

Confidentiality

The Information Resource Centre is committed to maintaining confidentiality of all those using the service in line with St. Luke's Hospice confidentiality policy.

Our aim is to provide a suitable environment in which you can share your personal experiences

How you can help us

This is a new service. We need you to feel that you are able to contribute and help us at the Centre develop a service that will meet your needs.

We will welcome your comments and suggestions

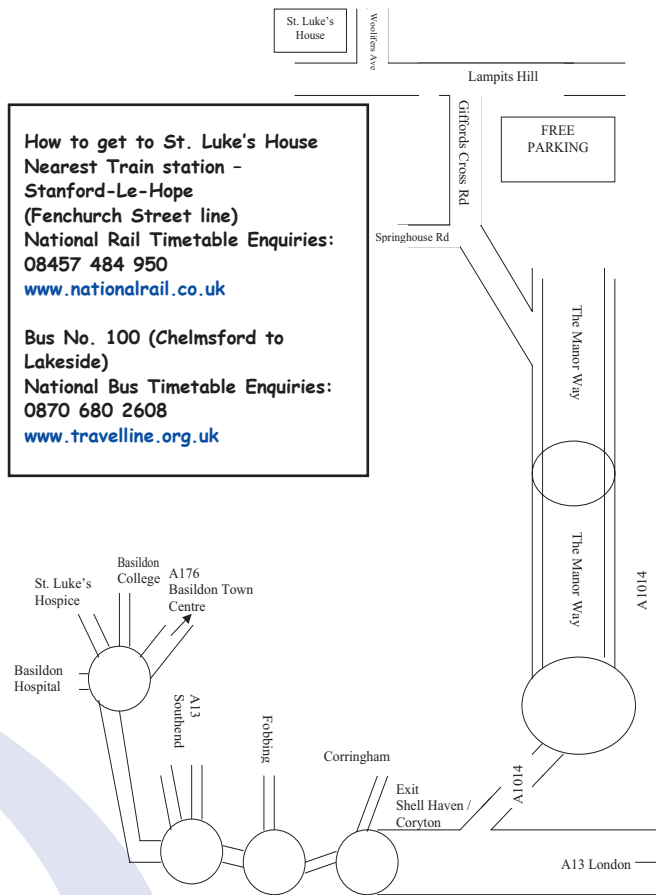
There are comment cards available

How we can help you

If you don't know where to turn to....

....come to us at the Information Resource Centre

How to get to St. Luke's House



Information Resource Centre

St. Luke's House,
22 Lampits Hill, Corringham,
Essex SS17 9AL

Telephone: (01375) 648170

Fax: (01375) 648173

informationservice@stlukeshouse.org.uk

www.stlukeshospice.com

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**WE ARE
MACMILLAN.
CANCER SUPPORT**

Registered Charity No. 289466

About the Service

Information Resource Centre

The Information Resource Centre is part of St. Luke's Hospice providing a service to clients in South West Essex and has been supported by Macmillan Cancer Support.

This free service offers a drop-in, one to one contact, pre-arranged appointment and provides an outreach service for people who are seeking information about both wellness and illness and may want short term support at this time for specific disease related advice.

We work closely with Macmillan Cancer Support, local hospitals, GPs and community nurses. The service can also help with arranging for financial assessment and help individuals link with social care and other statutory and voluntary services.

We have links with services from St. Luke's Hospice. Referrals can be made from the Information Resource Service for Complementary Therapy for stress management and general well-being.

How to access the Service

- You can be referred to the service by any health care or social care professional for specific information or support needs
- The service also provides a drop in facility (Monday-Friday 9am-4pm) where you can come along to speak to a representative about wellness/illness/support
- You may have met an Information Co-ordinator at Basildon Hospital and have been given an appointment to attend the Information Resource Centre
- It may be that you have enrolled for a specific group or have been given an appointment for complementary therapy or another service
- In conjunction with the Information Resource Centre you may be attending a surgery to meet benefit officers, physiotherapists or occupational therapists
- You may have been made aware of the service from accessing another service based at St. Luke's House
- You may have been referred to the Centre to have your information prescription issued

What the Service provides

- The Information Resource Centre provides a safe and homely environment enabling you to comfortably discuss your needs
- Staff and volunteers are at hand for a chat and a cup of tea and to provide an environment of calm that encourages you to offload your worries and are there to provide support and information as you wish
- We have a designated patient computer and printer for your use. Staff will be able to assist you in using the technology and in accessing credible websites
- There are various booklets and sources of information available that we can order and can be sent directly to your home and others available within the Centre for you to take away. Within the Centre we also have a small library.
- In some instances the support offered will be referring you on to another service e.g your own doctor or district nurse, hospital nurse, consultant or social care. In all situations this will be discussed with you, and actioned with your agreement