

## Introduction to Arthur Rank Hospice Services

### Our purpose

Our purpose at Arthur Rank Hospice Charity is to provide people in Cambridgeshire with a life-limiting condition the highest quality care, both in living well with a progressive illness and at the end of their life. We strive to achieve excellence in everything we do and support you to make every moment count. We provide excellent specialist palliative care and advice at any stage of your illness and at the end of your life and we support other professionals who are involved in your care. Our care is holistic, which means we focus on you as a person. Our care can also extend to families and loved ones. We want to help improve your quality of life to enable you to live as well as possible and aim to support you in fulfilling any wishes you might have at this stage of your life. Palliative care includes physical, psychological, spiritual, and social care for patients with any advanced progressive incurable illness. Specialist palliative care, provided by trained hospice staff, addresses the more complex needs resulting from your illness. You may need palliative care and specialist palliative care at different times during your

illness and we will work with you and your family, your GP and other healthcare professionals such as district nurses, to give you the care you need.

### Quality and performance

Our services are registered with the Care Quality Commission (CQC) and we continually review the quality and performance and encourage feedback from patients, families, and visitors. To view the most recent CQC Inspection Report visit [arhc.org.uk/latest-news/arthur-rank-hospice-charity-rated-as-outstanding-by-cqc/](https://arhc.org.uk/latest-news/arthur-rank-hospice-charity-rated-as-outstanding-by-cqc/) or the CQC website [cqc.org.uk/location/1-3003693165](https://cqc.org.uk/location/1-3003693165)

We hold regular feedback meetings led by the Chief Executive and Director of Clinical Services, Sara Robins. If you would like to make suggestions to help improve our services or provide feedback, speak to a member of our team, email [care@arhc.org.uk](mailto:care@arhc.org.uk), telephone **01223 675777** or complete a feedback form online [arhc.org.uk/about-us/governance/your-feedback/](https://arhc.org.uk/about-us/governance/your-feedback/)

## Our services

Most of our services are either provided in out-patient clinics, our Inpatient Unit (IPU) or in your own home. All our services are delivered by a multidisciplinary team (MDT). Depending on the service, the team may include specialist doctors, physiotherapists, occupational therapists, complementary or creative therapists, psychological therapists, nurses, healthcare assistants, a social worker, music therapist, chaplain or Transitions Coordinator (supporting young people and their families prepare for the change from children's services to adult services). This team is supported by administrative staff and volunteers who help us provide our services to you. If you would like further information about a particular service, visit our website or request an information leaflet by contacting [reception@arhc.org.uk](mailto:reception@arhc.org.uk)

## Identifying our staff and volunteers

All of our staff and volunteers wear identity badges and we encourage you to ask to see these at any time. Further information about our staff and services is published on our website.

## Treating staff and volunteers with respect

Arthur Rank Hospice Charity is committed to the wellbeing of our patients, staff and volunteers. We expect those accessing our services and premises to treat everyone with the courtesy and respect they would expect to receive themselves. Any verbal abuse, harassment, violence, or discrimination is unacceptable and will not be tolerated.

## Students

As a specialist service, we provide education and training for professionals including medical and nursing students. We always ask your permission for a student to be present or please advise us if you would prefer them not to be in attendance.

## Your choices for future care

We involve you in your care planning, if you would like to make decisions about your future care our staff will discuss options with you including treatments you wish to avoid and whether you want to be admitted to hospital. These decisions can be documented in a variety of ways to ensure that your loved ones and healthcare professionals know what you have planned.

## Medical decision not to attempt resuscitation

Your wishes regarding resuscitation will be taken into account, however, a decision not to attempt resuscitation lies with the doctor caring for you as it is a medical treatment. Your doctors may feel that trying to resuscitate you would be unsuccessful, worsen your quality of life or prolong your dying. The reasons for not attempting resuscitation will be discussed with you, provided it does not cause undue distress. With your consent the doctor can discuss this decision with your family.

## Refusing treatment

If you wish, you can refuse in advance to have resuscitation, this can be recorded in a document called an Advance Decision to Refuse Treatment (ADRT) along with other treatments you would like to refuse. We can help you with both documents, please let us know if you require assistance.

## Your records

During your care, the staff looking after you will document your care plan in written and electronic records. These are kept confidentially and securely and only shared with other professionals involved in your care. You can decide whether you would like us to share your electronic records with other healthcare professionals such as your GP or district nurse. Please let us know if you would like copies of any discussions or letters regarding your care.

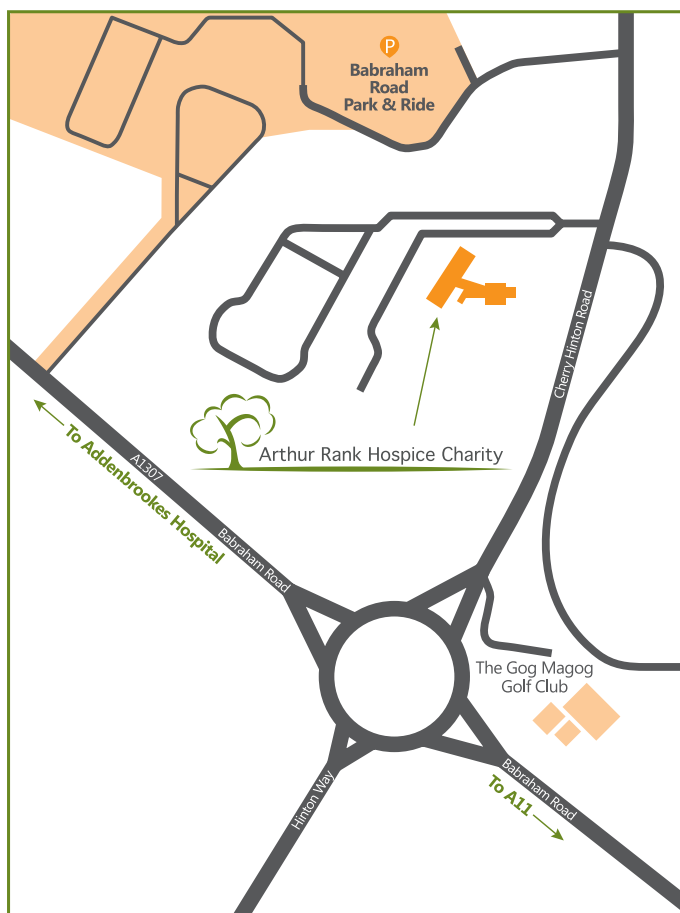
## Access to patient records

In accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018, should you wish to obtain access to your health records, you should make a request verbally or in writing to our Data Protection Officer, Arthur Rank Hospice [dataprotectionofficer@arhc.org.uk](mailto:dataprotectionofficer@arhc.org.uk)

## Duty of Candour

All healthcare professionals have a legal duty to be open and honest with patients when something goes wrong with their treatment or if the care provided causes, or has the potential to cause, harm or distress. We will always inform you (or, where appropriate, your advocate, carer or family) when something goes wrong. All incidents are investigated and reported to our Trustees and Commissioners.

## Directions to the Hospice in Cambridge



**By car:** Leave the A11 at the Fourwentways roundabout and head towards Cambridge on the A1307 Cambridge/Babraham Road. At the second roundabout take the third exit. The entrance to the Hospice is on the left before the Babraham Road Park and Ride.

**By train:** Cambridge Rail Station is approximately 3 miles from the Hospice. Taxis are available outside the station entrance or buses run from the station to the Babraham Park & Ride. Once at the Park & Ride walk towards the vehicular entrance to access the pedestrian path, located to the right.

**By public transport:** If you are arriving by the Babraham Road Park & Ride bus, when you alight with the terminal in front of you, turn right and walk towards the vehicle entrance (not the one you have just entered on the bus). Take the footpath on the right-hand side of the road and this will lead you to the Hospice.

## Car Parking

Car parking at the Hospice is reserved for patients and their visiting families. There are a few bays at the front of the Hospice for Blue Badge holders or for those with mobility issues. The Hospice cannot accept any liability for loss or damage caused to any vehicle or its contents whilst parked in the Hospice car park. Car parking is also available at the Babraham Road Park and Ride adjacent to the Hospice.

## About this leaflet

If you have any comments or suggestions about this information, please contact us. All information is correct at time of print and may be subject to change. Please visit our website for the most up-to-date information. If you have any feedback or would like this information in a different format or language, please contact us.

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Information for Patients, Families and Carers Ref: 0037A © Aug 2021 Review Aug 2023

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Registered Charity No. 1133354

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