



St Elizabeth Hospice factsheet

What does the Hospice do? St Elizabeth Hospice improves life for people living with a progressive or terminal illness. Our work is centred on an individual's needs, which means specialist support, whenever and wherever it is needed, whether at home, in the community or at the hospice. Through medicine and therapy we ease pain; we give life purpose and make life liveable.

What area do you cover? Suffolk

What services does the hospice provide?

- A day service in Ipswich which includes day care, outpatients, nurse-led clinics, physiotherapy, occupational therapy, complementary therapy and group work.
- Inpatient unit – at our Foxhall Road site in Ipswich which has 18 beds.
- Family support - which includes art therapy, music therapy, chaplaincy and bereavement support.
- An emotional support line, for patients, families and professionals needing advice on referrals emotional wellbeing advice.
- St Elizabeth Hospice OneCall - a 24-hour advice line offering specialist palliative care advice to anyone in the community, including health and social care workers.
- A community specialist palliative care team (East Suffolk) – including hospice at home, community clinical nurse specialists, community healthcare assistants.

How much do you charge?

We provide all of our services free of charge.

How much does it cost to run the hospice?

Each year the hospice needs to raise £10.5 million to continue to provide our services. We receive an annual grant from NHS organisations of around £2.4 million.

How do you raise the money?

St Elizabeth Hospice has always relied on the generosity of the local community to make up the majority of its funding. Almost three quarters of the £10.5 million figure is raised by the local community.

There are many different ways supporters can help raise funds for the Hospice, for example:

- Fundraising events or challenges
- Joining our lottery
- Supporting our shops
- Fundraising at work or in the community
- Setting up a St Elizabeth Tribute Fund
- In memory donations
- A gift in a Will

When did the Hospice open?

The first patient was admitted to the inpatient unit in Ipswich on 1 November 1989. We started managing day services in Beccles in 2011; day services in Ditchingham and Gorleston opened in 2012. In 2013 we started providing services at the Louise Hamilton Centre in Gorleston.

How many staff do you have?

We have around 210 paid members of permanent staff.

How many volunteers do you have? We have over 1,300 volunteers who regularly donate their time to St Elizabeth Hospice, whether this is supporting the fundraising team, helping on the inpatient unit, working on reception or in the garden, in our shops, arranging flowers, assisting with creative activities for day care patients or driving patients to and from the hospice. They save us around £1m a year.

How can I support the shops?

We have 27 shops throughout our catchment area. The shops rely on donations of goods to keep them stocked. We collect furniture donations and have dedicated furniture shops in Felixstowe and Ipswich. All our shops rely on volunteers.

Our Services

What services does the inpatient unit provide?

The inpatient unit provides specialist palliative care for the relief of pain and other distressing symptoms, at all times aiming to maintain dignity and choice. There are several reasons why patients are admitted to the inpatient unit, including end of life care. In many cases patients return home. As well as expert medical and nursing care, a variety of activities and therapies are offered which are flexible and sensitive to individual needs such as lymphoedema treatment, physiotherapy, occupational therapy and complementary therapy. Family support services are also available.

How many beds do you have on the Inpatient Units?

18, made up of wards and single rooms.

What is the age range of patients?

We work with young adults from 14 years and upwards.

What does the day service provide?

Day services focus on patients and families' specific problems, changing the level of care as and when required. Patients will be discharged or offered other services depending on need. We support patients to live at home and care includes meeting patients' medical, psychological, social and spiritual needs.

What services does the Family Support Team provide?

Coping with illness, loss and change is not easy for anyone. We offer a confidential service to support patients and families with the practical and emotional aspects of coping and living with a progressive illness.

A range of services can be accessed through our family support team such as music therapy, art therapy, complementary therapy, spiritual care, emotional support and bereavement support. Family Support is available to any person, their family, friends or carers who have been referred to the hospice.

What does the hospice at home team do?

Hospice at home is a 24 hour, seven days a week reactive nurse-led service which helps to prevent unwanted admission to hospital or the hospice when the patient and family wish to remain at home. The team provides specialist nursing care to patients in their own homes alongside other community nursing services, during the final phase of their illness.

What does the community clinical nurse specialist team do?

Our community clinical nurse specialists work seven days a week and have advanced knowledge and experience of palliative care. They support patients to live at home, providing a range of advice for them and their families. This includes symptom control, advice on difficult emotional and spiritual issues and understanding what is happening.

What do the community healthcare assistants do?

They provide care for up to a few weeks in patient's homes to permit discharge from hospital or prevent an admission.

What is St Elizabeth Hospice OneCall?

St Elizabeth Hospice OneCall is for anyone to phone for advice on palliative and supportive care. Patients, members of the public, GPs, nurses and other health and social care workers can call and get expert advice 24 hours a day, seven days a week on 0800 56 70 111.

How do you get referred?

Most referrals to St Elizabeth Hospice come via a healthcare professional such as a GP or district nurse. We can take a referral directly from a patient or family member or carer and it may then be helpful for us to contact your doctor and/or district nurse for further information. Referral can be made for any of our services.