



# Mountbatten Hampshire



## About us

Mountbatten Hampshire is the local hospice for people living in Southampton and west Hampshire.

We are an independent charity providing free care and support to anyone in their last years of life.

We also offer free bereavement and psychological support to patients and their families.

While we support patients and families in our hospice building, much of our work takes place in people's homes across our community.

Each and every year, we must raise more than £7m to ensure we can care for the growing number of people who need us.

[www.mountbatten-hampshire.org.uk](http://www.mountbatten-hampshire.org.uk)

# Our services



For nearly 50 years, Mountbatten Hampshire, formerly Countess Mountbatten Hospice, has been the local hospice for people living in Alresford, Bishop's Waltham, Bitterne, Botley, Bursledon, Chandler's Ford, Eastleigh, Hamble, Hedge End, North Baddesley, Petersfield, Romsey, Southampton City, Shirley, Thornhill, Twyford, West End, West Meon, Wickham and Winchester.



**Our services include Community, Care at Home, Inpatient Unit, Day Care, Bereavement Support and Spiritual Care.**

## Our hospice

Our hospice building is located in West End, Southampton. We currently have 21 beds on our Inpatient Unit. We also have a day, self-help and rehabilitation centre, which includes therapy and counselling rooms, plus a gym and other facilities. Our Education Centre is where we provide training to staff, volunteers and many external care providers.

Our hospice building is also the base for our specialist community and Care at Home teams. Many people do not realise that most of our work takes place in people's own homes.



## Our community services

At Mountbatten Hampshire, we have a **Specialist Community Team**, who are experts in managing pain and symptoms and psychological issues, with a focus on people's social and spiritual needs.

Most people we support would prefer to stay in the comfort of their own home and, wherever possible, our Mountbatten Community Team helps that to happen

The team make regular visits to see patients in their homes across our region. Our Community Hub - **02382 548860** - is also available 24 hours a day for patients, carers, family members and health and social care professionals. All referrals should be sent to **[referralshampshire@mountbatten.org.uk](mailto:referralshampshire@mountbatten.org.uk)**

Our **Care at Home Team** also supports people through continuing healthcare packages.

We currently provide this service to people living in Southampton City but we plan to develop this across west Hampshire in 2021.





# Hospital Discharge Service

We know people at the end of their life may often remain in hospital for much longer periods of time than they need or want. Mountbatten's discharge coordinator is responsible for facilitating discharge and care at home for people with any diagnosis in the last weeks or months of life, to enable a timely and supported discharge from hospital to their preferred place of care.

## Inpatient Unit (IPU)

From relieving people of symptoms and pain, to supporting them to have the best quality of life, our Inpatient Unit offers the highest quality of care.



Our focus is on the best quality of life for the people we support. The whole team works together to help to alleviate physical, emotional, social or spiritual needs. Patients can be admitted onto our ward for a number of reasons. It can be for round-the-clock care from our specialist team or to receive physiotherapy and/or occupational therapy to achieve individualised goals before someone is discharged home. We work closely with each person and those closest to them to create a unique plan of care. To discuss IPU admissions, call **07966217832**.



## Day care, self-help and rehabilitation



The aim of our day care services is to help people live as well as possible with their illnesses, and find ways to support and manage any challenges they may experience. We have regular group sessions (medical, nursing, physiotherapy, occupational therapy) that meet at Mountbatten, and we facilitate outpatient appointments.



We provide opportunities for patients, and where applicable, their primary carers, to come together and interact with one another. Due to Covid restrictions, we are currently offering one-to-one appointments. Referrals should be made through our community referral form.

# Psychology, Bereavement and Spiritual Care



Our Psychology and Bereavement Service is open to anyone. Mountbatten's expert Clinical Psychologists and Counsellors offer individual and group support, depending on people's particular wishes and needs. GPs can refer people to the service or individuals can self-refer by calling **02382548840**.

Our **Spiritual Care team** is available to listen with care, compassion and in confidence to whatever someone wishes to raise, and wherever they are. Additional support from the Spiritual Care Team includes bedside communion, making contact with a faith community, prayer and anointing, companionship and conversation and funeral planning. Referrals to our Psychology and Bereavement service can be made through our community hub.

Our **Social Worker** works alongside patients and their families to understand their needs and wishes and will act as an advocate for them.

They will facilitate discharges from the IPU, in line with patients wishes, so they are cared for or die in their preferred place. They will liaise with external agencies

to ensure the patients palliative care needs can be met on discharge from the hospice.

They provide individualised support services to our patients and their families within their own social context and cultural frameworks. They can also help with identifying the needs a carer may have, such as housing support. Our social worker also provides bereavement support to families.



# Mountbatten Advanced Care Plan

Advance care planning is for anyone who is currently able to make their own decisions about how they would want to be cared for, should the worst happen.

It encourages people to have a discussion about what they would want and to write down their thoughts, wishes and preferences.

The document belongs to the individual, and they are free to change anything in it if they wish, to reflect their changing circumstances or health care needs.

It would only be acted on if the individual had lost capacity and the ability to communicate – up to that point they continue to say what they would like, regardless of what is written in their Advance Care Plan.

Copies of our Advanced Care Plan can be downloaded from our website at <https://www.mountbatten-hampshire.org.uk/plan-your-future-care>.

We encourage people to keep their Advance Care Plan somewhere easily accessible, in case it is ever needed in an emergency situation, and to share the contents with the people closest to them, including carers, to ensure their wishes and preferences are respected.

