



St John's Hospice

St John & St Elizabeth Hospital

Day services

Our Wellbeing Centre provides a welcoming hub where patients can attend weekly to access specialist nursing and medical care, receive a range of treatments and therapies, meet with our social workers, and take part in workshops and activities.

Information for healthcare professionals

The Wellbeing Centre

The St John's Hospice Wellbeing Centre reflects our belief that hospice care is about supporting the whole person, at every stage of their illness. Through our holistic approach, we aim to optimise patients' quality of life and enhance their overall wellbeing. We also extend our support and care to their family members and carers.

Located within our hospice in St John's Wood, the Centre is a bright, modern and welcoming space designed to meet a wide range of needs. Its flexible layout allows it to be adapted into smaller rooms, enabling several activities and appointments to take place simultaneously.

The Centre includes two dedicated complementary therapy rooms, where patients can access treatments such as massage, reflexology, reiki and acupuncture, alongside a calming multi-sensory room. A spacious clinic room provides specialist nursing and medical care, including podiatry, while additional private consultation rooms offer a comfortable setting for one-to-one conversations with members of our team.

Outside, a wheelchair-accessible garden provides a peaceful place to relax and enjoy time in nature. For patients with reduced mobility or difficulties accessing the hospice, we can also arrange transport to and from the Centre through our dedicated ambulance service.



What we can provide

The care we provide is tailored to meet patients' individual goals and needs. We aim to ensure that they are supported physically, emotionally, spiritually, and practically. We aim to support patients physically, emotionally, spiritually and practically, working in partnership with you and the other professionals already involved in their care.

Patients typically attend the Wellbeing Centre one day a week. Some people attend for a short period, while others benefit from ongoing support. Together, we develop a personalised care plan that is regularly reviewed and adapted as needs change. This may include transitioning to other appropriate services when the time is right, with support reintroduced if needed.

Our care includes:

- **Specialist nursing and medical care** to help manage symptoms such as nausea, pain, fatigue, shortness of breath, anxiety and low mood.
- **Physiotherapy and occupational therapy** to help patient's maintain mobility, maximise their independence and provide advice on equipment or adaptations that can make everyday life easier.
- **Complementary therapies** to relieve symptoms as well as promote wellbeing and relaxation. We also offer these therapies to family members and carers.
- **Emotional and practical support** from our social workers to help with any anxieties or concerns that patients and their loved ones may have. Our Welfare and Benefits Adviser can also provide guidance on financial support and benefits they may be entitled to.
- **Spiritual support** for people of any or no faith. Our Chaplaincy team can offer guidance, and we can also connect patient's with leaders from different faiths and arrange for them to visit the Centre.
- **A varied programme of group activities**, including arts and crafts, music sessions, gentle exercise classes, brain games and regular workshops.

"Everyone I know who comes here always feels that they're in an environment that makes them feel safe. You can truly be yourself, and the support you receive is second to none."

- Feedback from a patient.

Referral criteria

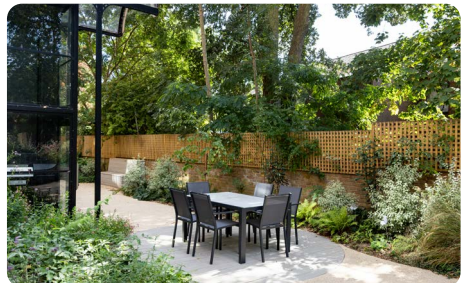
Our day services are completely **free of charge** and available to patients meeting the following criteria:

- Aged 18 and over.
- Living with a life-limiting illness with specialist palliative care needs.
- Living in Brent, Camden, Islington and Westminster. Sometimes, we can also accept patients from other boroughs within the NHS West and North London Integrated Care Board catchment area.

How to refer

We accept referrals from **GPs, hospital doctors, nurse specialists, community nurses**, or any other health or social care professional already involved in a patient's care. Patients cannot self-refer.

You can download a copy of our referral form, care plan and risk assessment on our website by scanning the QR code or by visiting **www.stjohnshospice.org.uk/referrals**.



What happens next

Our referral pathway explained:

1

Health or social care professional completes the All Age Pan-London Specialist Palliative Care Referral Form.

2

The referral is reviewed at the next weekly St John's Hospice Multi-Disciplinary Team (MDT) meeting.

3

St John's Hospice contacts the referrer within one week of the MDT meeting to confirm the outcome. If accepted, the patient will be contacted to arrange an attendance date or, if transport is required, a Transport Risk Assessment.

4

Care begins on the agreed date. If transport is required, the Hospice Ambulance Crew will first complete a Transport Risk Assessment at the patient's place of residence.

5

Based on the outcome, the team will contact the patient within one week to arrange their attendance date.

Get in touch

For enquiries and to discuss referrals, please contact us by:

- nhsnwl.stjohnsreferrals@nhs.net
- 020 7806 4027 (Monday to Friday 9 am - 5 pm)
- 077 9533 1320 (Saturday and Sunday 9 am - 5 pm)
- 020 7806 4040 (Out of hours)

How to find us

Our hospice is just a few minutes' walk from St John's Wood Underground Station (Jubilee Line). St John's Hospice, 60 Grove End Road, St John's Wood, London NW8 9NH.



Enabling people to live well for as long as possible

At St John's Hospice, we are committed to enabling people to live well for as long as possible. Each year, we support around 5,000 people across parts of North, West and Central London.

020 7806 4040 | Hospice.Info@hje.org.uk | www.stjohnshospice.org.uk

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St John's Hospice is part of the charitable St John & St Elizabeth Hospital.
We're a registered charity in England and Wales (235822).

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