

## Supporting us

The Haven Service is provided completely free of charge to patients and their families. If you wish to offer your support to The Haven Service, please contact:

### The Haven Service team manager

Phone: 01472 350 383

### Marie Curie Cancer Care

Visit [mariecurie.org.uk](http://mariecurie.org.uk) or phone the local fundraising team on 01472 350 383.

### St Andrew's Hospice

Visit [standreshospice.com](http://standreshospice.com) or phone 01472 350 908.



Care Plus is a social business that provides adult health and social care services to people across North East Lincolnshire to help improve people's health and wellbeing and enrich their lives.  
**careplusgroup.org**



St Andrew's Hospice cares for people of all ages with any life-limiting illnesses in North East Lincolnshire. Our hospice also offers help and support to patients' families.  
**standreshospice.com**  
Charity reg no. 1011117 (England)



Marie Curie Cancer Care gives people with all terminal illnesses the choice to die at home. Our nurses provide them and their families with free hands-on care and emotional support, in their own homes, right until the end.  
**mariecurie.org.uk**  
Charity reg no. 207994 (England & Wales), SC038731 (Scotland)

# The Haven Service palliative home care team in North East Lincolnshire

## Information for patients



November 2013 S357c

**The Haven Service offers health and social care support so that you can be cared for in your own home. We also provide support and respite care for your family and carer.**

The Haven Service Partners in palliative care at home



## Care and support when you need it most

The Haven Service is available seven days a week, providing day and evening care from 8am to 10pm and night care from 10pm to 8am.

Our aim is to make sure you have the health and social care that you need so you can remain at home. We do this by working closely with your community nursing team, GP, hospital team and other professionals who are involved in your care.

## How we can help

- We provide social and personal care support including help with washing and dressing, preparing your meals and giving your carer a short break.
- We provide nursing care so that you are as comfortable as possible in your home.
- We can also provide practical advice, and emotional or psychological support, to help reduce stress and anxiety for you and the person caring for you.

## How our service works

Referral to our service is made by the healthcare professional responsible for your care, such as your community nurse, hospice nurse or Macmillan nurse.

Our service is delivered by a team of senior care workers, care support workers and healthcare assistants.

The care you need is coordinated and planned by our registered nurses who are skilled in caring for people who are seriously ill.

The length and number of visits, and the professional who will provide your care, will be arranged according to the support that you and your carer need.

## Do I need to pay?

No – The Haven Service is completely free of charge to patients and their families.



## Contact us

If you have any questions about our service, please contact us.  
Phone: **01472 350 383**  
(8am – 5pm, Monday to Friday)

At other times, please leave us a voicemail and we will get back to you as soon as we can.

## We welcome your feedback

We hope you are happy with the care we have provided. We want to hear about your experience – whether it was positive or if there were things we could have done better.

To share your comment, compliment or suggestion, or to make a complaint, please speak to a member of our staff or phone us on 01472 350 383 (8am – 5pm, Monday to Friday).

You can also write to:  
The Haven Service team manager  
St Andrew's Hospice  
Peaks Lane, Grimsby  
DN32 9RP