



In Health We Care

Rance Healthcare Services Ltd Palliative / End of life Care Service

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At Rance Healthcare Services Ltd, we offer palliative care and end-of-life support to adults who have been diagnosed with life-threatening or terminal illnesses. Our main aim with this care is to give you an established support network to allow you the best quality of life possible through this difficult and distressing time. Palliative care demands the most sensitive and compassionate care of all our services and our highly trained staff are well equipped and experienced to deliver professional, respectful and comforting care that will ease your pain and the pain of your loved ones throughout this emotional and upsetting time.

Whether you would prefer to spend your last days in a care home or in your own home is entirely up to you. Like all our services, our Palliative Care is tailored to suit your needs. We will take into consideration all of your preferences and choices, ensuring that your final days are spent in the most comfortable, personal and unobtrusive manner possible. You can receive this care at any stage of your illness, and for however long you and your family need it.

Our Care Process

At Rance Healthcare Services Ltd, we recognise that everyone is different and has different requirements. Our services are always personalised to each individual to ensure we provide you with the best possible care that suits your needs and situation. Therefore, we begin our service with an assessment of your particular requirements. A member of staff will arrange to visit you, whether in a care home, nursing home or your own house, and will discuss your needs with you and your family or carers. From this we will put together and organise your own individual Support Plan. We like to work directly with you in order to take into account any input you and your family may have. We also like to take this opportunity to answer any questions or deal with any worries or concerns you may have. Our team of staff are highly professional and very approachable, and we ensure that together we will find the perfect Support Plan to suit you.

Here is an overview of the services we can offer you as part of our Palliative Care Service:

Physical Support

As your illness progresses you may need an increased level of support. As your carers we will see it as our responsibility that this does not get in the way of you enjoying the time you still have with your loved ones. You should be able to appreciate the time spent with your family, safe in the knowledge that your needs are being seen to and that you won't feel any unnecessary discomfort or pain. Your carer will support you with your personal Support Plan whilst maintaining your dignity and seeing to it that your choices and wishes are realised.

We know that when dealing with terminally ill clients, an emergency response system must be put into place, as situations can sometimes change quite suddenly and loved ones need to be easily reached in a crisis. We will do our utmost for you to have your family around you when the time comes, and that you will get a chance to say goodbye.

Emotional Support

Coming to terms with a life-threatening illness can be extremely tough and you may find yourself feeling shocked, overwhelmed, frightened, confused or helpless. Our staff can sensitively and caringly help you through this disorder and distress. We will be with you and support you every step of the way; discuss with you your emotions and how to cope with them; accompany you to doctor's appointments and help you to deal with good or bad news; advise you on how to tell family and friends of

your condition; and provide you with a constant support network. We can also arrange for you a professional palliative / **end of life** counsellor if you are having more serious difficulties in

Other Matters

It is also important for many of our terminally ill clients that they have a plan in place. We understand that you need the peace of mind in knowing that all your affairs are in order. This usually includes dealing with financial and official concerns. We believe that such matters should not cause you unnecessary worry or stress, or divert you from spending valuable time with family. Therefore our carers, who are experienced in these matters, can assist you with this, allowing you to relax and make the most of your time left.

Ongoing support for your loved ones

We also offer loss and bereavement support to your loved ones who may be struggling with the prospect of losing you and then coping with your death after you have gone. They may not know how to approach the subject of your condition with you, or want you to see them upset. We can be there to support them and help them connect with you. After you have gone, we can help them through the bereavement period. It is perfectly natural and normal to have feelings of emotional distress, anxiety or guilt at the loss of a loved one, but with our help it is something that we can work through and come out the other side.



Frequently Asked Questions



When can my palliative / End of life Care Service begin?

As soon as you want it to. When you first contact us we will arrange for a member of the team to come and visit you and discuss and assess your individual situation and needs. We will produce your personalised Support Plan which will then be confirmed with you and your family. It will be tailored to suit you and your lifestyle, preferences and abilities, so we need to ensure that you are completely happy with the plan. From then on we can begin providing you with the services in your plan.

What if my circumstances change?

As your illness progresses, you may need an increasing amount of support. We can update your Support Plan at any time to ensure you are always getting the right care at that particular time. The services we provide you are based on exactly what you need, so if at any time they need modifying this can be arranged.

There are certain things I wish to do while I still can. Will my care get in the way?

We will do our utmost to make sure the care you receive from us does not interfere with the way you wish to live out your last months, weeks or days. Unfortunately, as time goes on you may struggle to do certain activities especially if you are bedridden. However, we will strive to make your last days as enjoyable as possible and will help you arrange day trips, visits from family and friends, and any other specific wishes you may have.

How much does it cost?

To receive a quote on what your Support Plan would cost, please contact our Rance Healthcare Services Office Team on 01902 973451. You may be entitled to funding from social services. To find out if you are you can contact your local authority. Alternatively, you can contact us for more information and we can discuss your financial options with you, as well as directing you to funding organisations.

Quality Assurance

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally. Please see our website for more information regarding our training and recruitment procedure.



www.rancehealthcareservices.co.uk
Call our team today 01902 973451