

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

Comments, suggestions and complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, www.healthcareimprovementscotland.org.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

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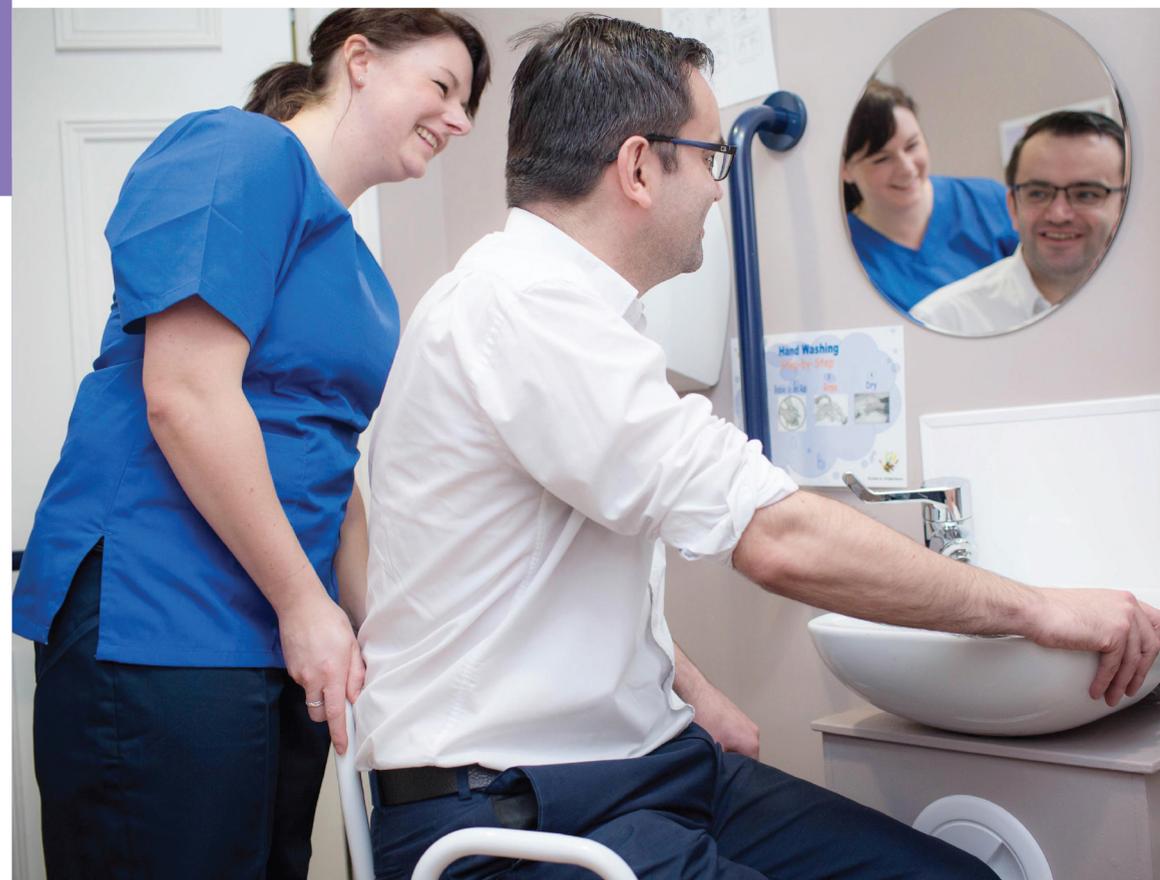


The Prince & Princess
of Wales Hospice



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Occupational therapy



www.ppwh.org.uk

What is occupational therapy?

Commonly known as OT, occupational therapy is part of the holistic approach to hospice care. Occupational therapy aims to help people to improve their quality of life and maintain and optimise, if possible, their independence

The occupational therapist works with the patient, aiming to reduce the impact of their illness on everyday activities that are important to maintaining wellbeing.

What services can the occupational therapist offer?

They will base their intervention on individual assessments which will allow significant issues for the patient to be identified. Treatment goals will be selected with the patient to ensure priorities are identified. Prior to any treatment the occupational therapist will discuss and agree a plan of care with the patient.

The key aims of occupational therapy are:

- To find solutions to the difficulties you may be having.
- Help you to develop coping strategies which will enable you to deal with changes in your life and your condition.

Examples of specific treatments are:

- Education and offer advice on how to self-manage symptoms such as breathlessness, anxiety and fatigue.
- Targeted relaxation for sleep disturbances, anxiety, etc.
- Support and promote continued independence with everyday tasks, such as accessing the bathroom, washing and dressing independently or going out shopping with family.
- Support and assist you to create memory boxes and letters if you wish.
- Falls assessment and prevention advice, including identifying and reducing risks within the home.
- Encourage and support you to maintain your roles within your home, such as continuing to provide parental care to a young child.

"Before I worked with OT I was anxious and tired all the time. I could not see how things could improve.

I was supported and shown how to adapt and cope with these changes. I still have periods of feeling anxious but I now know how to cope with this"

Patient

What happens at my first assessment?

The occupational therapist will complete an initial assessment. This includes collecting information about how you are currently managing, your concerns and about your home. This ensures that the occupational therapist can start to work with you to identify possible strategies that will work with your life and home.

When is the occupational therapist available?

From Monday to Friday, 9am to 5pm, for assessment, advice and support. The rehabilitation assistant works alongside the occupational therapist and physiotherapist.

The role of the rehabilitation assistant is to support and work alongside the occupational therapist and physiotherapist to work with you or your loved one to achieve their goals.

Where can I see the occupational therapist?

Our occupational therapist can visit you at home; see you in the inpatient unit, at the day hospice or as an outpatient.

What happens if you need equipment to help you at home?

The majority of aids can be ordered via the occupational therapist. These are normally delivered by a company called Equipu, which acts on behalf of local councils.

When larger adaptations are needed our occupational therapist will explore the available options with you and support you through this process.

How can I find out more?

If you or a family member attend the day unit or are on the ward then a member of staff can arrange for you to speak with the occupational therapist about your concerns.

If you are attending a clinic or are known to community services then your clinical nurse specialist can make a referral on your behalf.

"I always thought occupational therapy was about giving me aids I didn't want. Kirsty helped me work out ways I could still be independent"

Patient