

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Wisdom Hospice

t: 01634 830456

e: wisdom.hospice@nhs.net

Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ

t: 0300 123 3444

medch.customercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 734



Self-care at end of life (my plan)

Information for patients



Local Care



What should you do to prepare for your visit/appointment with us?

We kindly ask that you prepare for your appointment in the following ways:

- Please make sure you are at home or available for your appointment.
- Give us reasonable notice if your appointment needs to be changed or cancelled.
- Many of our staff are pleased to see your pets. However, we would ask you to put them in a separate space during our visit.
- If you or anyone in your household smokes, please respect our staff by not smoking before or during your home visit.
- Have this leaflet to hand during your visit/appointment to support joint discussions in your care.
- Be prepared and willing to undertake self-care

What is self-care?

Self-care is about taking responsibility for your own health and having the confidence to use the right service at the right time.

Self-care is:

- Knowing how to keep fit and healthy
- Knowing how and when to take your medicines
- Managing self-treatable conditions and knowing when to seek medical help for something more serious

Our health care professionals will provide support and advice to help you look after yourself, such as injections, medication and exercise.

Who to contact if you need help or support

If you need medical help now, but it is not an emergency:

- Go to www.111.nhs.uk or call 111
- Speak to a pharmacist for advice on medicines or common problems like coughs, colds and rashes
- See a GP or dentist

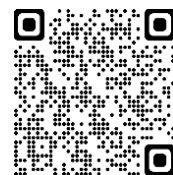
For information on local health, well-being, and support services, you can visit the Medway Council website below:



https://www.medway.gov.uk/homepage/48/a_better_medway

If you think it's an emergency:

- Call 999 or find your nearest A&E
- Kent and Medway Mental Health Crisis Line – 111 then Option 2.
- Kent & Medway Out of Hours Social Services - 03000 41 91 91



Could it be Sepsis?

For information on how to spot signs and symptoms of sepsis, please scan the QR code image on the left with your smart phone, or you can visit www.sepsistrust.org

Contact details for your team

Team:

Contact number: 01634 830456

Thinking about what is most important to you, can you write three goals that would help you to look after yourself?

Goal 1

Goal 2

Goal 3

What are the benefits of self-care?

Self-care can help you to

- Improve your physical health
- Reduce stress and anxiety
- Boost your self-esteem
- Protect your mental health
- Have better relationships

If you have a long-term condition, self-care can help you to take control of your condition, balancing mind, body and soul.

Thinking about what is most important to you, can you write three goals that would help you to look after yourself?

What is self-care for the body (physical wellbeing)?

This focuses on forming healthy habits that improve your well-being and ditching unhealthy ones. Looking after your body involves making positive choices that help you stay fit, healthy, and energised.

Good physical habits can include:

- Taking some exercise every day
- Going on walks
- Getting medical help when you need it
- Eating a well-balanced diet rich in nutrients
- Drinking enough fluid
- Getting enough sleep
- Giving up, or cutting down on drugs and alcohol

What is self-care in your treatment plan?

- Joint care with your nursing team
- Being fully informed and understanding your treatment
- Having confidence to manage your condition/illness/treatment
- Escalating any concerns with your self care plan

What is self-care for the mind and soul (mental & emotional wellbeing)?

This focuses on looking after your mental and emotional wellbeing. In other words, it's about taking good care of your thoughts, feelings and emotions. Mental self-care also involves training your mind. Just as you train your body to keep it fit, you also need to keep your mind active. An active mind makes you more capable of dealing with stress and coping with big life changes. This awareness allows us to process our feelings in a healthy way, focusing on the positive emotions, and managing the negative ones.

Mental and emotional self-care habits can include:

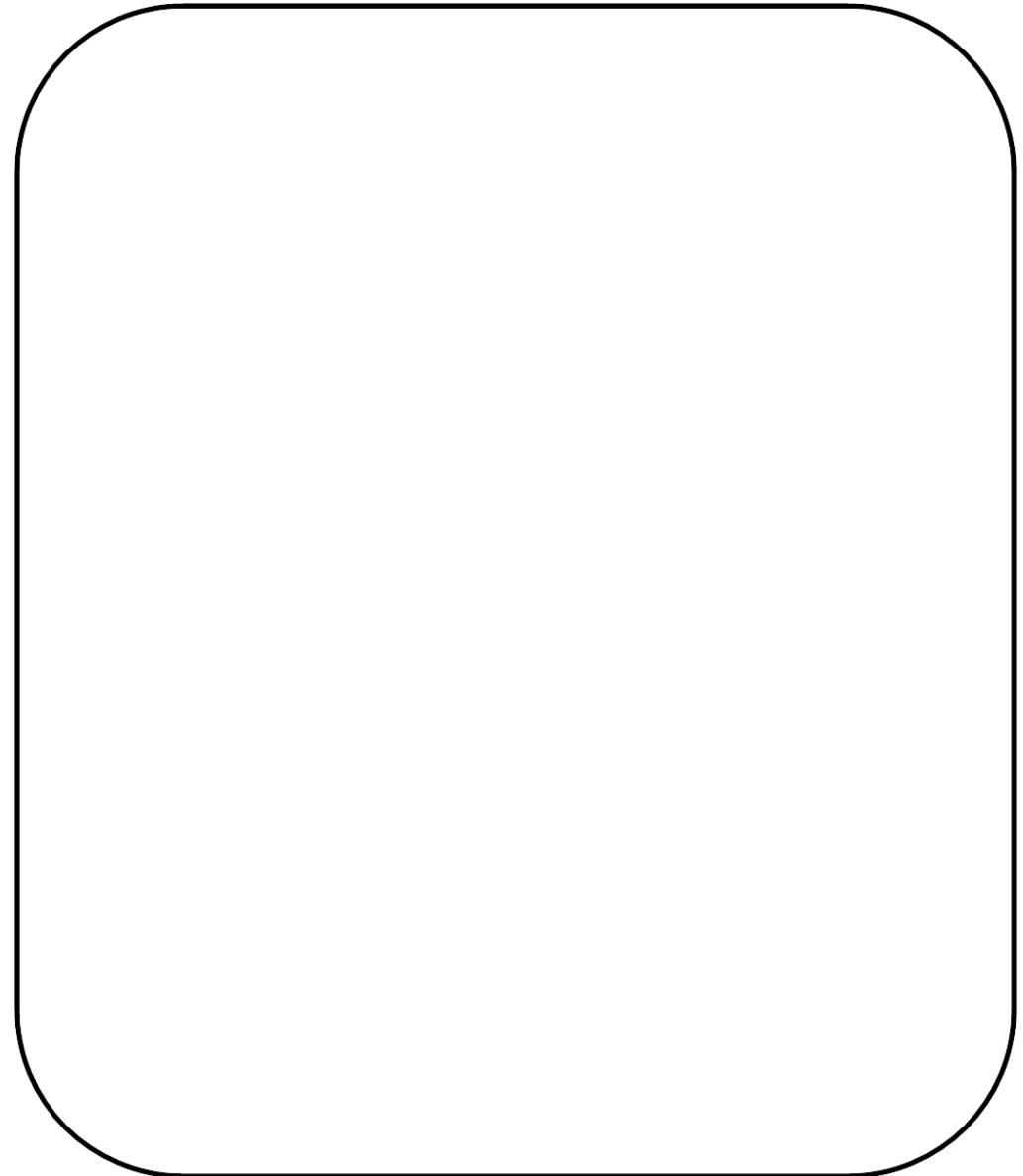
- Spending quality time with loved ones
- Learning something new
- Doing a hobby you love
- Taking a break from your phone
- Practising positive self-talk
- Meditating
- Keeping a diary
- Being kind to yourself and others
- Using mindfulness techniques to regulate your emotions

For advice or support please contact our Family & Carers Support Team (FCST) on 01634 830456 or email wisdom.hospice@nhs.net

Self-care plan

What are you hoping to achieve from your care with us?

What we will do / what you/your support network will do...

A large, empty rounded rectangle box with a black border, intended for a self-care plan. It is currently blank.