

Community Outreach Service



Our Community Outreach service supports vulnerable and isolated individuals and carers in Lanarkshire affected by a life-limiting illness including; cancer, chronic obstructive pulmonary disease, heart disease and progressive neurological conditions.

The Community Outreach team offer emotional, therapeutic and practical support to help individuals and families identify, value and build on their strengths to achieve the best possible quality of life.

The service offers assistance to patients and their caregivers in the community, particularly those who are mainly housebound. We utilise our specialised knowledge to appropriately guide and direct patients and their carers, connecting them with health and social care professionals and additional community resources, suitable to individual needs.

The service's aim is to identify and build on their strengths, increase knowledge and understanding, manage stress and anxiety, enhance resilience, improve emotional health and wellbeing, identify and access services, supports and opportunities; all with the aim of reducing isolation, loneliness and developing coping strategies.

Aims of the Community Outreach service:

- Enable people to stay at home longer
- Offer advice and information to enable individuals to cope with their current situation
- Reduce social isolation - allowing people to connect with friends and family and access online/digital resources which incorporate their hobbies and interests to help reduce boredom and promote wellbeing.
- Support carers and reduce the impact on their physical and mental wellbeing
- Provide emotional and practical support to patients and carers
- Signpost and refer to other agencies/services



**Community Outreach
Team**

Referral Criteria

- Adults living in Lanarkshire with a life-limiting illness and progressive disease
- Adults who are currently unable to access St Andrew's Hospice outpatient services or other community services
- Carers of adults living in Lanarkshire with life-limiting illness

The Community Outreach Team

Support Worker

The role of the Community Outreach Support Worker is to provide information and practical support appropriate to each individual's needs. The Support Worker will identify if patients or carers would benefit from regular support from a Befriender and match the Befriender to the needs of the patient and/or carer.

Complementary Therapist

Our qualified Complementary Therapist will provide a variety of supportive treatments such as reiki, reflexology, massage and aromatherapy. These therapies are provided in the patient's home, usually for a series of four sessions over eight to twelve weeks. Complementary therapies may be offered to both the patient and carer, following assessment by the Outreach team.

Community Outreach Befriender

The Community Outreach Volunteer Befrienders are matched to the needs of individual patients and/or carers. Their role is to provide friendship, support and short-term respite.

Outpatient and Community Team

The Community Outreach Service will be supported by the Outpatient and Community Team Manager, along with clinical administrative support based at St Andrew's Hospice. They support the development of services and ensure continuous support for the staff and volunteer befrienders.

Contact Details

Telephone: 01236 772025

E-mail: LAN.SAH.Outreach@lanarkshire.scot.nhs.uk

St Andrew's Hospice

Henderson Street
Airdrie ML6 6DJ

Tel: 01236 766 951

www.st-andrews-hospice.com

St. Andrew's Hospice (Lanarkshire)
is a charity registered in Scotland
No. SC010159

The Deputy Chief Executive: Head of Clinical Services at the Hospice, would welcome any compliments, comments, concerns or complaints you may have about the service.

If you do have a complaint that is not answered to your satisfaction, you can pass this on to the regulator of the Hospice, Healthcare Improvement Scotland, at the following address:



Independent Healthcare Team
Healthcare Improvement Scotland
Gyle Square, 1 South Gyle Crescent,
Edinburgh EH12 9EB
Telephone: 0131 623 4342
E-mail: his.ihcregulation@nhs.scot

St. Andrew's Hospice



Caring for the people of Lanarkshire