



**WHO WE ARE AND
HOW WE CAN HELP**

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INTRODUCTION

Who we are

We are St Luke's, Sheffield's Hospice and we provide palliative and end of life care to nearly 1,800 people across Sheffield each year, while also supporting their families and carers too.

We're here for people aged 18 and over from across the Sheffield region - at all stages, from the point of diagnosis with a terminal illness - be that end stage neurological, heart, kidney or lung conditions, cancer, HIV, dementia or other serious illness. We also partner with, and train other organisations, both within Sheffield and beyond, to share our support and knowledge with others, for better end of life care for all.

St Luke's is here for Sheffield, thanks to Sheffield. We are a charity that provides care to patients free of charge - when they need it most. And although we receive about a quarter of our funding from government, we need to raise around £9m ever year from the people of Sheffield and local businesses to keep us going.

We are here to support people and enable them to have the best quality of life for as long as they can.

Inside this booklet, you'll find lots of information about our services and the difference we can make to the lives of those we support.

DID YOU KNOW?

We serve Sheffield people who need us most, regardless of cultural background or postcode and despite our name, we have no religious affiliation. We're here for people of all faiths and none.

PATIENT AND FAMILY SUPPORT SERVICE

Supporting people to live independently for longer

Our Patient and Family Support Service offers practical, wellbeing, spiritual and social support for patients and their families or carers.

Patients are people before they are anything else, so our teams listen to patients to understand their goals and wishes, and help them to achieve them - whether that is someone wanting to live as independently for as long as possible, marrying a loved one or feeling strong enough to climb the stairs.

Patients can access physio and occupational therapy, wellbeing and creative therapies, social work and chaplaincy, or spiritual support for all faiths and none.

Often, it's these aspects of our care that people first encounter – and it is our recommended first point of referral. Any patients over the age of 18, at any stage of life after a palliative diagnosis with a life-limiting illness, are welcome to benefit from the services at St Luke's.

It can be quite a daunting time but our therapy sessions, craft or exercise workshops mean that St Luke's is not a place to fear – it is a place for care, compassion and calmness where people can connect with staff, specialists, and other patients.

In turn, our Patient and Family Support Services can help give precious time to families. That might mean helping someone to feel well enough to enjoy a special family birthday or simply enjoy time together. End of life care is not just a clinical challenge – we want to look after the whole person, in all the ways we can.

Families and friends play a valuable role in a patient's care so we also provide dedicated support for loved ones through social, spiritual and bereavement support.

A typical day within our Patient & Family Support service

After being picked up in transport organised by our clinical team, patients arrive at our Little Common Lane site to attend a Nurse clinic where they can individually discuss their pain and symptoms for support on ways to manage this.

After their appointment, they head to our neighbouring Ecclesall Road South site on a two minute golf buggy journey, to have lunch in our Coach House Café. At lunch they can chat to people experiencing similar situations in a safe and supportive space.

Later on they attend a gentle yoga session and take part in our regular, much-loved 'Big Quiz', before being taken home via our clinical transport.

For more information on this service

call: 0114 235 7650 or
email: pafss@hospicesheffield.co.uk

We are open Tuesday to Thursday,
10am-3pm.

You can also ask your healthcare professional to refer you to the service.



“Deep down, I always know the diagnosis is there and it isn’t going away but being at St Luke’s takes me away from it for a while and as long as they’ll have me, I’ll keep coming! The staff are fantastic and the volunteers are great too – it’s absolutely brilliant and I can’t get enough of it!”

Alan, a patient who regularly attends our Patient & Family Support sessions.

SPECIALIST PALLIATIVE CARE COMMUNITY TEAM

Supporting people in their own home

Last year, 85% of the people we cared for were supported by our teams in their own home or care home. Home is usually where we're most comfortable, and closest to the people and things that matter to us, especially as we become unwell. So, it's our mission to enable those who choose to, to stay in the place they love.

This is only possible because of the incredible work of our Specialist Palliative Care Community team, providing advice and support to patients and their families. This service operates between 9am and 5pm seven days a week.

Our community team's main aim is to support patients throughout their illness so that they have the best possible quality of life and relief from symptoms, often helping to avoid hospital admissions.

We support our patients to have flexible choices about where they are looked after, including enabling some to die at home, if that is their wish. By working together with district nurses, GPs, social workers and other professionals and specialists, we deliver 'wrap around care' to patients and, often, their families too.

We have a core team of Clinical Nurse Specialists but you may also have a visit from our Assistant Practitioners, Physiotherapists, Occupational Therapists, Wellbeing Practitioners, Social Workers, or Chaplains depending on your wishes and needs. We have a Consultant and Specialist Registrar in Palliative Care Medicine – and you may also meet Junior Doctors in the earlier stages of their training.

We are an experienced team who provides advice and support to patients with life-limiting conditions and their families in their own homes across Sheffield.

*If you need to speak to one of the team, please call our Patient & Family helpline number on **0114 235 7494***

85% of the people we care for are supported by our teams in their own home or care home.

“St Luke’s gives me the support that helps me to live independently. Home means security. It means safety. It means sanctuary. It means a place of warmth, a place of comfort. It means a place of refuge.”

Scott a patient who is supported by our Community team and Patient & Family Support team.

Scott Winwood, 47, was travelling around the world when he received his diagnosis of multiple sclerosis (MS). Over 20 years later, he’s now living in Sheffield and receiving care and support from St Luke’s Specialist Palliative Care Community team.

“My life at the time was up in the air after receiving a diagnosis like that. But it was also a spur to make me realise what was important in life, and what I wanted to do with my life.

“A couple of years ago my GP referred me to St Luke’s – I was spiraling and in all honesty without their help and support, I probably wouldn’t be here. They mean the world to me.”

Scott now receives visits at home enabling him to remain in the place that he loves at the very moment he most wants to be there. Our Specialist Palliative Care Community team means Scott can stay at home, for as long as possible, surrounded by his books, pictures, and garden.

“I spent six weeks at St Luke’s for rehabilitation and pain management and, now that I’m home, they still support me. The chaplain comes to see me and I have a regular nurse. That continuity of care is important, seeing the same nurse is really nice. They give me the support that helps me to live independently.

“Home means security. It means safety. It means sanctuary. It means a place of warmth, a place of comfort. It means a place of refuge.”



DID YOU KNOW?

At any one time, we are caring for around 500 patients in their own homes or care homes.

INPATIENT CARE

24 Hour Intensive palliative care

Over fifty years ago, St Luke's opened as the first modern hospice in the UK outside of London. We have come a long way since then and, today, our In Patient Centre provides 24 hour specialist palliative care for around 300 patients each year – that's around 5,000 days and nights of care.

Our In Patient Centre, is open 365 days a year, offering up to 20 patients, around the clock, tailored care.

Patients are often admitted for symptom control such as for pain or breathlessness, specialist palliative rehabilitation, or end of life care.

Patients can be referred to our In Patient Centre by their St Luke's Community nurse or doctor, the Patient and Family Support team, their own GP, their specialist care nurse, oncology consultant, or from one of the Sheffield Hospitals – such as the Royal Hallamshire hospital and the Northern General hospital.

Our multidisciplinary team of experienced specialist doctors, nurses, occupational- and physio-therapists specialise in symptom and pain management. Their combined support provides not only help to patients but also allows loved ones the time to step back from a carer's role and spend precious time together.

We also have a dedicated in-house catering team who can tailor their menus to suit individual patient needs, with all dietary requirements taken care of, prepared onsite with locally sourced ingredients.

In addition, we have a number of facilities that include a spa bath for patients, a physio gym, creative therapy room, and a garden room, as well as access to our grounds and gardens.



DID YOU KNOW?

St Luke's is rated as an 'outstanding provider of care' by the Care Quality Commission.

DID YOU KNOW?

Around a quarter of patients who arrive on our In Patient Centre are discharged home shortly afterwards. We get their symptoms under control, help them to understand what's happening, find ways to manage pain or symptoms, then help them to stay at home with our ongoing support.

“Living with a terminal illness isn't about waiting for and then managing death. Our teams work together to offer wrap around care for both patients and families and to act as advocates for them. It is an honour to be allowed into someone's life, when things are as bad as they can be and to provide valuable time and space to come to terms with the situation and give support, care, and reassurance.”

Dr Sam Kyeremateng, Medical Director, and Clinical Lead for programme development.



BEREAVEMENT SERVICES

Supporting patient and families with specialist counselling

St Luke's provides support and counselling to carers, families and friends following the loss of a loved one who received care from any of our St Luke's services.

Grief is a natural consequence of loss, and people often manage their bereavement using their own resources and their usual social circle.

We know that sometimes it's useful to get support from elsewhere and that's where our services can help. Our bereavement services operate Monday to Friday with a team of trained counsellors and trainee counselling volunteers and students.

Bereaved relatives are referred to the service from a number of our clinical teams – either from our In Patient Centre, by a St Luke's Community nurse or doctor, or from our Patient and Family Support Service – through social prescribing.



Scan here

Bereaved relatives are now able to refer themselves to our Bereavement service via our website. You can scan this QR code to find out more about how to refer.

The services we provide are telephone counselling, one to one and face to face counselling sessions, or group counselling at our Ecclesall Road South site.

During this time bereaved people can access our Patient and Family Support Service and activities, for additional practical, wellbeing, spiritual and social support.

“A regular chat with the same person, making you focus on your grief and giving hints and tips to cope has been so helpful. Having the same person to talk to develops a supportive relationship. Carry on the great work, it was so helpful to me in my time of need.”

Relative supported by our Bereavement team.



DID YOU KNOW?

Last year, we supported over 500 bereaved relatives with over 2,500 sessions of counselling and support.

WHAT IT TAKES TO DELIVER OUR CARE

We're here for the people of Sheffield because they're here for us

This year it will cost £12m for St Luke's to carry on providing the care needed by patients and families in Sheffield. We need to raise £9m of this through the kindness and support of people and businesses across the city and local communities. We also need the help of many volunteers to raise this money and to deliver our services.

We value every donation we receive and pride ourselves on making it go as far as possible. For every £1 we spend on fundraising, we receive almost three times as much back in donations, and 70p out of every £1 we spend goes directly on patient care costs.

If you would like to be a part of the difference we make, there are lots of ways you can get involved:

- Shop in our charity shops
- Give a monthly or one-off donation
- Play our lottery
- Leave a gift in your will to St Luke's
- Join us at our next fundraising event
- Local businesses can support with fundraising, event sponsorship and corporate volunteering
- Donate your pre-loved items to help our charity shops raise money for our patient care and don't forget to sign up to Gift Aid so we can claim an extra 25%
- Donate your time – we offer lots of different volunteering roles and welcome both one-off and regular volunteers
- Share your story – if you or someone close to you has experienced our care, sharing your story can help us to motivate other supporters

“I donate each month because I would do anything to allow other people to have what we had, at a time when I don't know what we would have done without them.”

Vikki, whose husband Tim was cared for by St Luke's.

Scan the QR code to visit
www.stlukeshospice.org.uk for more information,
or give us a call on 0114 236 9911.



Scan here

Over the last year, our team has supported nearly 1,800 patients, together with their families, across the city.

On behalf of St Luke's and those we help, thank you to everyone who makes our care possible.



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T: 0114 236 9911
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www.stlukeshospice.org.uk
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