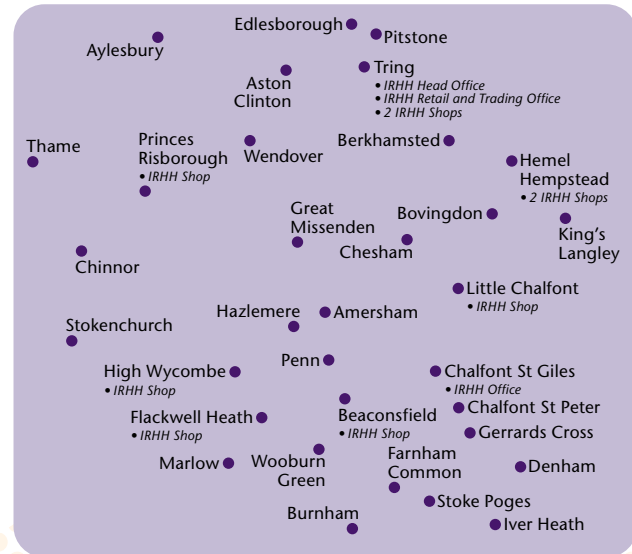


**Iain Rennie Nurses and Family Support team work in this area**



**The services are provided free to patients and families**

Our Family Support service is offered **free of charge**. Iain Rennie Hospice at Home receives just a small percentage of income from the NHS, and we could not continue without the generous support we receive from individuals and organisations within the community. As we care for people in their own homes, we are able to spend a very high proportion of our income directly on nursing care and support for families.

*"Of course, death and bereavement are a natural part of life, but we were so grateful to have support from outside our family and well-meaning friends, and the IRHH team knew just what to do."*

**Supporting our work**

There are over 700 **volunteers** whose contribution is essential to the work of the Iain Rennie Hospice at Home. There are a wide range of activities that volunteers can get involved with, including home and bereavement support, driving, reception, administration, finance, shops and fundraising activities. If you are interested in volunteering, please contact our Voluntary Services Manager on 01494 877200, or email [gkhouse@irhh.org](mailto:gkhouse@irhh.org).

Our **fundraising and retail departments** work hard to raise the funds needed to sustain the service. We rely very heavily on donations, legacies and fundraising activities of all kinds for most of our income. Gifts of time, money, expertise and skills all help contribute to the income that we have to raise ourselves. If you feel you can help in some way, please complete the attached form or contact our office on 01442 890222, email [fundraising@irhh.org](mailto:fundraising@irhh.org).

Information on volunteering and fundraising opportunities is regularly updated on our website [www.irhh.org](http://www.irhh.org).

**Confidentiality**

Nothing we are told will go beyond the Iain Rennie Hospice at Home, unless we become aware of anything that gives us serious concern for an individual's safety or the safety of others.



This applies to all of our Family & Bereavement Support Services – one-to-one, telephone, group sessions or e-listening.

Members of our Family Support team keep brief notes of their contact with people who receive support. All notes are kept securely and nobody outside Iain Rennie Hospice at Home is allowed to see them without permission from the person receiving support. Individuals can request access to their own notes.

GPs are informed when Iain Rennie Hospice at Home is offering support to one of their patients.

*Our records are kept in accordance with the requirements of the Data Protection Act (1998).*



Everyone's grief is different.

When someone you know has died or is diagnosed with a life-limiting illness, you may experience a whole range of feelings and emotions.

The Iain Rennie Hospice at Home offers tailor-made support services for you and your family.

**Contact us**

If you would like further information about our Family & Bereavement Support Services, or any other aspect of the Iain Rennie Hospice at Home, please contact us at:

**Family Support Team**  
Iain Rennie Hospice at Home  
Gillian King House  
Hodgemoor View  
Chalfont St Giles, Bucks  
HP8 4LS

Tel 01494 877200  
Fax 01494 875850  
Email [familysupport@irhh.org](mailto:familysupport@irhh.org)

Website [www.irhh.org](http://www.irhh.org)

Registered Charity Number 297847  
Company Limited by Guarantee Number 2199373  
Care Quality Commission Certificate Number H020000387



INVESTOR IN PEOPLE

**The Iain Rennie Family & Bereavement Support Services**



The Iain Rennie Hospice at Home is a registered charity offering specialist and supportive care and advice for patients with cancer and other life threatening illnesses in their homes.

Our Family Support team supports families and individuals of all ages during a patient's illness and into the period of bereavement.

## Support for the family

Family Support has always been an integral part of the Iain Rennie Hospice at Home philosophy of care.

All members of the Family Support team are specifically trained in the provision of bereavement support and all undergo an enhanced Criminal Records Bureau (CRB) check.

## Accessing the support

The Family & Bereavement Support Services can be accessed via an Iain Rennie Nurse or by contacting our Family Support team. The services are available whilst a patient is being cared for by the Hospice at Home, and any time after a patient has died.

Individual needs can be discussed with our Family Support team or an Iain Rennie Nurse to ensure that the most appropriate support is offered. We can also refer to other agencies or resources if necessary.

Some people find that their need for support comes some time after the patient has died.

**It is never too late to contact us for bereavement support.**



*"After my husband died I chose to attend one of the IRHH social support groups, where I met others in the same situation, which was very helpful."*

## Everyone is different



We offer a range of services tailored to individual needs for relatives, children and carers closely connected to patients nursed by the Iain Rennie Hospice at Home.

### One to one support

A fully trained Bereavement Visitor can visit the bereaved at home to provide face to face support.

### Telephone support

A member of the Family Support team can offer bereavement support over the phone, which can be arranged on an individual basis.

### Support via email

Our e-Listening service enables people to receive support from professionally trained e-Listeners via email. This may be of particular value to bereaved people who find it difficult to access other forms of support, or who prefer to communicate via email. It also allows us to support people who live outside our catchment area.



More information about this service can be accessed via our website [www.irhh.org/e-listening](http://www.irhh.org/e-listening).

### Social support groups

Informal meetings are held at various locations, usually on a monthly basis. All groups are run by our Family Support team alongside our specially trained volunteers, offering the chance to share common experiences with other group members, or the chance to talk one-to-one with a trained member of staff.

## Caring for children

Children may be in need of support when there is illness in the home, or a member of their family has died.

Teenagers who have been bereaved may wish to access support for particular issues, and a trained member of our Family Support team can visit them, either at home or at school, whichever they prefer.

We can provide a useful link for children between the home and school. Often schools will approach us for guidance in supporting children who are affected by an illness or bereavement in the home.

Younger children can be visited by our Children's Support Facilitator. Usually this service is provided either at home or at school.



*"IRHH helped me prepare my children for life without me. Its a tremendous relief to know that, after I have gone, people they trust will be coming to see them for as long as they need it."*

### Workshops

The Family Support team works collaboratively with other hospices to provide workshops for bereaved children aged 5-15.

The children are able to share similar experiences and support is provided for their parents and carers. The children are invited to participate in many different activities, allowing them to explore and express their feelings in a safe environment, have fun and make friends.

## Annual Services

We welcome families or those close to patients at our Annual Remembrance Services and Light Up A Life ceremonies which take place in the lead-up to Christmas.



## Would you like more information?

We welcome telephone enquiries and visitors to our offices in Tring and Chalfont St Giles and our website [www.irhh.org](http://www.irhh.org) has more detailed information about many aspects of our work. Alternatively please complete and return this form.

- Please send me further information about the Iain Rennie Nursing and Bereavement Services
- I wish to make a donation and enclose a cheque for £\_\_\_\_\_ (payable to 'IRHH')

You can also donate online using your credit/debit card at [www.irhh.org](http://www.irhh.org) or by telephone on 01442 890222.

I would like the Iain Rennie Hospice at Home to reclaim tax paid on all donations I make to the charity from the date of this declaration and any I have made in the last 6 years until I notify you otherwise.



Signature \_\_\_\_\_

Date \_\_\_\_\_

Notes

- 1 You must pay an amount of income tax and/or capital gains tax at least equal to the tax that the IRHH reclaims on your donations in the tax year.
- 2 If in the future your circumstances change and you no longer pay tax on your income and/or capital gains at least equal to the tax that the IRHH reclaims, you should cancel your declaration by notifying the IRHH.

Title \_\_\_\_\_

Surname \_\_\_\_\_

First name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

- Please contact me about volunteering for IRHH
- Please contact me about fundraising for IRHH
- I intend to make provision for IRHH in my Will

Please return this form to:

**IRHH, Freepost, 52a Western Road  
Tring, Herts HP23 4BR**  
*(using a stamp reduces our costs)*

