



# general information

YOUR PERSONALISED CONTACT NUMBERS ARE:

| <b>WEEKDAYS</b><br>(08H30 – 16H00)                           |             |
|--|-------------|
| Reception  | 021 5578925 |
| Nursing Sister   |             |
| Telephone  |             |
| Social Worker  |             |
| Telephone  |             |
| <b>AFTER HOURS AND WEEKENDS</b><br>(telephonic service only) |             |
| On call number   |             |

St Luke's Combined Hospices Reg. No. 1998/008839/08 NPO Number: 007-350/9399

[www.stlukes.co.za](http://www.stlukes.co.za)

## What is hospice?

- Hospice provides palliative care to equip people to live well and die well.
- Our goal is to optimise quality of life for patients and their families.
- We provide physical, emotional, social and spiritual care and support to people with advanced life-limiting illness.
- Our policy is to affirm life and treat death as a natural process. We aim neither to hasten nor postpone death, and therefore do not practice euthanasia or assisted dying in any form.
- Patients and their families are involved in all decision-making processes, wherever possible.

## What is palliative care?

Palliative Care is an approach to care that focuses on comfort and quality of life for people with progressive, life-limiting illness. The goal is to control pain and other symptoms, and support emotional, social, spiritual and cultural needs with the assistance of the interdisciplinary team, thereby maximising quality of life.

## About St Luke's Hospice

St Luke's Hospice is a non-profit organisation and an accredited Member of the Hospice Palliative Care Association of South Africa.

## What exactly do we offer?

We are a specialised consulting service that oversees the physical, needs of our patients. The Hospice service is predominantly home-based in their own homes or at their local Day Hospice. St Luke's uses approach to provide holistic care. Every patient is allocated a and social worker, with trained volunteers providing additional

**Hospice palliative care emphasises caring and not curing, and is usually provided at home.**

psycho-spiritual and social based and most patients are an interdisciplinary team (IDT) professional registered nurse support where necessary.

**Please note this is not an emergency or nursing service. Rather, we equip, support and enable our patients' families to provide primary care at home, where most patients prefer to be.**

St Luke's Home Based Care provides carers in Gugulethu and Khayelitsha, and Lizo Nobanda is an in-patient treatment centre for MDR-TB only, in Khayelitsha.

## You can find all the information you need here:

1. How do I apply? (admission criteria, catchment areas and understanding the application forms)
2. Holistic palliative care assessment
3. Ongoing care (including an overview of the patient's IDT)
4. St Luke's Day Hospices, ward and equipment
5. What are the costs? (medical aid contributions and how you can assist St Luke's)

For further queries, please visit our website, [www.hospicewestcoast.co.za](http://www.hospicewestcoast.co.za), or call our office 021 5578925 or head office on 021 7975335.

## 1. How do I apply?

### Who can access St Luke's Hospice?

#### Admission criteria include:

- 12 years and older
- Progressive, incurable illness such as:
  - Cancer
  - End-stage chronic illness e.g. HIV/Aids, heart, lung, liver, disease: ONLY IF bedbound, symptomatic at rest, medical treatment and/or not a candidate for transplant
- Answering 'no' to the question, 'Would death in the next 12 months come as a surprise?'

**No patient will ever be rejected on the basis of race, religion, age, sexual orientation, culture, gender or financial status.**

kidney and neurological unresponsive to maximal

Due to the limits of our resources, the following are excluded:

- Alzheimer's disease and dementia
  - Strokes
  - Psychosis
  - Alcohol/drug withdrawal
- St Luke's Home Based Care is accessed via the Department of Health clinics and community health centres.
  - Lizo Nobando receives patients from clinic doctors in Khayelitsha.

## Where can I find St Luke's Hospice?

- Head office and 10 bed in-patient ward in Kenilworth
- Community service across most of greater Cape Town
- Most patients are seen in their own homes
- Some areas have a Day Hospice programme
- Certain areas are excluded (list available on request).

## Application forms

Both patient and doctor need to consent to application and there are two parts to the application:

1. Patient consent form, completed by the patient and a family member. Please note that the patient should be fully informed about the advanced status of their disease.
2. Medical form, completed by the doctor in charge of the patient's care.

## Find application forms at:

- [www.hospicewestcoast.co.za](http://www.hospicewestcoast.co.za)
- email [reception@hospicewestcoast.co.za](mailto:reception@hospicewestcoast.co.za) OR [referrals@stlukes.co.za](mailto:referrals@stlukes.co.za)
- St Luke's West Coast Office, 1 Hof Street, Table View
- St Luke's Head Office, 92 Harfield Road, Kenilworth or at a Community Hospice.

## 2. Holistic palliative care assessment

After receiving the application forms, a St Luke's professional registered nurse will call to assess urgency and set up an appointment with the patient, usually at home. She will then do a detailed holistic palliative care assessment, discuss the circumstances in the home (e.g. care available to the patient) and draw up a treatment plan involving the interdisciplinary team (IDT). (See below.)

## 3. Ongoing care

This includes:

- Pain and symptom management
- Enabling the family to care for the patient at home
- Counselling patient and family/significant others to cope
- Education about the disease process and patient care
- Helping the patient deal with spiritual issues
- Social work assistance e.g. disability grants, wills, organising nursing care
- Future planning
- Bereavement support for family.

**Please note the community nurse nor the volunteer caregivers provide nursing care 24 hours a day.**

**Rather, they support and enable the family or friends of the patient to provide primary care to the patient in his or her home, where most patients prefer to be.**

## How long does the service last?

Until death, as long as illness is progressing and support is needed. If your health stabilizes you may be discharged from the service but can return if needed. Bereavement support is provided for up to 13 months

## Who makes up the interdisciplinary team?

**Professional registered nurse** – As the patient's care coordinator, the nurse is in regular contact to:

- Monitor the patient's general well-being, medication and nursing care
- Liaise with members of the patient's care team to amend treatment or medication
- Provide advice to patients and their caregivers on how to manage symptoms, and
- Suggest ways in which other staff or volunteers from St Luke's could help.
- If necessary, help arrange for admission to the Hospice ward.

- Professional social worker** – May also visit the patient and their
- Talk about the family’s psycho-social circumstances and
  - Provide counselling to the patient and their family
  - Prepare them for the challenges which they may have to
  - Provide guidance about including children in the
  - Assist with applications for grants or other benefits
  - Provide practical advice about the preparation of wills.

**The first point of contact for emergency or routine advice is the community nurse or social worker. An after-hours telephone service is also available (see first page).**

family to:  
their coping mechanisms

face  
preparation process

**St Luke’s doctors** – Oversee the treatment of all patients and care treatment in the in-patient unit and at home.

This includes:

- Providing support and guidance to the community nurses
  - Attending to patients who are admitted to the ward
  - Assessing patients at a nurse’s request
- 
- Maintaining regular contact with other treating doctors (e.g. the patient’s oncologist or GP) to ensure the highest quality of service to the patient
  - Our doctor reserves the right to change any treatment offered by an outside doctor, if necessary.

provide specialised palliative

**Hospice-trained volunteers** – May be allocated to the patient to visit at home with basic practical nursing care, offering companionship, support or respite for the primary caregiver.

**Spiritual care volunteers** – Are available on the patient’s request. Our approach is multi-faith and our caregivers liaise with all the major religions.

We make a distinction between religious and spiritual care, while acknowledging the value of both:

- Spiritual care offers a person an opportunity to explore values, ideals, meaning and purpose, and addresses common questions such, “Why am I here?”, and “What is the meaning and purpose in my life?”
- Religious care may address the same issues within the framework of organised religion, particular to the individual
- The basis for both spiritual and religious care is compassion.

**Bereavement volunteers** – Support family and friends after the patient’s death, if required. Most support is telephonic and is available for up to 13 months.

## 4. St Luke’s Day Hospices, Ward and Equipment

### Day Hospices

Day Hospice programmes are run weekly in some areas and provide an opportunity for patients to socialise, get support and information and engage in creative activity. Refreshments and a light meal are provided. Volunteers run these programmes under the supervision of professional hospice staff, who are on hand to see patients as needed.

### Kenilworth Ward

St Luke’s in-patient unit (IPU) (10 beds) in Kenilworth serves as a backup to our community service. Patients are referred by their community nurse and may spend up to 14 days in the ward for:

- symptom control (for management of complex symptoms)
- family respite (to provide a break for the patient’s primary caregivers)
- terminal care (if the patient does not wish to die at home).

This ward is intended as support for our community hospices and is not an emergency unit. Patients cannot be referred directly by hospitals, doctors or clinics. It is not available for long-term or frail care.

Should a patient require long-term nursing care that cannot be provided at home, the hospice social worker will assist the family to make the necessary arrangements with a suitable frail care facility.

## Medication

Please note that St Luke's is not a dispensary and cannot provide medication. Patients need to provide their own medication from their referring doctor or hospital.

## Equipment

Medical equipment such as urinals, bedpans, special mattresses and wheelchairs are available on loan, when available, sometimes for a small fee. The nurse will train the patient and the primary caregiver at home on how to use any equipment.

## 5. What are the costs?

St Luke's services are available to all patients, irrespective of their ability to pay.

### Medical aid

- If a patient has medical aid, their scheme is billed at an all-inclusive fee per visit or per hospice stay. *Pre-authorisation needs to be obtained.*  
Medical aids are invoiced directly and cover most of these charges.
- We do not demand short- or non-payment from our patients.
- If you are able to contribute towards this, it is greatly appreciated. Those who can contribute financially to their treatment enable us to offer care to all those who need it.

## How can I assist St Luke's Hospice?

We rely on the generosity of our donors and supporters to allow us to help those without financial resources. Any contribution, great or small, helps us fulfil our commitment to never turning away anyone.

- Visit our website, [www.hospicewestcoast.co.za](http://www.hospicewestcoast.co.za), and click on the "contact us" or "how you can assist" key
- Add us as a monthly Beneficiary
- Donate directly into our banking account:
  - Standard Bank, Account Number 271106891
  - Branch Number 022209
- Ask for a collection tin to be placed in your place of business
- Donate goods to either of our Hospice shops, Milnerton or Table View
- Shop at our Hospice shops
- Make a bequest in your will. Contact [hospicewestcoast@telkomsa.net](mailto:hospicewestcoast@telkomsa.net) or visit our website
- Request that family and friends donate to Hospice in lieu of flowers at a funeral, or in celebration of a birthday, anniversary or other special occasion
- Attend our fundraising events
- Become a volunteer.

## Patient Rights & Responsibilities

### Rights

- To participation in decision-making
- To know the identity of their healthcare providers
- To confidentiality and privacy
- To be informed about all aspects of care
- To refuse treatment
- To complain about unsatisfactory services.

## Responsibilities

- To respect the rights of other patients and health workers
- To know his/her local healthcare services and providers
- To provide relevant and accurate information
- To inform healthcare workers of his/her wishes
- To take care of healthcare records in his/her possession
- To enquire about costs of treatment and arrange payment where necessary.

This is a summary based on the National Patient's Rights Charter (HPCSA Guidelines for good practice in the healthcare professions Booklet 3, 2008) available at:

- [www.doh.gov.za/docs/legislation/patientsright/chartere.html](http://www.doh.gov.za/docs/legislation/patientsright/chartere.html)
- [www.westerncape.gov.za/general-publication/heres-what-you-need-know-about-patients-rights-charter](http://www.westerncape.gov.za/general-publication/heres-what-you-need-know-about-patients-rights-charter)
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Available in Afrikaans and isiXhosa on request.