North Wales Cancer Network

Palliative Care Service Directory

This Directory provides information and details of services available to help people with life limiting conditions, including cancer and other illnesses.
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Introduction

This directory has been produced to give advice and contact details of palliative care services available to people living in North Wales.

Palliative care has an important role in the total care received by patients, and their families and carers, at a variety of points throughout the course of the disease. It may be delivered from diagnosis, alongside other treatments, and through to end of life care.

Palliative care services aim to help people with life limiting illnesses, including both cancer and other diseases.

Palliative care can be provided by a broad range of health and social care professionals in environments ranging from the patient’s own home to residential and nursing homes, acute and community hospitals, and hospices.

What is Palliative Care?

Palliative care has been defined by the World Health Organisation as ‘an approach that improves the quality of life of patients and their families facing the problems associated with life limiting illness, through the prevention of, and relief of, suffering, by means of early identification and impeccable assessment and treatment of pain and other problems, physical and spiritual.’

General Palliative Care
General palliative care provides the day-to-day care and support of patients and their carers in their homes and hospitals. Assessment and meeting the patient care needs under ordinary circumstances or seeking advice from or referring to specialist palliative care services in more challenging situations.

Specialist Palliative Care
Specialist palliative care is provided by consultant palliative care physicians, palliative care nurse specialists, and other clinical specialists. Delivery of care may be through the hospice, day centres, hospital or community teams or telephone advice services. There is a close liaison between these services to meet the often complex needs of patients and their families and carers referred to them.
Using Your Directory

This directory will provide you, your family and carers with information on palliative care services available to you.

It contains a list of contact addresses, telephone numbers and website information for Palliative Care Services, Hospices and Support Groups. Most of these services can be accessed directly by you as a patient or carer, simply by telephoning.

If you have any problems accessing the services listed in this directory, contact your GP (General Practitioner) or another health professional for guidance.

As a patient you may already have contact with a number of health care professionals, for example:

- Your GP.
- Your Hospital Consultant and their team.
- District Nurse.
- Specialist Cancer or Chronic Disease Nurse.
- Specialist Palliative Care Nurse.
- Health care professionals such as Occupational Therapist, Dietitian, Physiotherapist etc.
- Marie Curie Nursing Services.

There are also various other helpful organisations listed in the directory, for example:

- Hospices.
- Cancer Charities and Voluntary Groups.
- Support Groups.
- Social Services and Benefits Agencies etc.

Again, as a patient or carer, it is possible for you to contact these organisations directly, by telephone. Contact details for services and further information for your area can be found in this directory under your local area section:

- North East Wales (Wrexham & Flintshire, bordering with Chester).
- Central North Wales (Conwy & Denbighshire).
- North West Wales (Môn, Arfon, Dwyfor & Meirionnydd).
Available Support

Your Family Doctor or GP

Your family doctor or GP is responsible for all aspects of your medical care at home and can arrange help from other health care professionals such as different types of nursing services, including those listed below.

Community Nurses

There are different types of community nurses, including, District Nurses, Health Visitors and Community Psychiatric Nurses.

District Nurses provide aspects of nursing care, equipment and practical advice and support at home, including general palliative care. They can usually be contacted at Health Centres or GP Practices. They work closely with other members of the Primary Health Care Team and with specialist palliative care services.

Community Hospitals

Community Hospitals provide aspects of in-patient nursing and medical care, out-patient services, and day care / therapy services that help to sustain patients in their own community. This includes general palliative care.

Some Community Hospitals provide dedicated palliative day care/therapy, support groups and palliative care rehabilitation services, including support from nurses, occupational therapists and physiotherapists.

Contact details for Community Hospital Day Therapy Services in your local area can be found in this directory under your local area.

Specialist Palliative Care Teams

Specialist Palliative Care Teams provide specialist support, care and advice mainly to people with palliative care needs, and their families and carers, providing advice on pain and symptom management and emotional support.

Specialist Palliative Care Teams consist of specialist doctors, nurses (sometimes known as Macmillan Nurses), and other clinical specialists. They work in a variety of settings, including the patient’s own home, acute and community hospitals, and residential and nursing homes.

Contact details for services and further information for your local area can be found in this directory under your local area.
Hospices

Hospices are independent organisations that provide specialist support, care and advice to people with palliative care needs, and their families and carers, providing advice on pain and symptom management and emotional support.

Hospices provide in-patient care, out-patient clinics, day care, and specialist bereavement support.

Contact details for Hospices and further information for your local area can be found in this directory under your local area section.

Hospice at Home Services

Hospice at Home services provide dedicated day or night palliative nursing care, support and advice to enable patients and their families and carers to be cared for in their own home for as long as they wish. These services work closely with the other services mentioned in this section.

Contact details for Hospice at Home services and further information for your local area can be found in this directory under your local area section.

Marie Curie Cancer Care

The Marie Curie Nursing service is available across North Wales. The service cares for people who are seriously ill with cancer or other illnesses for whom active treatment is no longer an option and wish to remain at home for as long as possible.

Marie Curie Nurses and Senior Healthcare Assistants provide care during the day and more usually overnight for up to nine hours. The service provides nursing care for the patient as well as practical and emotional advice and support for the patient and their family. The services are free to patients, their families and carers.

Information about the services Marie Curie Cancer Care offers across North Wales can be found in this directory under your local area section.
Social Services

Social Services provide social care or support to people who need it because of their age, long term ill health or disability, or because they are caring for others.

Your local Social Services Office will be able to provide details of available services and support, such as home help, care attendants, adaptations in the home and support and practical help for carers.

Contact details for Social Services in your local area can be found in this directory under your local area section.

Citizens Advice Service

The Citizens Advice Service helps people with legal, money and other problems by providing free, independent and confidential advice.

Contact details for Citizens Advice Services in your local area can be found in this directory under your local area section.

Welfare Rights

The Welfare Rights Service helps people with claims and welfare benefits issues.

Contact details for Welfare Rights Services in your area can be found in this directory under your local area section.
Your Local Services: North East Wales

(Wrexham and Flintshire, bordering with Chester)
North East Wales
(Wrexham and Flintshire, bordering with Chester)

Macmillan Specialist Palliative Care Team

Macmillan Specialist Palliative Care Team,
Ty Madoc,
Wrexham Maelor Hospital,
Betsi Cadwaladr University Health Board
Croesnewydd Road,
Wrexham, LL13 7TD.
Tel: 01978 727177
Fax: 01978 727118

The Macmillan Specialist Palliative Care Team works in partnership with the Betsi Cadwaladr University Health Board, and charitable and independent sectors.

The team provides specialist support, care and advice to patients and their families living with life limiting illness, in a variety of settings, including the patient’s own home, acute and community hospitals, and residential and nursing homes. They also work in close partnership with Nightingale House Hospice (details on Page 12) and other hospices, such as Hospice of the Good Shepherd, Chester (details on Page 15), and St. Kentigern Hospice, St Asaph (details on Page 30).

The team consists of specialist palliative care doctors, Macmillan Nurses, and a specialist social worker. The Team also includes the Hospice at Home Service (details on Page 11) and is supported by a team of secretaries.

The Macmillan Specialist Palliative Care Team is usually the first point of contact to access specialist palliative care services. The type of support and advice it offers includes:

- Pain and symptom control.
- Psycho-social support (including emotional support and information).
- Care of patients who are dying (including initial bereavement support).
- Advice on links and referrals with other specialist palliative care services, such as Hospice at Home Services, Hospices, Marie Curie Nursing Services and rehabilitation.
- Education and training, acting as a resource for palliative care information and advice for other health and social care professionals.
Hospice at Home Service

Hospice at Home Service,  
Macmillan Specialist Palliative Care Team,  
Ty Madoc,  
Wrexham Maelor Hospital,  
Betsi Cadwaladr University Health Board  
Croesnewydd Road,  
Wrexham, LL13 7TD.  
Tel: 01978 727177  
Fax: 01978 727118

The Hospice at Home Service aims to deliver a high quality, accessible day and night community palliative nursing care, support and advice to patients and their families, in the last months/weeks and days of life, enabling patients to die in a place of their choosing. The service is available in both Wrexham and Flintshire.

The service is led by an experienced Palliative Care Nurse and nursing care is provided by Health Care Assistants who are specially trained in palliative care.

Referrals can be made by any healthcare professional but must be supported by the patient’s GP and District Nurse. The type of care, support and advice it offers includes:

- A combination of psychological and practical support, nursing care and advice, which is supplementary and complementary to the existing community services.
- Facilitate the rapid discharge home from hospital of patients who wish to die in their own home.
- Provide support in partnership with other agencies during times of crisis of either the patient or their carer.
- Reduce the likelihood of untimely or unnecessary admission of dying patients to acute hospitals through the provision of care, advice and support to patients and their families/carers.
**Nightingale House Hospice**

Nightingale House Hospice,
Chester Road,
Wrexham LL11 2SJ.
Tel: 01978 316800
Fax: 01978 316807
Registered charity: Number 1035600
Wrexham Hospice and Cancer Support Centre Foundation.
[www.nightingalehouse.co.uk](http://www.nightingalehouse.co.uk)

- Opened in 1995, the hospice provides a fully comprehensive specialist palliative care service.

- It is a voluntary independent unit mainly supported by the public and voluntary donations.

- For patients ‘with specific life-limiting illness living within the catchment area of North Wales NHS Trust (Eastern Area) and the border areas of Denbighshire, Cheshire and Shropshire, and to support their families in a caring environment’.

- The hospice has 12 in-patient beds providing 24-hr specialist care, symptom control, assessment, terminal care and on-going emotional and spiritual support for relatives and carers including bereavement support for families.

- Education and information for health care professionals and carers.

- An active day unit focusing on the principles of rehabilitation and supportive care for patients and respite for carers.

- Outpatient facilities to support patients in the community including physiotherapy, hydrotherapy, occupational therapy, medical outpatient clinics and complementary therapy.

24 Hour Specialist Palliative Care Advice:

- Available from Nightingale House Hospice by telephoning: 01978 316800.

- A leaflet is available from palliative care team members providing further information about this service.
The Lymphoedema Clinic

The Lymphoedema Clinic, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board Croesnewydd Road, Wrexham, LL13 7TD.
Tel: 01978 726257
Fax: 01978 726256

The Lymphodema Service treats patients, usually on an out patient basis, offering:

- Prevention clinic for patients with breast cancer, six weeks following their surgery, checking arm measurements and giving information and advice on managing their arms for the future.

- Advice for patient and planned care - working closely with the patient’s own GP and community nurses.

- Skin-care advice.

- Support garments.

- Advice on exercise and limb positioning.

- Lymphodema bandaging of the swollen limb.

- Simple lymphatic drainage (a gentle type of massage which patients or their relatives could perform).

- Bowen therapy (a type of complimentary therapy that works on the muscles which enhances the range of movement and aids healing).

- Patients can also be seen at our Outreach Clinic at Flint Community Hospital.
The hospital Specialist Palliative Care team is based within the Countess of Chester Hospital and offers support, care and advice to patients with life-limiting disease and their families.

The team consists of Macmillan palliative care nurse specialists, a specialist Palliative Care doctor and a secretary. Access to the Specialist Palliative Care service is on the basis of need not diagnosis.

The team may offer advice about control of symptoms such as pain, provide psychological and emotional support, and offer information and support around end-of-life care and services available for patients with life-threatening illness and their family.

The team also works closely with Macmillan palliative care nurse specialists within the community and with local hospices, including the Hospice of the Good Shepherd (details on page 15) and Nightingale House Hospice (details on page 12) and neighbouring Specialist Palliative Care teams, particularly around the time when a patient is moving between care settings, to ensure continuity of specialist care.

Two out-patient Specialist Palliative Medicine clinics per week are held in the Countess of Chester Hospital.
Hospice of the Good Shepherd

Hospice of the Good Shepherd,
Gordon Lane,
Backford,
Chester, CH42 4DG
Tel: 01244 851091
Fax: 01244 851108
www.hospiceofthegoodshepherd.com

The Hospice of the Good Shepherd provides the following services:

- 12 in-patient beds, day therapy services, adult and children’s bereavement services, complementary therapy and out-patient clinics.
- Two community palliative care nurse specialists are based from the hospice
- Volunteers are used within the facility.
- 24 hour advice line offering advice and support to other health professionals, patients and carers.
- A satellite Day Therapy session is held at Deeside Community Hospital every Wednesday.

Referral criteria for the Hospice of the Good Shepherd are:

- For patients suffering from advanced cancer and/or other life limiting conditions, who are aged 18 years or over, with complex needs requiring specialist palliative care advice. This may include pain and symptom control, emotional support, social support, spiritual care and rehabilitation. This is provided through direct service to patients and specialist advice to other professionals.
- Children may be referred to the Children’s Bereavement Service, either following, or in anticipation of, bereavement.

The catchment area for the hospice includes:

- The City of Chester.
- The rural Chester area.
- Ellesmere Port.
- Deeside, North East Wales.
Deeside Community Hospital Palliative Care Drop-in Service

Palliative Care Drop-in Service,
Day Hospital,
Deeside Community Hospital,
Betsi Cadwaladr University Health Board,
Plough Lane,
Higher Shotton,
Deeside CH5 1XS.
Tel: 01244 540867 or 01244 830461 (ask for Day hospital).

The Palliative Care Drop-in Service is located at Deeside Community Hospital. The service aims to meet the needs of usually (though not necessarily) younger patients that find it difficult to access services in the day due to lifestyle, provide carer support and increase the availability of specialist palliative care services.

The Palliative Care Drop-in Service provides the following facilities:

- One to one assessment, treatment, information, support and advice from the local Macmillan Nurse.
- Advice on symptom control.
- Emotional support.
- Practical and financial advice.
- Support for relatives coping with the situation.

Referral to the Palliative Care Drop-In Service is by:

- Patients and their relatives/carers can refer themselves by just ‘dropping in’ in the first instance. Suitability to re-attend will be negotiated with the Macmillan Nurse.

The Palliative Care Drop-in Service runs every Thursday, between 4.00 – 8.00pm

The Hospice of the Good Shepherd provides medical input to the Day Therapy service at Deeside Community Hospital every Wednesday.
Mold Community Hospital Wednesday Palliative Care Day Group

Wednesday Palliative Care Day Group,
Day Hospital,
Mold Community Hospital,
Betsi Cadwaladr University Health Board,
Ash Grove,
Mold CH7 1XG.
Tel: 01352 706704

The Wednesday Palliative Care Day Group is located at Mold Community Hospital. It provides a palliative care day service that offers a wide range of facilities and treatments to local people with life limiting illness and their families, including:

- Assessment of needs.
- Nursing treatment.
- Physiotherapy.
- Occupational Therapy.
- Speech and Language Therapy.
- Relaxation.
- Energy management.
- Access to the Macmillan Specialist Palliative Care Team.
- Pain and symptom control.
- Psychological and emotional support.
- Creative and Diversional Therapy.
- Spiritual support.

Referral to the Wednesday Palliative Care Day Group is by:

- Self-referral, by you or your carer.
- Through your GP or Consultant.
- Through your District Nurse or Macmillan Nurse.
- Through your Social Worker.

The Wednesday Palliative Care Day Group runs every Wednesday.
Chirk Community Hospital Fight Cancer Together Club

Fight Cancer Together Club,
Day Hospital,
Chirk Community Hospital,
Betsi Cadwaladr University Health Board
Off St John’s Street,
Chirk LL14 5LN.
Tel: 01691 772430

The Fight Cancer Together Club is located at Chirk Community Hospital. The service offers a ‘drop-in’ facility for patients who have, or have had, cancer, their families and children, providing information, advice and support, including:

- Professional support for patients and their families/carers.
- Provision of advice and information.
- Access to the Macmillan Specialist Palliative Care Team.
- Complementary Therapies, such as:
  - Reflexology.
  - Massage.
  - Indian Head Massage.

Referral to the Fight Cancer Together Club is by:

- Patients can just call in – they do not have to be referred by their GP or Consultant.

The Fight Cancer Together Club runs every Wednesday, 9.00am – 4.00pm.
Marie Curie Cancer Care offers 2 services across Wrexham & Flintshire.

- The **Planned** Service; this is our core service for supporting end of life patients and their families at home overnight. This service is delivered by a registered nurse or senior health care assistant usually between 10.00pm - 7.00am. Your district nurse will refer you to the service and information about shifts of care that have been requested/booked can be accessed by contacting Marie Curie Direct on 0800 634 4520 during the hours of 09.00am-10.30pm.

- The **Rapid Response** service is also available to offer urgent care at short notice; this service is available overnight 7 days a week and is accessible to everyone with a palliative care diagnosis by contacting 01244 834999 (between 10.00pm - 07.00am). Your call will be triaged by a nurse and then forwarded to the Palliative Care Rapid Response Team. Depending on your situation we will send a Registered Nurse and Senior Health Care Assistant to your home or offer support over the phone.
Local contact details for further information and support
North East Wales Region
Please see Page 43 for National Organisations and other useful contact details.

**Betsi Cadwaladr University Health Board**
℡ 01248 384384
www.wales.nhs.uk

**British Red Cross**
Home from Hospital Service
Holywell ℡ 01352 718374
Wrexham ℡ 01978 725204

**Care and Repair Wales**
Flintshire ℡ 01352 758700
Wrexham ℡ 01978 268120

**Chirk Community Hospital**
off St John’s Street,
Chirk,
Wrexham LL14 5LN.
℡ 01691 772430

**Citizens Advice Bureau**
Flint ℡ 01352 733187
Holywell ℡ 01352 711262
Mold ℡ 01352 753520
Wrexham ℡ 01978 364639
www.citizensadvice.org.uk

**Countess of Chester Hospital**
℡ 01244 365000
www.coch.org

**Crossroads – Caring for Carers**
Crossroads provides a support service to carers.
Mold ℡ 01352 744058
Wrexham ℡ 01978 310373
www.crossroads.org.uk

**Deeside Community Hospital**
Plough Lane,
Aston,
Deeside,
Flintshire CH5 1XS.
℡ 01244 830461
Flint Community Hospital
Cornist Road,
Flint,
Flintshire CH6 5HG
☎️ 01351 732215

Holywell Community Hospital
Halkyn Road,
Holywell,
Flintshire CH8 7TZ.
☎️ 01352 711833

Macmillan Shooting Star Information
Drop in Service (Monday to Friday 10.00am to 4.00pm -excluding Bank Holidays)
A dedicated Cancer Information Centre for patients, carers, relatives and friends providing booklets, leaflets and free access to cancer/palliative care websites as well as offering a ‘listening ear’..
Shooting Star Unit (Wrexham Maelor Hospital)
☎️ 01978 726188
Email: macmillanss@new-tr.wales.nhs.uk

Macmillan Welfare Rights Officer
Wrexham Maelor Hospital
☎️ 01978 298258

Mold Community Hospital
Ash Grove,
Mold CH7 1XG.
☎️ 01352 758744

North East Wales Carers Information Service (NEWCIS) -
Providing information to carers about their rights, financial help and how to get support.
Flintshire ☎️ 01352 751436
www.carers.org/local/wales/flintshire
Wrexham ☎️ Tel: 01978 310414

North Wales Cancer Treatment Centre
Triage Nurse Service - Monday to Friday (9am-5pm):
☎️ 01745 445235 (Direct Line)
☎️ 01745 445566 (Bleep 5005)
At other times (after 5pm or weekend/bank holidays)
☎️ 01745 445251 (Enfys Ward- Nurse in Charge)
Penley Community Hospital
Whitchurch Road,
Penley,
Wrexham LL13 0LH
☏ 01948 832070

The Pension Service
Local pension service information. Provides advice for the over 60's.
☏ 01686 863111

Shooting Star Unit (Cancer Treatment Unit)
Wrexham Maelor Hospital
☏ 01978 727629 or 01978 727631

Social Services
Flintshire
County Hall, Mold CH7 6NN
☏ 01352 701306 (8.30am-5pm Monday to Friday)
☏ 0845 0533116 (Out of hours and weekends)
www.flintshire.gov.uk

Wrexham
Crown Buildings, 31 Chester Street, Wrexham LL13 8BG
☏ 01978 292066
www.wrexham.gov.uk

Welfare Rights
Flintshire
☏ 01352 702492
www.flintshire.gov.uk

Wrexham
☏ 01978 298254
www.wrexham.gov.uk

Wrexham Maelor Hospital
☏ 01978 291100
www.wales.nhs.uk
Your Local Services: Central North Wales

(Conwy & Denbighshire)
Central North Wales
(Conwy & Denbighshire)

Department of Specialist Palliative Care

Department of Specialist Palliative Care, North Wales Cancer Treatment Centre, Ysbyty Glan Clywd, Bodelwyddan, Betsi Cadwaladr University Health Board, Denbighshire LL18 5UJ.
Tel: 01745 445169
Fax: 01745 445126

The Department of Specialist Palliative Care central office is open 9am – 5pm Monday to Friday.

The Department of Specialist Palliative Care provides specialist support, care and advice to patients and their families living with life limiting illness, in a variety of settings, including, the patient’s own home, acute and community hospitals, and residential and nursing homes. They also work in close partnership with St David’s Hospice (details on page 29), St Kentigern Hospice (details on page 30), Nightingale House Hospice (details on Page 12), and neighbouring Specialist Palliative Care Teams.

The Department of Specialist Palliative Care:

- Consultant in Palliative Medicine.
- Macmillan Palliative Care Service Manager.
- Macmillan Palliative Care Nurse Specialists.
- Palliative Care Specialist Occupational Therapists.
- Macmillan Specialist Palliative Care Social Worker
- Lymphoedema Nurse Specialist.
- Secretarial and clerical support.

The type of support and advice they offer are: -

- Support to newly diagnosed patients and carers with palliative care needs.
- Advice on cancer and other life limiting illnesses.
- Emotional and psychological support.
• Symptom management.
• Advice on maximising and maintaining independence and quality of life.
• Support, advice and a resource for information for patients and their carers.
• Support and guidance on decision making regarding end-of-life care.
• Support to achieve choice in preferred place of care.
• Short term bereavement support to carers.
• Education and training, acting as a resource for palliative care information and advice for other health and social care professionals.
• Ensuring evidence based practice through audit and research.

**Occupational Therapy**

The Palliative Care Occupational Therapy team aim to improve palliative patients everyday function, prevent disability, maintain independence and safety and overall, to produce a better quality of life.

Occupational therapists provide assessment and intervention regarding functional/ practical problems of activities of daily living at home. This includes the provision of aids and equipment, advice on practise of moving and handling, fatigue and energy conservation.

Psychological support is also provided together with anxiety management, advice on relaxation techniques, breathing techniques and how to manage cognition- psychological barriers to Activities of Daily Living.
Lymphoedema Service

Lymphoedema Service,  
North Wales Cancer Treatment Centre,  
Ysbyty Glan Clywd,  
Bodelwyddan,  
Betsi Cadwaladr University Health Board  
Denbighshire, LL18 5UJ.  
Tel: 01745 445225  
Fax: 01745 445226

The Lymphoedema clinics are held in North Wales Cancer Treatment Centre, with key workers positioned in St Kentigern Hospice, St David’s Hospice and Ruthin Community Hospital who will treat patients in these environments.

The service offers:-  
- Direct assessment and treatment planning – working closely with the patient’s own GP and community nurses.  
- Skin-care advice.  
- Support garments.  
- Advice on exercise and limb positioning.  
- Lymphoedema bandaging of the affected limb.  
- Simple lymphatic drainage (a gentle type of massage – patients or their relatives can perform).
North Wales Specialist Oncology and Palliative Care Psychology Service

Referrals are made by your Consultant, GP, Clinical Nurse Specialist and District Nurse.

Emotional distress is common in people affected by cancer and is often a natural response to a traumatic and threatening experience. The service offered by this team is not intended to replace the general levels of psychological and counselling support offered to patients with cancer given by front-line oncology staff, doctors, Macmillan and other clinical nurse specialists etc. The service is aimed at people experiencing serious levels of psychological difficulty, who may for example feel quite hopeless about their circumstances, their coping strategies may not be working for them and they may be disabled through clinical depression and by unmanageable levels of anxiety.

What the service offers:-

- Assessment, diagnosis and support to manage moderate to severe psychological problems experienced by those affected by cancer
- Specialist psychological interventions delivered by trained, experienced mental health specialists.
St David’s Hospice

St David’s Hospice, Abbey Road, Llandudno, Conwy LL30 2EN.
Tel: 01492 879058
Registered Charity Number: 1038543
www.stdavidshospice.org.uk

- St David’s Hospice is a purpose built hospice benefiting from having a specialist multidisciplinary team who have vast experience in palliative care.

- Care is provided for adults living in North West Wales with a life limiting illness, and support is also given to families and loved ones. The hospice provides a holistic service for the individual’s needs, be they physical, emotional or spiritual, in a safe, homely environment. Care is planned with the patient, to cater for their individual needs.

- 11 in-patient beds which operate 24 hours a day, and 10 day therapy places available weekdays. A rolling respite bed is available to patients known to the service; respite is for one week’s duration by booked appointment.

- Symptom control; pain relief; and respite, are an important part of the therapy offered by the hospice. Services include physiotherapy, acupuncture clinic, occupational therapy, aromatherapy/massage and Diversional Therapy (arts and craft therapy). The hospice also hosts the lymphoedema service twice weekly. The hospices’ Senior Social Worker can also be accessed for support, counselling, care and benefit advice.

- The hospice has a bereavement service, and receives input from allied professionals including Macmillan nurses, dieticians and pharmacists. The hospice is well supported by the community Chaplains of all denominations who visit regularly.

- Referrals are made from health care professionals via the dedicated referral form or by the Conwy and Denbighshire triage team. The Hospice’s clinical team can be contacted on the above telephone number, if patients and families wish to enquire regarding referral.

- All care and treatment is provided free of charge.
St Kentigern Hospice

St Kentigern Hospice,
Upper Denbigh Road,
St Asaph,
Denbighshire LL17 0RS.
Tel: 01745 585221
Fax: 01745 585224
Registered Charity Number: 519931
www.stkentigernhospice.org

• St Kentigern Hospice was opened as a day care hospice in 1995 and the in-patient unit was opened in 2000. The hospice is a specialist palliative care unit, providing a comprehensive palliative care service including pain and symptom control, psychological, spiritual, social and terminal care.

• Holistic care and support is provided for adults living along and around the North Wales coastline who have been diagnosed with cancer and other life limiting illnesses and to provide care for their families in a caring supportive environment. All patients are assessed according to their individual needs.

• The hospice has 8 in-patient beds providing 24-hour care and 15 day therapy places available weekdays.

• Services include physiotherapy, occupational therapy, creative therapy, complementary therapy such as aromatherapy and reflexology and access to a social worker. Staff in the hospice work in close co-operation with all the health services and personnel in the surrounding area and have access to allied professionals including Macmillan Nurses, the Hospital Palliative Care Team, dieticians, pharmacists and chiropodist as required. Chaplains and Ministers from several spiritual denominations visit on a regular basis.

• The hospice offers bereavement advice and support and can offer child bereavement support for children of patients known to the hospice.

• Referrals are made from health care professionals via the dedicated referral form or by the Conwy and Denbighshire triage team. Patients may also refer themselves.

• All care and treatment is provided free of charge.
Marie Curie Cancer Care

Marie Curie Nursing Service,
Unit W3,
Morfa Clwyd Business Centre
Marsh Road,
Rhyl LL18 2AF.
Tel: 01745 350033 / 0779 8655133 / 01495 740818

Marie Curie Cancer Care offers 3 services across Conwy & Denbighshire.

- **The Planned Service**; this is our core service for supporting end of life patients and their families at home overnight. This service is delivered by a registered nurse or senior health care assistant usually between 10.00pm - 07.00 am. Your district nurse will refer you to the service and information about shifts of care that have been requested/booked can be accessed by contacting Marie Curie Direct on 0800 634 4520 during the hours of 09.00am -10.30pm.

- The second is the **Reactive service** an extension to the planned service, whereby a senior health care assistant is available everyday of the year. This nurse can only be booked by the district nurse on the day that care is required.

- Thirdly is the **Rapid Response service** this is available to offer urgent care at short notice; this service is available overnight 7 days a week and is accessible to everyone with a palliative care diagnosis by contacting 0844 811 8181 (from 10.00pm - 07.00am). Your call will be triaged by a nurse and then forwarded to the Palliative Care Rapid Response Team. Depending on your situation we will send a Registered Nurse and Senior Health Care Assistant to your home or offer support over the phone.
Local contact details for further information and support
North Wales Central Area
Please refer to Page 43 or National Organisations and other useful contact details

Benefits Advice Service (Conwy).
📞 0800 0740333

Betsi Cadwaladr University Health Board
📞 01248 384384
www.wales.nhs.uk

British Red Cross
Red Cross House,
North Wales Business Park,
Abergele,
Conwy LL22 8LJ
01745 828330
www.redcross.org.uk

British Red Cross Home from Hospital Service
Conwy & Denbighshire
📞 01745 589792

Care and Repair Wales
Conwy ➕ 01492 545500
Denbighshire ➕ 01745 814484

Carers Wales
North East Wales Carers Information Service (NEWCIS)
Providing information and support to carers.
Unit W5,
Morfa Clwyd Business Centre,
Marsh Road,
Rhyl LL18 2AF
📞 01745 331181

Carers Outreach Service
Providing information and support to carers.
74 Conwy Road
Colwyn Bay
Conwy LL29 7LD.
📞 01492 533714
www.carers.org

Citizen’s Advice Bureau
Denbigh ➕ 01745 814336
Rhyl ➕ 01745 334568
**Crossroads – Caring for Carers**
Crossroads provides a support service to carers.
Denbighshire Area Office ☏ 01745 818866
Denbighshire ☏ 01745 354553
Conwy ☏ 01745 534178
[www.crossroads.org.uk](http://www.crossroads.org.uk)

**North Wales Cancer Treatment Centre**
Triage Nurse Service - Monday to Friday (9am-5pm):
☎ 01745 445235 (Direct Line)
☎ 01745 445566 (Bleep 5005)
**At other times (after 5pm or weekend/bank holidays)**
☎ 01745 445251 (Enfys Ward- Nurse in Charge)

**Social Services**
Conwy
Abergele Clinic, Market Street, Abergele LL22 7BP
☎ 01492 576375
[www.conwy.gov.uk](http://www.conwy.gov.uk)

**Denbighshire – First Contact** 01824 712900
[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

**Denbighshire North**
64 Brighton Road, Rhyl LL18 3HN
☎ 01824 712800

**Denbighshire South**
County Hall, Wynnstay Road, Ruthin LL15 1EG
☎ 01824 712400

**Welfare Rights Service (Denbighshire).**
☎ 0800 1696625

**Welfare Rights Unit (Conwy)**
☎ 01492 574110

**Ysbyty Glan Clwyd**
☎ 01745 583910
[www.wales.nhs.uk](http://www.wales.nhs.uk)
Your Local Services: 
North West Wales 

(Môn, Arfon, Dwyfor and Meirionnydd)
North West Wales
(Môn, Arfon, Dwyfor & Meirionnydd)

**General Palliative Care**

General palliative care provides the day-to-day care and support of patients and their carers in their own homes and hospitals. Assessment and meeting the patient care needs under ordinary circumstances or seeking advice from or referring to specialist palliative care services in more challenging situations.

Within Gwynedd and Anglesey, general palliative care is provided by the Community District Nursing Service, Community Hospitals and general wards in the acute sector. The Specialist Palliative Care Team works with, and supports these services.

**Specialist Palliative Care Team**

Specialist Palliative Care Team,
Bodfan, Eryri Hospital,
Betsi Cadwaladr University Health Board
Caernarfon,
Gwynedd LL55 2YE.
Tel: 01286 662775 or 01286 6627756
Fax: 01286 662792

The Specialist Palliative Care Team is a group of professionals working together to enhance the care of patients living with cancer and other life limiting illnesses, and their families and carers. The Specialist Palliative Care Team have undertaken training in this field. The knowledge and experience of the Team plays an important role in the care these patients receive and aims to help them improve their quality of life, throughout the illness. They also work in partnership with Gwynedd Hospice at Home Charity (details on Page 37) and St David’s Hospice (details on Page 29).

Referrals can be made by any healthcare professional and also by the patient themselves.
The Specialist Palliative Care Team comprises the following services:

**Macmillan Palliative Care Team**

The Macmillan Palliative Care Team is based at Bodfan, Eryri Hospital and Ysbyty Gwynedd Bangor, and work in the hospital and home environment. The Team consist of a Macmillan Consultant in Palliative Care, Staff Grade Doctor in Palliative Care, and both Hospital Macmillan Specialist Nurses and Community Macmillan Specialist Nurses, offering support and advice to patients and their families/carers, including:

- Advice on control of symptoms.
- Emotional support.
- Bereavement support.
- Education and resource for information and advice on palliative care for other healthcare professionals.

**Hospice at Home Nurses - Gwynedd and Môn**

The Hospice at Home Nurses are based at Bodfan, Eryri Hospital. The service aims to deliver a high quality, accessible community palliative care nursing service, offering:

- Nursing care and advice to patients and their families / carers.
- Psychological support and advice.
- Symptom management.
- Facilitate the rapid discharge home from hospital, where the patient has expressed a desire to die in their own home.
- Provide support in partnership with other agencies during times of crisis of the patient and / or their family / carer.
- Day Care Nursing Team working in the Hafan Menai Day Hospice, providing direct nursing care to patients and aims to provide a welcoming, friendly atmosphere in a homely and caring environment.
**Palliative Care Occupational Therapy Team**

The Palliative Care Occupational Therapy Team provide help with practical problems of daily living at home, including the provision of aids and equipment where necessary to improve their everyday function, prevent disability, and overall, to produce a better quality of life.

**Palliative Care Physiotherapy Team**

The Palliative Care Physiotherapy Team provides help with:

- Mobility, gentle exercises and movement.
- Treatment for chest conditions and massage.
- Acupuncture.
- Breathlessness Clinic.

**Lymphodema Service**

The Lymphodema Service is based at Eryri Hospital and treats patients usually on a clinic basis but also visits patients at home, and in acute and community hospitals. The service provides:

- Advice for patients and planned care, working closely with the patient’s own GP and community nurses.
- Skin-care advice.
- Support garments
- Advice on exercise and limb positioning.
- Lymphodema bandaging of the swollen limb.
- Simple lymphatic drainage (a gentle type of massage that patients or their relatives could perform).
Gwynedd Hospice at Home Charity

Gwynedd Hospice at Home Charity, Bodfan, Eryri Hospital, Caernarfon, Gwynedd LL55 2YE. Tel: 01286 662772
Registered Charity Number 1001428. www.hospice-at-home.org

Gwynedd Hospice at Home is a voluntary independent charity supported by public and voluntary donations. The charity provides and funds the running of the following:

Hafan Menai Day Hospice

Hafan Menai Day Hospice is situated in the grounds of Ysbyty Gwynedd Bangor. Tel: 01248 354300

The Hafan Menai Day Hospice complements the Hospice at Home Community Nursing Service and aims to provide a welcoming and friendly atmosphere in a homely and caring environment, and provides the following:

- Symptom management.
- Psychological care.
- Relaxation and guided imagery.
- Diversional Therapy, i.e. arts, crafts and snooker etc.
- Complimentary Therapy.

Complimentary Therapy Service

The Charity employs qualified therapists offering aromatherapy, reflexology and reiki. The Complimentary Therapy Service is provided for patients in the Day Hospice, in clinics and in their own homes.

Volunteers

Volunteers play a major role in the service provided. The Charity volunteers help in the Day Hospice and provide transport for patients to attend the Day Hospice. The volunteers will also assist in the shops and at fundraising events.
Marie Curie Cancer Care offers a **Planned** service across Anglesey & Gwynedd. This is our core service for supporting end of life patients and their families at home overnight. This service is delivered by a registered nurse or senior health care assistant usually between 10.00pm - 07.00am. Your district nurse will refer you to the service and information about shifts of care that have been requested/booked can be accessed by contacting Marie Curie Direct on 0800 634 4520 (from 09.00am -10.30pm).
Local contact details for further information and support
North West Wales

Please refer to Page 43 for National Organisations and other useful contact details.

**Alaw Unit**
Day Unit - Monday to Friday (8.30am-5pm)
Direct Line 01248 384008
At other times (after 5pm or weekend/bank holidays)
Alaw Ward 01248 384945

**Betsi Cadwaladr University Health Board**
01248 384384
[www.wales.nhs.uk](http://www.wales.nhs.uk)

**British Red Cross**
Gwynedd and Anglesey
01248 750963
[www.redcross.org.uk](http://www.redcross.org.uk)

**Care and Repair Wales**
Care and Repair Agencies work to help older and disabled owner-occupiers to remain in their own homes, in their own communities, living as independently as possible.
Gwynedd 01766 510160
Môn 01248 750625
[www.careandrepair.org](http://www.careandrepair.org)

**Carers Outreach Service**
This is a voluntary organisation in the area that provides support to adult carers.
Gwynedd 01766 515198
Môn 01248 724505
[www.carers.org](http://www.carers.org)

**Citizens Advice Bureau**
Gwynedd 0845 450 3064
Môn 0845 120 3708
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Crossroads – Caring for Carers**
Crossroads provides a support service to carers.
Gwynedd 01766 515198
Môn 01248 724505
[www.crossroads.org.uk](http://www.crossroads.org.uk)
Cymorth Llaw
Cymorth Llaw is a local provider of care throughout North West Wales.
☎ 01248 679922
www.cymorthllaw.co.uk

North Wales Cancer Treatment Centre
Triage Nurse Service - Monday to Friday (9am-5pm):
☎ 01745 445235 (Direct Line)
☎ 01745 445566 (Bleep 5005)
At other times (after 5pm or weekend/bank holidays)
☎ 01745 445251 (Enfys Ward- Nurse in Charge)

Social Services
Gwynedd
www.gwynedd.gov.uk
Arfon: Penrallt, Caernarfon
☎ 01286 682646
Dwyfor: Canolfan Frondeg, Pwllheli
☎ 01758 613131
Meirionydd: Y Lawnt, Dolgellau
☎ 01341 422341

Isle of Anglesey
Council Offices, Llangefni
☎ 01248 752752
www.anglesey.gov.uk

Welfare Rights
Anglesey and Gwynedd
☎ 01248 352227

Ysbyty Gwynedd
☎ 01248 384384
www.wales.nhs.uk
Useful National Organisations and Support

A

ACT
Association for Children with Life-Threatening or Terminal Conditions and their Families
✆ 0117 922 1556
www.act.org.uk

Age Concern Cymru
✆ 029 2043 1555
www.accymru.org.uk

Alzheimer’s disease Society (Wales)
✆ 02920 480593
www.alzheimers.org.uk

Association for Spine Bifida and Hydrocephalus (Wales)
✆ 01248 671345
www.asbah.org

B

Bereaved Children
✆ 020 7843 6309
www.childhoodbereavementnetwork.org.uk

C

CancerBackup – Cancer Information Service
✆ 0808 800 1234
www.cancerbackup.org.uk

Carers Wales
Information and advice to carers about their rights, financial help and how to get support.
✆ 029 2081 1370
www.carerswales.org
Cerebra
Information and support for brain injured children and young people
☎ 01267 244200
www.cerebra.org.uk

Chartered Society of Physiotherapy
☎ 02920 384249
www.csp.org.uk

Cinnamon Trust
This is a specialist national charity for people in their last years and their much loved, much needed companion animals.
☎ 01736 757900
www.cinnamon.org.uk

CRUSE Bereavement Care
☎ 0870 167 1677
www.crusebereavementcare.org.uk

D

Department for Work and Pensions
Information on benefits and services which may be available
For details of your local office www.dwp.gov.uk/localoffice
☎ 08457 123456

Different Strokes
Information and support for people following a stroke
☎ 0845 130 7172
www.differentstrokes.co.uk

Driving Advice
☎ 0870 600 0301
DVLA advice for drivers with a medical condition that may affect their fitness to drive
www.direct.gov.uk/en/motoring

Dystonia Society
☎ 0845 458 6311
www.dystonia.org.uk

E

Epilepsy Wales
☎ 0845 741 3774
www.epilepsy-wales.co.uk
H

Headway Wales (The Brain Injury Association)
☎ 02920 577 707
www.headwaycardiff.org

Huntington’s Disease Association
☎ 0151 298 3298
www.hda.org.uk

M

Macmillan Cancer Support
☎ 0808 808 2020
www.macmillan.org.uk

Marie Curie Cancer Care
☎ 0207 599 7777
www.mariecurie.org.uk

Money, Tax and Benefit Advice
Includes information on Disability Living Allowance and Carers Allowance
www.direct.gov.uk

Motor Neurone Disease Association
☎ 01604 250505
www.mndassociation.org

Multiple Sclerosis Society Cymru
☎ 02920 786676
www.mssociety.org.uk/wales

Myotonic Dystrophy Support Group
☎ 0115 987 5869
www.mdsguk.org

N

National Tremor Foundation
☎
www.tremor.org.uk
North Wales Cancer Network  
☎ 01745 589 608  
www.wales.nhs.uk/nwcn

NHS Direct Wales  
☎ 0845 4647  
www.nhsdirect.wales.nhs.uk

P

Parkinson’s Disease Society (Wales)  
☎ 01443 404916  
www.parkinsons.org.uk

S

Soldiers, Sailors, Airmen and Families Association (S.S.A.F.A)  
The SSAFA provides support for those serving or having served in the Armed Forces – even if it was only a single day, their families and dependants.  
☎ 01407 861 171  
www.ssafa.org.uk

Stroke Association  
☎ 02920 524 400  
www.stroke.org.uk

T

Tuberous Sclerosis Association  
☎ 01939 232038  
www.tuberous-sclerosis.org

TENOVUS - The Cancer Charity  
☎ 0808 808 1010  
www.tenovus.com

The addresses and telephone numbers in this book were checked at the time of printing. We apologise if any changes have been made and for any inconvenience this may cause you.