

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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Carers choice service



www.ppwh.org.uk

What is the carers choice service?

The carers choice service offers you an opportunity to have a short break from caring by providing a volunteer befriender to spend time with the person you are looking after

As a busy carer you may wish to have some quality time to yourself, to catch up with friends or to enjoy activities outside your caring role. You may also wish to use this time to access hospice-based activities and support.

Who is it for?

This service is for you and the person that you are caring for.

Referral and matching process

- The person you are caring for will be currently receiving care from The Prince & Princess of Wales Hospice.
- You can be referred by any member of the hospice team.

You will be contacted by one of the team of support workers, who will arrange to visit you and the person you are caring for in your or their home.

The support worker will give you an opportunity to discuss how you would like to benefit from the service and also go over any questions or concerns you may have.

Visiting at home also allows, the support worker to suitably match the person you are caring for with one of our trained volunteer bendifenders.

What can you expect?

The hospice has many therapeutic activities and also support services that can be accessed by yourself within this time.

- Complementary therapy for carers
- Art classes; family and carer workshops
- Creative writing
- Counselling services

We also recognise that carers may want to use this time to catch up with family and friends, or alternatively use the time to access social, leisure and recreational activities which helps you have a short break from your caring role.

What can the person you are looking after expect?

We provide our befriending service at home.

The person you are caring for will receive a volunteer befriender for up to three hours, once a week, over an eight-week period.

We carefully place them with a volunteer befriender who has similar qualities and interests.

The volunteer befriender will carry out a social role. The befriender will remain in the house with the person you are caring for and can participate in activities such as reading the paper, hobbies, crosswords or just chatting about shared interests.

If the person you are caring for is tired, volunteer bendifenders also feel comfortable just being a presence, and may read a book to fill their time.

Please note that the volunteer befriender is not able to undertake any personal care or domestic duties during their visit.

Together you can agree a suitable day and time for the volunteer befriender to visit. The service is available weekdays, between the hours of 9am and 4pm.

The role of the support worker

The carers choice service support worker provides a crucial link between you, the person you are caring for, and the volunteer befriender.

They play a key role in supporting you to have a short break from caring. It is their responsibility to address any concerns you may have and to ensure that the person you are caring for is carefully matched with an appropriate volunteer befriender.

If you require any information or support, the support worker can be accessed Monday to Friday 8.30am to 4.30pm.

Support workers can also discuss your thoughts about the service at any time and will seek your feedback at the end of the eight-week period regarding your overall experience.

Future referrals to the service can also be reviewed if required.