



## Caring for local adults, young adults and children



Our strength is caring. Our focus is you.



## Introduction

Dogie Mac has been caring for people across Stoke-on-Trent, North Staffordshire and the surrounding areas since 1973. For most of those fifty years we've cared solely for adults with life-limiting illnesses, however when we merged with local children's hospice Donna Louise in 2021 we also began caring for children and young adults with life-limiting conditions too.

Our dedicated staff and volunteers help local people facing a life-limiting illness get the right care, in the right place at the right time, also supporting family, friends and carers along the way.



# Adult Services – how we can help you

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Dougie Mac offers a wide range of hospice services, free of charge, to patients with life-limiting illnesses, including cancer, advanced heart failure, Dementia, motor neurone disease and incurable lung diseases. We also offer supportive care to their families and carers.

## 24 hour Advice Line

Our advice line operates 24 hours a day, 7 days a week, allowing us to be there for our patients and healthcare professionals, over the phone, day or night. So, whether it's help with pain management or a question about medication, we're always on hand.

## Community Services

Most people don't realise that most of our adult care actually happens in our patients' own homes. When someone is referred to us we carry out a full assessment to create a treatment plan which suits the patient's specific needs.

Several teams work together to make sure that the patients and their families **get the right support, at the right time, by the right people**. We have a team of visiting Palliative Care Nurse Specialists and Senior Healthcare Support Workers, who work closely with GPs to provide support with complex issues, including unmanaged symptoms and social, psychological and spiritual concerns.

We also have a team that provides unique care and support to patients in care homes; supporting all these teams is our Community Hub who manage the Advice Line and a Rapid Response Service.

For patients in the last two weeks of their life our Hospice at Home service is able to provide practical support and emotional care for them, their carers and families.

**24 HOUR ADVICE LINE 01782 344300**

## Our Inpatient Unit

For patients who prefer to receive their care at the hospice, or are unable to remain at home, our Inpatient Unit is like a second home.

As well as providing specialist care for individuals during the final stages of their illness, we also provide short stays for patients who require symptom control including pain management to help stabilise their condition before returning home.

Our Inpatient Unit (IPU) has modern, and in the majority single occupancy rooms, giving our patients and their loved ones the privacy they need. Patients can bring their personal items with them to make their room feel like home and our friendly team (which includes doctors, nurses, healthcare support workers and the Wellbeing Team) are on hand 24 hours a day, 7 days a week to give compassionate, tailored care to ensure the comfort and dignity of our patients.

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Our focus is you.



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## Wellbeing Services

Having a serious illness can affect many areas of life. Our Wellbeing Team helps our patients and their families with a range of support services and techniques to alleviate some of the worries and concerns associated with a life-limiting illness, enhancing quality of life.

### Our Wellbeing Services include:

- Carer & Patient Support Service
- Spiritual, Pastoral and Religious Care Service (SPARCS)
- Complementary Therapies
- Physiotherapy & Occupational Therapy
- Lymphoedema Services
- Social Work
- Advance Care Planning
- Counselling & Emotional Support



Our Wellbeing Centre is a safe space for our patients and their families to receive holistic care and support; provided by Dougie Mac in partnership with a number of external partners striving to provide inclusive, informative and beneficial services to everyone.

Our programme of activities gives our patients and their carers the chance to explore their creativity and support their wellbeing while meeting other families who are experiencing similar situations.

**Learn more about our full programme of wellbeing activities, including our community based activities, on our website [www.dougiemac.org.uk/wellbeing-services](http://www.dougiemac.org.uk/wellbeing-services)**



**In March 2021 our care was extended to include children and young adults facing a life-shortening illness, which may be as a result of illness or injury.**

## **Children's Services – how we can help you**

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We offer support to children from birth to young adulthood and their families; based in Trentham our facilities are superbly equipped to meet the various needs of our children and young people and allows families to create treasured memories.

We know that caring for a child with a life-limiting condition can put incredible demands on families – both physically and emotionally; our team of nurses, care support workers, social workers, doctors, physiotherapists, counsellors and play and music specialists work together with the aim of making every moment count for the families we support.



Support can include planned short respite stays, day care opportunities, sibling group sessions, play therapy, support groups, counselling services and end of life care and bereavement support.

End of life care at the hospice provides a calm and comfortable environment for the family to be together which is vital. The family can stay with their child throughout, as needed, with support at hand for the whole family; including bereavement support from our counsellors.

# Young Adult Services – how we can help you

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From our purpose-built complex in Trentham, we support young adults who are living with palliative and/or complex health conditions.

Our focus is very much on supporting each young adult to live their lives, recognising their individuality within a family centred approach. Our aim is to support each individual to enjoy every experience they can, whilst receiving our specialist support.

We are able to offer a variety of services including respite, day opportunities, community support, life skills, complementary therapies, social work support, emotional support and importantly, a wide range of social events and opportunities.

Here when you  
want us,  
here when you  
need us.



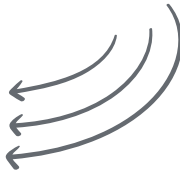
## How you can help us

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All of our specialist hospice care is provided completely free of charge, and while Dougie Mac receives some statutory funding, around 75% of our care is funded through voluntary donations made by people like you.

**Without the generosity of our local community we simply wouldn't be able to continue providing specialist care and support to local people.**

From saving your spare change in one of our Dougie Bank collection tins, making donations in memory of loved ones or setting up a regular monthly donation there are plenty of ways you can support.



**Your help, no matter  
how big or small,  
will make a difference.**

## Play our Lottery

First introduced in 1996, our weekly lottery now raises more than £1.5 million every year to help fund our specialist care services. Our weekly draw gives players the chance to win one of 150 cash prizes including our £2,000 jackpot, with each entry costing just £1.

*Terms & Conditions apply. All players must be aged 18 years or over. Please gamble responsibly. For help and support contact GamCare on 0808 8020 133 or visit [BeGambleAware.org](http://BeGambleAware.org)*



## Leave a gift in your Will

By leaving a donation to Dougie Mac in your Will, you're helping us to continue to be there for those who need us. No matter how big or small, your legacy will make a difference to future generations, to local adults, young adults, children and their families who are living with a life-limiting illness.



**Look out for our special offers in partnership with local solicitors who can support you to make your Will.**



## Shop with Us

Our network of over 20 local charity shops plays a huge part in generating the money the hospice needs to provide care each year. All of our shops sell a selection of great quality clothing, accessories and homeware with our largest shops also selling furniture; we also offer a collection and delivery service.

Thousands of items are donated to our charity shops every week with a team of staff and volunteers working behind the scenes to sort, check and price every item. **We pride ourselves on selling great quality items at affordable prices.** We always make the most of anything you donate ensuring that the minimal amount of items we are unable to sell are recycled and never go to waste.

We also provide online shopping from the comfort of your own home.

**Why not visit our eBay shop** – [www.ebay.co.uk/str/thedougiemac](http://www.ebay.co.uk/str/thedougiemac) which has a wide range of items from collectables to vintage and memorabilia.

To find your nearest shop visit: [www.dougiemac.org.uk/our-shops/](http://www.dougiemac.org.uk/our-shops/)

**24 HOUR ADVICE LINE 01782 344300**

## Fundraising

Every year we host a number of hospice organised events including a 5K and a Midnight to Sunrise Walk which see supporters come together to have fun and fundraise. In addition our supporters never cease to amaze us with creative ways to raise money too – from sponsored head shaves and organising coffee mornings to taking on epic endurance challenges. We're always overwhelmed by the support we receive from local people who are passionate about raising money for Dougie Mac. **If you've got something in mind the team are always on hand to help; get in touch via email: [fundraising@dmhospice.org.uk](mailto:fundraising@dmhospice.org.uk) or give us a call on: 01782 344304.**



## Gift Aid

Whether it's friends and family gift aiding your sponsorship money, gift aiding donations to our shops or monetary donations you make to the hospice it really is worth it. If you're a UK tax payer we can claim 25p for every £1 you donate from the government **at no extra cost to you.**

## Volunteering

Our volunteers are absolutely essential to the work we do. Without the fabulous support we receive from our volunteers, in every area of the hospice, we simply couldn't continue to provide, or fund, our care services.

From making delicious cups of tea and counting money to offering a listening ear and sorting charity shop donations; we couldn't do what we do without them. **To find out more about volunteering for Dougie Mac, please call us on: 01782 344332 or email: [volunteernow@dmhospice.org.uk](mailto:volunteernow@dmhospice.org.uk)**

## Donate

Every donation we receive helps us to continue to provide care and support to local people at a time when they need us most.

**Online:** [www.dougiemac.org.uk/donate/](http://www.dougiemac.org.uk/donate/)

**In Person:** Visit our Supporter Hub at Dougie Mac, Barlaston Road, Stoke-on-Trent, ST3 3NZ or in any of our shops

**Telephone:** 01782 344304

**Post:** You can send a cheque made payable to Douglas Macmillan Hospice to Dougie Mac, Barlaston Road, Stoke-on-Trent, ST3 3NZ. Please do not send cash in post.

*Thank you for your support!*



### How to access our care services

Referrals to our adult services are via any healthcare professional. If you are unsure or have any questions please call us on 01782 344300.

Referrals to our children and young adult services can be made by the family themselves, family friend or by a healthcare professional as long as they have the family's consent.

The first step is to speak to our Family Support Team on 01782 654440.

RCN: 1071613

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**WWW.DOUGIEMAC.ORG.UK**