trying to wash while coping with difficult physical problems.

We can provide assisted bathing to enhance your well-being and help you feel relaxed and refreshed. Our bathroom is welcoming and spacious with a comfortable hydraulic bathtub - which can be raised or lowered to help you aboard— with an electric hoist if you have mobility difficulties.



The bath will be run for you. All you need to do is lie back and relax. Our nursing team will be on hand to offer as much or as little support as you need to bathe safely.

## Medication

We want you to be as comfortable as possible during your stay with us.

Soon after you arrive at the hospice a member of the pharmacy team will check in with you to understand all the medications you take. We may ask friends or family to bring in any medications that you did not bring when you first arrived.

It's likely that changes will be made to your medications during your stay. We will discuss any suggested changes with you and make sure you have a supply of the medications you need when you're discharged.

Our regular medication rounds begin at around:

- 8am
- 12noon
- 5pm
- 9.30pm

If you have any questions about the medication/s you're taking at any point during your stay, please ask one of our doctors or nurses.



Phil Hardman/Marie Curie

## Information for your visitors

Our hospice visiting hours are flexible, as we want your family and friends to feel welcome to visit you at any time.

You may want to be mindful that lots of visitors and late visits might be tiring for you. Do tell us if you're expecting visitors particularly early or late, or if you want some time on your own, so that we can inform reception.

Your visitors can visit you in your room. You're also welcome to use one of our lounges, family room, quiet room or our gardens. Please ask a member of staff if you'd like any help finding somewhere suitable .

Due to fire regulations, we need to restrict the number of visitors at the same time in each room, with six being the maximum in our larger rooms – our nursing team can advise you if you're expecting a lot of visitors. Please also note there may be occasions when we have to restrict visitor numbers and visiting times.

If you wish to leave the hospice to go out for a short time with your visitor/s, or alone if it's safe for you to do so, please let us know where you are.



Marie Curie

## **Children**

We ask, if children visit the Hospice, that they're supervised at all times while they are here.

We don't allow children to stay overnight on their own with you, as we're unable to supervise them for you.

## **Pets**

We know that pets can have a really positive effect and help you to feel good. So if you have a pet you'd like to see, it may be possible to bring them in.

Please check with us first before making arrangements for your pet to visit, and we'll try to make it possible for you to do so.

## **Smoking**

We have a smoke-free policy inside our hospice building. For information on our designated smoking areas, see page 7.

## **Parking**

Parking at the hospice is free for visitors. They're welcome to use the area to the right as you enter the hospice grounds.

Please make sure the disabled bays are left free for those who need them. Due to limited space, we ask that visitors don't leave their cars at the hospice after visiting and that, if you're an in-patient, you don't park your car here while you're with us as we have limited spaces.

If the hospice car park is full, there's on-street parking nearby, or there's a Sainsbury's car park a short walk away across the dual carriage way.

We lock our entrance gates between 9.45pm and 6.30am, so please ask the nurse in charge if you need access during these hours.

## **Staying over**

Family members or close friends may wish to stay overnight with you in your room. Please let us know in advance, so we can make the necessary arrangements.

Some of our rooms have a single chair bed and we also have a limited number of visitor beds. We'll always try our best to accommodate guests whenever possible.

### Toilets and shower

Toilets for visitors are just off the reception area near the lifts on the ground floor. If you have a visitor staying overnight and they'd like to use the shower, please ask a staff member, as there's a visitor shower in the overnight stay room.

### Getting to the hospice

**Hunts Cross** train station is one mile away from the hospice. Buses **81** and **81A** run from the station to Woolton Village.

**Liverpool South Parkway** train/bus station is two miles away from the hospice. Bus route **166** runs from the station to Woolton Village.

The nearest bus stop is on Woolton Street or High Street, **Liverpool L25**. Bus routes: **74**, **75** and **78** stop near the hospice.

For information on local bus services, call Mersey Travel on **0151 330 1000** or visit [merseytravel.gov.uk](http://merseytravel.gov.uk)

Local taxi numbers:

Alpha **0151 722 8888**

Com CAB **0151 298 2222**

(wheelchair accessible)

Village **0151 427 7907**

Delta **0151 922 7373**

### Local amenities

Our reception staff can tell you where to find the nearest supermarket, bank, pharmacy, florist, restaurant and cafés.



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## Preventing infections and how you can help

Some of the more common infections include the common cold, flu, pneumonia, bronchitis, and viruses which can cause vomiting and diarrhoea.

- If you already have an infection, such as the above, our nursing staff will discuss any additional requirements with your visitors. This is to make sure your infection isn't spread to them and outside the hospice.
- If your friend or relative is unwell, ask them to wait until they're well again before visiting you.
- Depending on the national health situation additional measures in place to prevent risk of transmitting the infection. Please speak to a member of staff for information on the current guidelines.

### Why you're more at risk of an infection

When you have an illness or long-term health condition, you're at greater risk of infection. Some treatments can also weaken your immune system, making you less able to fight infections.

Even a minor infection can have a serious effect if your body is less able to fight it. Please tell your nurse if you experience any changes in your body that could be symptoms of an infection.

These changes may include:

- feeling hot, shaky, shivery or unwell
- changes in a cough or a new cough
- a mouth sore or sore throat
- shortness of breath or nasal congestion
- diarrhoea or vomiting
- any new onset of pain.

### Things you can do to reduce your risk of an infection

#### Wash your hands

It's one of the most effective ways of reducing the spread of infection. Use soap and water, or an alcohol-based hand sanitiser.

## Always wash your hands:

- before you eat
- after going to the bathroom
- after blowing your nose, coughing or sneezing.

## Ask your visitors to clean their hands before entering the ward

Alcohol-based hand sanitisers are available at the entrance to the wards and in various locations throughout the hospice. You can also find one by your bed, for people to use when they enter and leave your room.

- If you have a wound or device in your limbs or body (such as a drip or catheter), please avoid touching it. If you need to touch it, make sure you wash your hands before and after doing so.
- Don't share any equipment with other people who are unwell, unless it's cleaned before and after use.
- Wash daily and don't share towels with anyone.
- Change your nightdress or pyjamas regularly.
- Cover your mouth with a tissue when coughing.



- Use a clean tissue, and not a handkerchief, when you have a runny nose or need to sneeze, then dispose of it straight away and wash your hands.
- Use a mouthwash.

## **How to reduce your risk of falling**

Due to your illness, you might be feeling weaker or frail, or have problems with your balance or mobility.

We always make sure that our hospice environment is safe to move around in, by reducing any potential obstacles that may cause people to fall over.

When you're admitted to the hospice, we'll assess whether you're at risk of falling so we can reduce any potential risks. This may involve using equipment such as a specialist bed or walking aid, or reviewing your medication to understand the side effects it may have.

## **What you can do to reduce your risk of falling**

- If you'd like any assistance in your room, or need to get up during the night, please use the call bell to ask for help from our staff.
- If you need to use the toilet frequently, especially during the night, let us know so we can make arrangements in advance to help you.
- Always stand up from your bed or chair slowly and gently. If you're using a walking aid, always keep it within reach. If you wear glasses or use a hearing aid, do keep them on too.
- Avoid walking on wet, slippery floors.
- Don't put on nightwear or clothes which are too long or big for you, as the extra fabric may cause you to trip.
- Always wear non-slip, well-fitting shoes or slippers if you need to get up and about.
- Keep the area around your bed as tidy as possible.

## What to do if you've had a fall

Please let a nurse or doctor know immediately. They'll check that you're not hurt and provide you with any treatment that you need. We'll also discuss with you how we can reduce your risk of a fall in the future, while making sure you can still be as independent as possible.



Patrick Oliner/Marie Curie

## Our services and how we can help

Our hospice provides specialist care and support in a friendly, welcoming environment. We're here to help you live as well as you can with your illness and give you the best possible quality of life. We can help in many different ways - depending on your specific needs - from relieving pain and improving your ability to move around, to giving you and the people you care about emotional, practical or spiritual support.

Please note the hospice is not a long stay unit and we may need to speak with you about planning your discharge and future care arrangements soon after your admission.



Our services are provided free of charge to you and the people you care about, due to the support and donations we received.

## Our hospice team

While some of our staff don't wear uniforms, they all wear name badges. Many of our staff members do wear uniforms, and you can identify who they are by the type of uniform they're wearing.



**Clinical Lead Nurse**  
Navy blue tunic with red piping



**Senior Ward Sister**  
Royal blue tunic with white piping



**Staff Nurse**  
Light Blue tunic with white stripes and navy piping



**Healthcare Assistant**  
Lilac tunic with white stripes



**Housekeeping Assistant**  
Green tunic with white stripes



**Catering Assistant**  
Plain black polo shirt



**Maintenance Team**  
Blue shirt with blue trousers



**Physiotherapist**  
White tunic with blue trim and navy trousers



**Occupational Therapist**  
White tunic with green trim and green trousers



**Occupational Therapist Assistant/  
Complimentary Therapist/Pharmacy Technician**  
White tunic



Other Marie Curie Employees or staff who do not wear a uniform can be identified by their name badge

# Who we are and what do we do?

## Nurses

Our dedicated nursing team is responsible for your care, during the day and at night.

## Doctors

Our doctors are based at the hospice.

## Pharmacist

Our pharmacist and pharmacy technician work on a daily basis with doctors, nurses and others in a multidisciplinary team, to advise on the selection of medication, and the dose and route of administration for individual patients.

## Physiotherapist

Physiotherapy can help you to move around and stay as active and independent as possible.

This type of therapy may involve strengthening your muscles to help you to walk, or exercises to reduce shortness of breath.

Our physiotherapist can also arrange walking aids and other equipment to help you get around.

## Occupational therapist

Occupational therapy can help you to maintain and manage everyday activities.

Our occupational therapist will find out which activities are important to you, and work with you to find ways to achieve or adapt them according to your physical ability.

## Emotional, social and psychological support

Our patient and family support team offer emotional and psychological support - time to talk through whatever is on your mind, such as how your illness is affecting you, and any concerns you may have.

Our social workers can also offer practical advice for you, your family or friends, such as services and benefits that may be useful. Our team can discuss your wishes and plan for your future care. Where possible they will help you directly, or otherwise they'll put you in contact with people who can provide the support you need. We can provide counselling for children, as well as adults, both pre and post bereavement.

### **Chaplaincy and spiritual support**

Some people feel they would like to talk to someone about the deeper, spiritual aspects of life. Our chaplain provides pastoral, emotional, spiritual and religious support for you and your family, whether you have a particular faith or none.

You can talk to our chaplain about things that are important to you and any worries you may have. We're also happy to arrange for someone from your own faith to visit you, if you'd like us to do so. We have a multi-faith room if you wish to use it for prayers or reflection.

### **Out-of-hours support**

We always have an on call team available, if the nursing team need support when the full hospice team isn't on site. This includes medical, management and maintenance cover.

### **Complementary therapy**

We usually offer a range of complementary therapies including aromatherapy using essential oils and various massage techniques. They don't replace traditional care, people do tell us about the relaxing qualities and benefit to their sense of wellbeing they feel.



istock

Please ask a member of staff about the different types of therapies we are currently able to provide.

## Other services

Ask the nursing teams if you require any other services, for example an optician, a chiropodist, or dentist.

## Services for your family and those caring for you

- **Bereavement and spiritual support:** Our counsellors offer one-to-one emotional support for family members (including children and young people) and the person who's caring for you.
- **Marie Curie Nurses/STARS:** If you need more care in your home as you approach the end of your life, you may be referred for nursing support. In other parts of the country, it may be a Marie Curie Nurse, but across Liverpool, expert nursing care is provided through STARS.

STARS supports people who are terminally ill so that they can be cared for in the community during their last 12 weeks of life.

As soon as you are referred to STARS, a senior nurse will assess what type of support you need. They will also look at ways in which they can provide support for your family and friends. Their support can include care through the day and night, help with practical tasks as well as emotional support and help accessing other services.

They can also be there for your friends and family post bereavement, with follow up phone calls and visits if required, or simply to offer condolences and advice on practical next steps.

For information about other Marie Curie services, please ask us, or read more about them on page 27.

# Sources of information and other support for you

## Useful publications

We have a range of Marie Curie information booklets at the hospice that you might find helpful. They cover health and wellbeing topics such as eating well, managing fatigue, exercise and mouthcare.

We also have booklets that focus on the emotional and practical aspects of your illness and support for you and your loved ones.

These publications are available at our hospice information points located in the reception area and on each ward, or you can ask one of our staff for an information booklet if you're interested in a particular topic.

You can find more resources on our website at **[mariecurie.org.uk/help](https://mariecurie.org.uk/help)**

## On our website, you'll find:

- information about our services and how we help
- practical information and film guides to help you and the people who care about you
- useful links to other organisations that can help
- an online community where you can share your experiences and talk to people who might be in a similar situation to you.



Phil Hardman/Marie Curie

## General information

### Advanced life support

We don't have the specialist equipment to provide advanced life support for anyone whose heart stops suddenly (for example, in a cardiac arrest). If you have any questions or concerns, please ask your doctor or nurse.

### Volunteers

Every day, we rely on a team of dedicated volunteers who help out at the hospice, offering their time, skills and enthusiasm. You may see them at our reception desk, helping out at meal times or serving refreshments to people we care for and their visitors.

All our volunteers adhere to the same professional and organisational standards as Marie Curie employees, and they'll be happy to assist you within their agreed roles.

### Safeguarding

We aim to ensure every child, young person and adult who uses our services is free from abuse or neglect. Everyone at Marie Curie works to help protect them and promote their welfare.

It's our policy to respond immediately if we suspect that someone's health, wellbeing or human rights are at risk.

If you have any safeguarding concerns, you can approach any staff member or ask to speak to a member of our Patient & Family Support Team or our **Safeguarding lead Karen Allen** on: **0151 801 1406**.

### Taking part in research projects

Research plays an important role at Marie Curie Hospice Liverpool. Our staff are motivated to deliver the best possible care to our patients and those important to them. We recognise that research is vital in underpinning high-quality care. Clinical research helps implement new changes in the lifelong care of individuals and is used to develop treatments that provide optimum levels of well-being. It also helps us to evolve and inform the future care of people

living with a terminal illness.

Our research focus is on studies which are likely to improve quality of life for patients and their families living with terminal illness, either through the development of new treatment strategies or by implementing redesign of services.

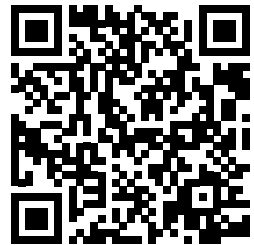
### **Who can be involved in our research?**

Our research projects can involve patients, caregivers or staff members.

### **What types of research do we facilitate?**

We facilitate a variety of different types of research in all areas of the hospice. Our research team will be happy to explain what research is currently being carried out in your area.

**Scan the QR code** to visit the Marie Curie Liverpool Hospice research website and find out more about our research.



### **Who to contact?**

Dr Amara Nwosu, Research Lead, 0151 801 1490

[Ami.nwosu@mariecurie.org.uk](mailto:Ami.nwosu@mariecurie.org.uk)

Sarah Stanley, Research Nurse, 0151 801 1490

[sarah.stanley@mariecurie.org.uk](mailto:sarah.stanley@mariecurie.org.uk)



Phil Hardman/Marie Curie

## How we keep your information safe and confidential

We use your health records as a guide to help us plan and provide the highest quality of care for you.

When you're referred to our hospice, we get information about you from your NHS healthcare team - your district nurse, GP or consultant - and we may ask you directly.

### Our commitment to you

The General Data Protection Regulation (GDPR) 2018 and the NHS Confidentiality Code of Practice set out the way we're allowed to use your personal information. We have a number of processes that we follow to ensure the information we have about you is safe and secure.

Sometimes we may need to share information about you with other agencies or individuals so that we can work together for your benefit.

We'll always ask for your consent to share information about you where the law requires us to. Anyone who receives information about you from us is also under an obligation to keep it confidential and secure.

We'll also respect any instructions you give us not to share your information, although this might affect your care.

### If you wish to request your health records

*The Data Protection Act 1998* allows you, or a representative such as a family member, to ask for any information we hold about you and your care. This is known as a subject access request.

You can ask us if you, or your representative, would like a copy of your health records. We'll find out what you need and provide you with a subject access request form to complete, so you can make your request. It may take up to 40 days for us to provide your health records for you.



## Let us know what you think

We hope you and the people close to you are happy with the care and support that you've been getting from us.

We really value comments and suggestions on any aspect of the care and services that we provide at the hospice, so we hope you'll get in touch to let us know what you think.

We want people to tell us where we're getting things right, and what we need to improve on.

We regularly display people's feedback on noticeboards around our hospice, along with changes we've made as a result.

### Here's how you can give us your feedback

- You could complete our hospice survey using one of our tablet devices which our nurses can provide you with, or use our survey form - you can find one in your room or ask us for a copy.
- You can also find the survey on our website at **[mariecurie.org.uk/telluswhatyouthink](https://mariecurie.org.uk/telluswhatyouthink)**

### Tell us your story

If you're particularly pleased with the care and support you've received from us, and want to help us to reach more people by sharing your story, please let us know by:

- Visiting our website at **[mariecurie.org.uk/mystory](https://mariecurie.org.uk/mystory)**
- Emailing us at **[mystory@mariecurie.org.uk](mailto:mystory@mariecurie.org.uk)**
- Writing to: My story – Stories team, Marie Curie, 89 Albert Embankment, London, SE1 7TP.

### How to make a complaint

While we'll always try to do our best to meet your needs and support your loved ones too, we know that sometimes things can go wrong.

If you're unhappy with the service that we provide, please let us know so we can improve and try to make sure other people have a better experience. When something has gone wrong, we would like to, if

possible sort it out straight away. The best person to talk to is the nurse in charge of the ward you are on.

If you wish to make a complaint or share a concern, please ask a staff member or refer to our leaflet, Tell us what you think, for guidance it's available at our information points in reception and on the ward.

- Complete our feedback form at **[mariecurie.org.uk/feedback](https://mariecurie.org.uk/feedback)**
- Call our Support Line on **0800 090 2309** (8am-6pm, Monday to Friday and 11am-5pm, Saturday)
- Write to: Patient and Carer Experience Team, Marie Curie, 89 Albert Embankment, London, SE1 7TP.

You can also find more information about our complaints process at **[mariecurie.org.uk/complaints](https://mariecurie.org.uk/complaints)**

## A little bit about Marie Curie

Marie Curie is the UK's leading end of life charity. We provide frontline nursing and hospice care, a free support line and a wealth of information and support on all aspects of dying, death and bereavement. Our leading research pushes the boundaries of what we know about good end of life, and our campaigns fight for a world where everyone gets to have the best experience possible at the end of their lives.

All our services are provided free of charge. This is made possible by the donations and support we receive.

### Marie Curie Hospices

The Marie Curie Hospice, Liverpool is one of nine hospices that we have in the UK. All our hospices offer the reassurance of specialist care and support in a friendly, welcoming environment, for people living with a terminal illness and their loved ones. Whether they're staying in the hospice, or just coming in for the day.

We have hospices in Belfast, Bradford, Cardiff and the Vale (Penarth), Edinburgh, Glasgow, Hampstead (London), Liverpool, Newcastle and the West Midlands (Solihull).

## Marie Curie Helper

We know the little things can make a big difference. That's where our trained Helper volunteers come in. They can visit you regularly to have a chat over a cup of tea, help you get to an appointment or just listen when you need a friendly ear.

We have a Helper service in Liverpool, so if you'd like support from a Helper volunteer, please ask our staff for more information or visit [mariecurie.org.uk/helper](https://mariecurie.org.uk/helper)

## Information and Support

We help everyone affected by terminal illness to get the information and support they need, including the person living with a terminal illness, their family and friends.

You can contact the **Marie Curie Support Line on 0800 090 2309** (8am-6pm, Monday to Friday and 11am-5pm, Saturday) to speak to a trained adviser.

You can also get information and support from our website at [mariecurie.org.uk/help](https://mariecurie.org.uk/help)

Our website has clear, practical information about living with a terminal illness - the impact it has on day-to-day living, how to cope with changes and manage different symptoms, and planning ahead for the future. You can also find guidance on looking after someone's wellbeing and care needs.

We can provide useful links to other organisations that can help you, and we have an online community where people can come together to share their experiences with others in a similar situation.

We also offer bereavement support for close family and friends of people who have received hospice care. Please speak to our patient and family support team at the hospice for more information.

## Research

We're a leader in research into better ways of caring for people with a terminal illness, and at the end of life. We carry out research to help improve care and support across our services, as well as those provided by others.

If you're interested in taking part in a research project, please see page 23 or let a member of staff know.

## Campaigns

We're determined to fight for a world where everyone gets the best experience they possibly can at the end of their lives. We campaign and influence decision-makers on issues that affect people reaching the end of their lives, their families and friends, to help them access high quality care and support when they need it most. For more information, visit [mariecurie.org.uk/policy](https://mariecurie.org.uk/policy)

## How you can support our work

For over 60 years Marie Curie Hospice, Liverpool, has been welcoming families and offering the reassurance of specialist, round the clock care for people living with a terminal illness.

Marie Curie's services are always free to patients and their loved ones, but it is only because of our amazing supporters that we can continue to provide this care free of charge.

The hospice costs £5.2 million to run each year and only 50% is funded by the NHS. We need to fundraise £6,778 every day to keep our Hospice open and that's why we need to reach even more people – and why support from the public is so important.

*'We are so lucky to have such amazing supporters. They ensure we have enough income to keep the Hospice open and for that we cannot thank them enough!'*

There are lots of ways you can get involved and support us. Should you or your family wish to find out about fundraising, or how you can support the hospice, our fundraising team are here to help. Please ask any member of staff for more information or you can find out more at [mariecurie.org.uk/get-involved](https://mariecurie.org.uk/get-involved)

Alternatively, if you'd like to donate today, you can visit our JustGiving page at [justgiving.com/campaign/mariecuriehospiceliverpool](https://justgiving.com/campaign/mariecuriehospiceliverpool)

## **How leaving a gift in your Will can help**

More than a third of all the care and support Marie Curie provide is thanks to gifts left in our supporters' Wills. We have free Will-writing service available to you if you're being cared for by a Marie Curie Nurse or Hospice, or you're receiving support from a Helper volunteer. We'll pay for the services provided by the solicitor to write a simple Will, so it won't cost you anything at all.

To support us in this special way, please speak to our local legacy advisor who can provide support and guidance.

Contact: Lucy Styles, Legacy Advisor for the North.

Tel: **07711 909483** Email: **lucy.styles@mariecurie.org.uk**

## **Did you know that if you have a private health insurance policy you may be able to use that to help us?**

We don't have private health arrangements at the hospice and our services are provided to you free of charge. However, if you do have private health insurance, depending on the terms of your policy, it may allow for payments to be made to the Marie Curie Hospice, Liverpool when you're receiving our care. This support will help us care for more people in the future.

Private health insurance providers may be able to help us with the following:

- A donation towards the cost of a night in a hospice bed
- A donation towards our day therapy services
- A donation towards care at home

We can provide you with a letter for your insurer, detailing the care you are receiving.

If you'd like to find out more about your private health insurer donating money towards your hospice care, please ask a member of staff or speak to the Hospice Administration Supervisor.