



The Prince & Princess of Wales Hospice

# Complementary therapies



## 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](http://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.

## How long will treatments last?

You will be offered six treatments either on a weekly or a fortnightly basis.

You will be allocated an appointment time and each session will last up to one hour.

Your treatment will take 40-45 minutes.

Your therapist will adjust the length of your treatment depending on your needs.

## Are there any side effects to complementary therapies?

Treatments are gentle and relaxing. Applied appropriately, they do not give rise to any unpleasant side effects. However, you may feel sleepy afterwards.

When deeply relaxed some people find that emotions surface. If this happens, your therapist will support you and may suggest someone to talk to, if you wish.

The majority of people just feel pleasantly relaxed during their treatment and refreshed afterwards.

After your treatment, ensure you drink plenty of water to balance your fluid intake.

## How to make an appointment

If you would like to receive a massage or aromatherapy treatment, speak to a nurse (or any other healthcare professional) from the inpatient unit, day services, or our hospice community palliative care team.

A member of our complementary therapy team will contact you to discuss your referral and arrange an appointment, which will take place in the complementary therapy room in day services or, for patients, on the ward.

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Registered Scottish Charity: No. SCO12372



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[www.ppwh.org.uk](http://www.ppwh.org.uk)



# Complementary therapies we offer

## Indian head massage

A traditional Indian technique of treating the upper back, neck and shoulders, face and scalp, while the recipient remains fully clothed.

How can Indian head massage help your care?

By promoting deep relaxation, and then in turn helping to cope with stress and pain: physical, emotional or spiritual.

Indian head massage is only available to carers.

### What can you expect?

The therapist will discuss your treatment with you. The massage will be gentle and relaxing, they may use lotions or aromatherapy oils if appropriate. Alternatively you may receive a massage without oils over your clothes if you prefer.

You can have your massage either lying down, or sitting in an armchair, or in whatever position is most comfortable for you. If oils are used they will stay in your hair until it is washed.

You may fall asleep during your massage, or you may be awake and aware but deeply relaxed.

## Reflexology

A popular and relaxing holistic treatment based on the principle that there are reflex areas in the feet and hands which correspond to all parts of the body.

The purpose of reflexology treatment is to release congestion, promote the flow of energy and wellbeing.

Reflexology is carried out using gentle pressure, and massage, with the thumb and fingers, to specific points on the feet or hands.

### How can reflexology help in your care?

This deep relaxation can help you cope with stress and pain. Some people find reflexology is soothing and comforting and just enjoy being still.

### What can you expect?

Your therapist will discuss with you the most appropriate treatment. Your reflexology treatment will be gentle and relaxing. You will only have to remove clothing on the part of your body being treated or massaged. You can have treatment lying on a bed or sitting in an armchair, in whatever position is most comfortable. You may fall asleep, or you may be awake but deeply relaxed.



## Reiki

Reiki (pronounced "ray-kay") is a Japanese term for stress reduction and relaxation that promotes healing. In the hospice we understand reiki to be a touch and energy therapy, which may help you to relax naturally at a deeper level and may bring comfort and support at a difficult time. We live in a world of energy that nourishes and maintains all living things. When this energy flows uninterrupted there is a balance and harmony within and around us, and we experience a sense of wellbeing.

### How can reiki help in your care?

The hospice uses reiki to promote deep relaxation which can help to cope with stress and pain: physical, mental or emotional. Some people find reiki is soothing and comforting, and just enjoy being still.

### What can you expect?

You remain fully clothed, lying on a bed or sitting in an armchair, in whatever position is most comfortable.

The practitioner gently places their hands, non-intrusively, either on your body or just above your body. The therapist may leave their hands in one position or may move them from head to toe.

You may or may not feel sensations during a reiki treatment. Benefits reported by recipients include deep relaxation, promoting a calm, peaceful sense of wellbeing on all levels.

Some people feel sensations of heat, tingling, or experience seeing colours, while others can have an emotional response, indicating that shifts are taking place, allowing harmony to be restored. You may fall asleep, or you may be awake but deeply relaxed.

## Massage and aromatherapy

Massage is the manipulation of muscle and connective tissue to enhance the function of those tissues and promote relaxation and wellbeing. Massage therapy has effects on both the body and the mind.

Therapeutic massage can be used to promote general wellbeing and enhance self-esteem, while boosting the circulatory and immune systems to benefit blood pressure, circulation, muscle tone, digestion and skin tone.

The art of aromatherapy affects the most powerful of senses, smell and touch, to restore the harmony of the body and the mind. Natural plant oils have been used for more than 6000 years for their healing, cleansing, preservative and mood-enhancing properties, as well as the sheer pleasure of their fragrances. Aromatherapy works by combining the absorption and inhalation of essential oils.

### How can massage and aromatherapy help in your care?

To promote deep relaxation which can help you to cope with stress and pain: physical, spiritual or emotional.

### What can you expect?

Your therapist will discuss with you the most appropriate treatment. You may decide to have a back massage, foot massage, hand massage, neck and shoulders or a facial massage.

Massage (with or without aromatherapy oils) will be gentle and relaxing. You will require to remove clothing only on that part of your body being massaged, when not being massaged you will be kept covered at all times.

You can have your massage either lying down, sitting in an armchair, or in whatever position is most comfortable for you. You may fall asleep, or you may be awake but deeply relaxed.

