

# How to get in touch

## In Patient Unit

124-126 Chalkwell Avenue, Westcliff on Sea, Essex SS0 8HN.

Tel: 01702 344879

## Fair Havens Hospice at Home

Tel: 01702 339365

24 hour contact: 07850 613445

## Day Care

Stuart House, 47 Second Avenue, Westcliff on Sea, Essex SS0 8HX.

Tel: 01702 435884

## Fair Havens Macmillan Team

45-47 Alexandra Street, Southend on Sea, Essex SS1 1BW.

Tel: 01702 332487

Fair Havens Macmillan Information Advice Line: 01702 220359

## Family Support Team

124-126 Chalkwell Avenue, Westcliff on Sea, Essex SS0 8HN.

Tel: 01702 220321

We can provide you with information in audio or large print versions or arrange for a translation service.

Our website is compatible with screen readers and the text size can be increased.

Fair Havens Hospice provides respite breaks, symptom control and end-of-life care for adults living with serious conditions and illnesses such as cancer. We aim to make their journey - and that of the family - as comfortable as possible, creating special memories along the way.

The love and care provided by our Care Team in the homely surroundings at Fair Havens or in the comfort of a person's home is as special and unique as the patient.

All of our services are provided free of charge to patients and their families. As a registered charity, Fair Havens Hospice relies on fundraising and gifts in wills to continue this care.

**Visit:** [www.havenshospices.org.uk](http://www.havenshospices.org.uk)

**Telephone:** 01702 220350 (Reception)

**Write to us at:** Fair Havens Hospice, 124-126 Chalkwell Avenue, Westcliff on Sea, Essex SS0 8HN.

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## Care Services



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01702 220350  
[www.havenshospices.org.uk](http://www.havenshospices.org.uk)

## Care Services

### About Fair Havens Hospice

Fair Havens Hospice is part of Havens Hospices. As a charity, we provide specialist care for adults with life-limiting illnesses and their family. This leaflet explains more about our different care services and how to access them.

### In-Patient Unit

The In-Patient Unit at Fair Havens is a 10-bedded specialist unit that provides holistic care to patients requiring complex symptom control, psychological support and care at the end of their life.

Patients are cared for by a multi-disciplinary team including nurses, doctors, social worker, spiritual care workers, chefs, therapists, family support staff and volunteers. We all work together to achieve what is best suited to the needs of the individual and their family. The In Patient Unit is located in a large converted house, close to the seafront in Westcliff.

### Hospice at Home

Hospice at Home gives patients and their families a choice of place for on-going care, by providing respite care in their own home.

### Day Care

Our Day Care Centre is a friendly, relaxed and supportive environment for people who need help enhancing their independence and quality of life. A whole range of services are on offer through Day Care including practical and emotional support, Diversional Therapy, complementary therapies, infusions, counselling and medical advice. It gives patients a chance to socialise and have a home-cooked meal.

A carers group, called Time Out, is also available on Thursday mornings from 9am-12pm in the Day Care Centre.

### Fair Havens Macmillan Team

We are a team of 11 Clinical Nurse Specialists and Macmillan Nurses. We offer home assessments, support and an information advice service for people affected by life-limiting illnesses.

Our main role is to provide advice, support and information rather than hands-on care. We work with other specialists including doctors, chaplaincy, social care and occupational therapists, who meet at least once a week.

### Family Support

This team consists of a Social Worker, Bereavement Counsellor and Chaplain who together offer spiritual, emotional and social support to patients and families who use the other services of Fair Havens Hospice or to the local community. We also support schools, colleges and GP surgeries to whom we deliver training.

## Who we can help

The services of Fair Havens Hospice can provide care for people with life-limiting or life-threatening illnesses. For example cancer, Motor Neurone Disease, Parkinsons, cardiac disease, Muscular Dystrophy and neurological conditions. We care for patients from the age of 19 who live in Southend, Castle Point or Rochford.

Referrals to any of the services of Fair Havens Hospice can be made by the patient, a member of their family or a healthcare professional involved in the patient's care such as:

- A Macmillan Nurse
- District Nurse
- GP
- Hospital Consultant
- Hospital Ward
- Social Worker

To find out if our care would be suitable for you or to enquire about making a referral, please speak to a health professional involved in your care or contact the relevant service.

We care for patients from the age of 19 who live in Southend, Castle Point or Rochford.