

APPOINTMENTS

DATE	TIME	ACTIVITY



NORTH·LONDON
H O S P I C E

**Serving the Boroughs of Barnet,
Enfield and Haringey**

North London Hospice

47 Woodside Avenue,
London N12 8TT (For Sat Nav use N12 8TF)

For all patient related enquiries tel: 020 8343 8841 (First Contact team)

All other enquiries tel: 020 8343 6806

Fax: 020 8343 7672

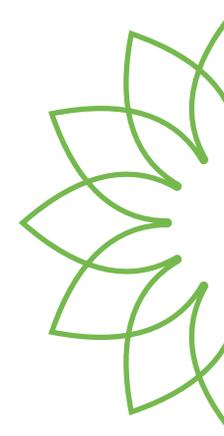
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www.northlondonhospice.org



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health &
wellbeing
centre
Working with you

Health and Wellbeing
at North London Hospice



HEALTH AND WELLBEING SERVICE

at the North London Hospice

The Health and Wellbeing Service offers many ways to help you manage your condition.

We have a range of clinics, workshops, courses, groups and one-to-one appointments. We provide support, skills and therapy tailored to your needs. We also offer some services to family members and carers.

Our multi-professional team includes a Palliative Care Consultant, Clinical Nurse Specialists, a Physiotherapist, an Occupational Therapist, a Psychologist, an Art Therapist, Complementary Therapists, a Social Worker and a Lead for our Wellbeing programme.

“
Fantastic
treatment
and staff.”

The Health & Wellbeing service offers:

Symptom management

The Consultant and Clinical Nurse Specialists run clinics throughout the week. One-to-one appointments can be made with any of the team to help you manage your symptoms, provide advice and help you to plan for the future.

Rehabilitation and self-management

We encourage you to live a full and independent life. When we know what is important to you we can teach you strategies and coping techniques. You will have the opportunity to share experiences with others in a similar position.

We offer individual and group sessions in exercise, relaxation and coping techniques for breathlessness, anxiety, fatigue, sleep. We also offer you support in getting back to work.

Emotional support

It is common to experience psychological discomfort such as anxiety, depression, low self-esteem or panic attacks. Psychological therapy can help you find new ways of coping with these and any other mental health problems so that you feel more in control of your life.

Psychology -Psychological Therapy is available to patients, their families, friends and carers who would like to talk about any issue such as:

- Physical, psychological and social changes caused by the illness
- Unresolved conflicts that have become difficult to cope with
- Putting difficult and complicated thoughts and feelings into words

Sessions can be provided to individuals, couples, family members or groups.

Art Therapy- offers an opportunity to express and explore emotions, feelings and thoughts that may be too intense or painful to put into words, using a range of art materials in a safe and supportive way.

Spiritual Support- a space for you to reflect and explore meaning and purpose.

Social Work

Social Workers can provide advocacy and advice on practical and financial matters. They can also provide emotional support for you, your carers and those around you. They can help you make choices and access care and support in your community.

Children and young people may also need help in understanding the illness and the changes it has caused. A social worker can provide direct support and advice to families during the illness and afterwards.

Citizens Advice (in partnership with Macmillan Cancer Support)

A Macmillan Benefits Advisor from the Citizens Advice Bureau runs a clinic on each site every other week and offers advice on topics such as benefits, housing and legal concerns for anyone living with cancer.

Wellbeing and Companionship

The Health and Wellbeing Centre recognises that illness can be isolating and lonely. We run a social programme four times a week - two days at our Winchmore Hill site and two days at our Finchley site. You can meet others, share experiences, learn new things, take part in craft and informal art sessions, reminiscence, quizzes, music and more.

We also run some drop-in sessions such as meditation and yoga- no booking necessary.

We work in partnership with:

- 'Look Good, Feel Better' providing regular workshops to improve self-esteem and confidence
- 'Hospice Biographers' giving you the opportunity to record your life story for you and your family

Volunteer Respite Service

If your health deteriorates and it is difficult for you to visit the Health and Wellbeing Centre, one of our trained volunteers can visit you at home once a week for up to three hours.

Complementary Therapies

Complementary therapies may help you manage symptoms, relieve stress or stress related symptoms and promote general wellbeing. They can complement conventional treatment, but do not replace medical treatment for your illness. We offer short courses given by trained volunteer therapists. You can be referred for these therapies by a Hospice professional.

Acupuncture- aims to relieve pain and discomfort by inserting fine, single-use needles into certain parts of the body for a short period of time.

Massage- a form of touch, applied directly to the skin or through clothing. The therapist will explain which areas of your body may benefit most from this treatment, for example back, neck and shoulders or legs.

Reflexology- based on the theory that specific areas of the feet or hands are related to different areas of your body. By applying gentle pressure to these points, the different body systems can be gently re-balanced.

Reiki- based on the idea that the flow and free circulation of energy can be encouraged through touch or close proximity. It is non-invasive and requires no tissue manipulation or painful pressure.

Support for Carers

Carers and friends are encouraged to attend the centre where advice and specific support can be offered.

Feedback Group- Have your say

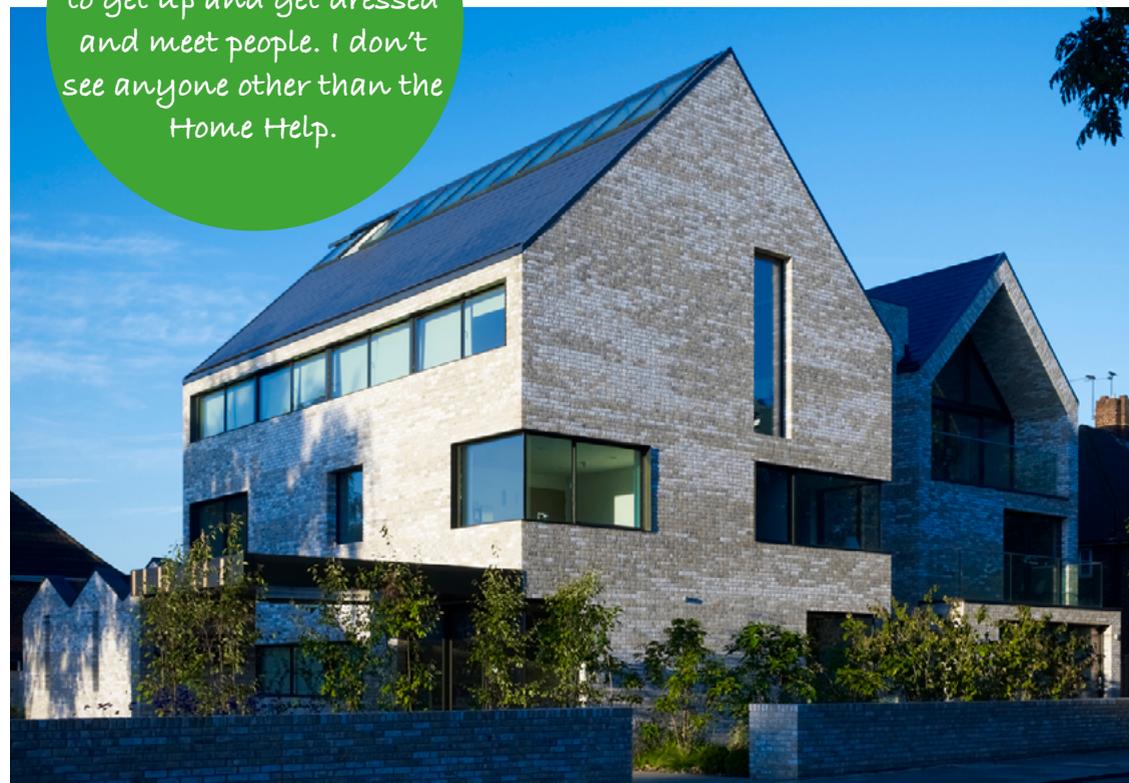
Regular group sessions are held to share your thoughts about the care and services we provide and to help us shape our services in the future..

More information

The Health and Wellbeing Service is available from Monday to Friday, 9am to 5pm at our Finchley and Winchmore Hill sites.

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Coming here compels me to get up and get dressed and meet people. I don't see anyone other than the Home Help.



On certain days a cooked lunch can be purchased if you have a pre-booked appointment. Telephone the Health and Wellbeing Centre to check availability.

We encourage you to make your own arrangements to attend appointments. In some circumstances, we may be able to provide transport.

Directions

Winchmore Hill-110 Barrowell Green, London, N21 3AY

Free parking is available on site or in surrounding residential roads.

Bus nos. 329 and 629 stop on Green Lanes. It is a 15 minute walk along Barrowell Green to the Health and Wellbeing Centre.

Finchley- 47 Woodside Avenue, London N12 8TT (for Sat Nav use N12 8TF)

The Hospice car park is for staff only.

Free parking is available in the resident's bays around the Hospice and on some single yellow lines but parking is restricted from 9.30am-10.30am and 2pm-3pm. Please check the signs carefully.

Daily £1.10 vouchers are available from the coffee shop, allowing visitors to park in the residents' bays during restricted times (not valid on single yellow lines).

There is a small Pay and Display bay opposite the Hospice.

Bus nos. 263 and 125 stop on the High Road opposite Woodside Grove, close to the Hospice. Nos. 221, 134, 13 and 460 stop at Tally Ho Corner, approximately 15 minutes' walk from the Hospice.

The nearest underground station is Woodside Park (Northern Line - High Barnet Branch). It is a 10 minute walk uphill from the station to the Hospice.

The Hospice cannot accept responsibility for loss or damage to any property.

The Hospice is committed to providing a safe, calm, and comfortable environment for patients and visitors with respectful working conditions for staff and volunteers. Bullying, harassment or threatening behaviour of any kind will not be tolerated. We will take prompt action to prevent any such conduct directed towards patients, visitors, staff or volunteers.

The Hospice does not allow employees or volunteers to accept personal gifts from a company, organisation or outside individual, such as patients or their families, carers or friends. Any such gifts are to be handed in to a service lead/ manager or director.

Privacy

The Hospice has a duty to protect the privacy of all patients, staff, volunteers and visitors. Taking photos, filming or recording any person on the premises without permission is strictly prohibited.



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The care and good advice from all the staff and the friendly kindness of the volunteers was a wonderful support.

If you have any suggestions

We are always trying to improve our service to patients, families and carers and we welcome feedback, both good and bad. If you have any comments about our Health and Wellbeing Service, please let your Hospice contact know or contact:

Feedback Lead Telephone: **020 8343 6820**

Or email feedback@northlondonhospice.co.uk

You can also write to:

**Declan Carroll, CEO
North London Hospice
47 Woodside Avenue
London N12 8TT**

Our Statement of Purpose gives a full explanation of the services we offer and is available on request.