

ADULT COMMUNITY SERVICES

Hospice care in your own home



ellenor provides individualised support and specialist care at home, in familiar surroundings.

ellenor.x
hospice care in your home or ours

WHAT WE OFFER

Symptom Management

Our team are on hand to help with any symptoms that impact your daily life and management of those symptoms through nurse or consultant led clinics or home visits.



Advanced Care Planning

We encourage and support families and loved ones to identify what matters to them most so they can plan for their future needs. We will discuss your wishes and help you to communicate these to others.

Emotional Support

We know that as you approach the end of life at home, it can be a daunting time. **ellenor** offers support for patients and their families to talk through their concerns, answer any questions and support them as individuals.



Crisis Support

Our team provides support in a crisis situation at the end of life, giving reassurance and advice to families at a critical time. We liaise with other services to ensure the right care is in place.

End of Life Care

We work together with other services to support you and your family in the place of your choice.

Care Home Support

ellenor works closely alongside Care Home staff to offer support, guidance and training surrounding life limiting illness and end of life care. We support Care Home staff, residents and their families in achieving comfort and dignity at the end of life.



Telephone Advice

We offer a 24 hour advice line, providing advice to patients, families, Care Home staff and other Health and Social Care professionals.

Working closely with other local services, we aim, where possible, to keep the person at home if that is where they wish to be.

CARING FOR YOU AT HOME

ellenor supports and cares for patients with life limiting illnesses, such as heart failure, COPD, frailty and cancer. We enable people to make the most of the time they have in familiar surroundings.

We provide patients with advice on all aspects of care and offer support for their loved ones too.

Our Adult Community Services include:

- Symptom Management
- Advance Care Planning
- Emotional Support
- Crisis Support
- Care Home Support
- Telephone Advice
- End of Life Care



How to make a comment, compliment or complaint

ellenor recognises that comments, compliments, and complaints are an important part of customer feedback.

We are committed to ensuring that our work is of the highest quality. We believe that through effective management and investigation of comments, compliments, and complaints we can identify learning to achieve high quality work and continuous improvement of our services.

If you would like to raise a concern with us please email: feedback@ellenor.org or visit our website: www.ellenor.org to give us your feedback.

HOW TO CONTACT US:

To make a referral to our services:



TELH.clinical-admin@nhs.net



01474 320007



ellenor.org



Scan the QR code
to make referral using
our online form

Coldharbour Road, Northfleet,
Gravesend, Kent, DA11 7HQ



@ellenorcharity