Royal Trinity Hospice
Living every moment

Your guide to
Royal Trinity Hospice
About Royal Trinity Hospice

Royal Trinity Hospice provides skilled, compassionate care, support, information and advice to people with life-limiting illnesses and those close to them. We care for people living in our central and south west London community, helping them to live life to the full for whatever time is left.

We support people in their own homes, through our outpatient centre, and at our modern inpatient centre in Clapham. Our care is centred on the unique needs of each individual and their family, friends and carers.

This guide aims to give you an overview of Trinity’s wide range of services and the ways you can get involved.
Our vision

To be the local hospice of choice for all those who need us and an example of excellence in end of life care

Our mission

- To provide expert and compassionate end of life care, support, information and advice to patients and those close to them
- To provide education and information, working collaboratively with all health and social care providers, to ensure as many people as possible benefit from our expertise
- To improve communities’ relationship with death and dying, allowing them to live every moment
- To challenge and overcome barriers to equity, diversity and inclusion in our services
- To be true to our values and a good employer

Our values

Excellence – in all we do
Compassion – in all we are
Inspiring – all those we meet
Integrity – in all our actions
Innovation – so we move forward
Leadership – to set the standard

“The whole atmosphere of Trinity is very special and gives everyone who enters a sense of peace, safety and joy.”

www.trinityhospice.org.uk
It costs £11 million each year to maintain Trinity’s services but less than a third of our funding comes from the NHS.

Trinity is an independent charity. All our services are free of charge, to patients, their families and friends.

At any moment in time, Trinity is caring for 450 patients. Each year we care for around 1,500 people.

Two thirds of the people we support are cared for in their own homes, which is where most people prefer to be.

Trinity is supported by 450 volunteers who provide valuable support in our shops, our Hospice & people’s homes.

Trinity has 24 charity shops across central and southwest London.

www.trinityhospice.org.uk
Who Trinity cares for
Trinity supports people aged 18 years or over who have a progressive, life-limiting illness.

We care for people with many types of illnesses, such as cancer, heart failure, chronic lung disease or neurological conditions such as Multiple Sclerosis, Dementia or Motor Neurone Disease.

People access our services for a range of issues, including:

- Controlling symptoms, such as pain, breathlessness or fatigue
- Emotional and psychological support
- Rehabilitation
- Care at the end of life
- Support for carers, families and close friends

Where we work
We provide care at the hospice, in our inpatient centre and at our outpatient centre. We also support many patients in the community, in their own homes, in care homes or in other residential settings.

We support patients across Wandsworth and in parts of Hammersmith & Fulham, Kensington & Chelsea, Lambeth, Merton, Richmond, Wandsworth and Westminster.

We can sometimes care for people from other areas if, for example, close family and friends live in our catchment area.
“It gives me joy and satisfaction to work in an environment where my work touches the lives of others in a positive way.”
Our support

**Inpatient**
Trinity has 28 beds in its purpose-built centre in Clapham. People are admitted for many reasons including help to relieve difficult symptoms, rehabilitation, or care in the final days of life. Over 40% of our inpatients come for a short stay with us before returning home. We have both single and shared en-suite rooms, all with terraces or balconies overlooking our award winning gardens.

**Outpatients**
At Mulberry Place, our outpatient centre based at Trinity, people can take part in a tailored programme of activities which can help them to remain mobile, to manage symptoms and to improve their wellbeing. People can also make new friends with others in a similar situation. Individual and group classes are available, ranging from physiotherapy, complementary therapy and exercise classes, to counselling, arts therapy and spiritual care. We also offer practical support such as welfare benefits advice. We can provide transport for people between home and the hospice, subject to availability.

"Thank you for looking after Peter and letting him continue his physio classes until the end - he loved them and they were the highlight of his week."
Community
Most people prefer to be cared for in the comfort of their own home which is why we have a team of skilled nurse specialists, medical consultants, befriending volunteers and others who provide emotional support, symptom control and practical advice in the community. We provide support for people wherever they call home, whether that is in their own flat or house, a care home, temporary accommodation, a prison or a hostel. People living at home can also access the range of support available at Mulberry Place.

Patient and Family Support
Trinity supports patients and those close to them to adjust emotionally and practically to the impact of illness. We offer counselling, therapy, advocacy, and practical advice on a range of issues such as financial planning, claiming benefits, and managing housing or legal matters. Our spiritual care team helps individuals and families gain comfort from their beliefs and we have a bereavement team that can support family, friends and carers through the impact of grieving. All services are available either in the patient’s home, at our inpatient centre or as an outpatient.

Training and education
We provide education and support for other care providers.

Our aim is to help raise standards and build confidence and skills so that many more people experience good care at the end of their lives.

We provide both accredited and bespoke training.
Referral to Trinity

Who can refer
Most people are referred to Trinity by a healthcare professional such as a Hospital Consultant, Specialist Nurse, GP or District Nurse.

Alternatively, an individual or someone close to them can self-refer. Please be aware that we will contact an individual’s GP to help us make a full assessment.

The choice to consent to a referral is always left to the individual as long as they are competent to do so.

When to refer
We welcome a referral whenever someone needs our services. This could be following the diagnosis of a life-limiting condition or when an individual or those close to them are struggling to cope with changes in that person’s symptoms or general physical ability. We believe the earlier a referral, the better; that way we can get to know the individual and they can benefit from the full range of services on offer as soon as possible.

How to refer
Please contact our Referral and Admissions Nurse who can answer any questions you may have.

Tel: 020 7787 1065
Monday to Friday, 8.30am-4.30pm

Email:
WACCG.TrinityHospicereferrals@NHS.net

“Your constant visits, guidance, telephone calls, and support did make all the difference to us and Mum too.”
Diversity
Trinity cares for people from all religions and none and we will always respect a patient’s personal wishes. We work closely with community faith leaders and have a multi-faith spiritual space at the hospice.

We offer interpreter services for patients whose first or preferred language is not English.

Our chefs cater to the requirements of halal, kosher and other diets.

Trinity is an accredited Stonewall Champion in recognition of its support to the Lesbian, Gay, Bisexual and Transgender (LGBT) community.

Patient and carer involvement
At Trinity we seek ongoing feedback from the people we support and the professionals we work with. This helps us continue to review our care and make any improvements necessary in order to fulfil our vision to be the local hospice of choice for all those who need us.
Support us

Funding
All our services are provided free of charge to patients and those close to them. We receive around a third of our funding from the NHS, but we rely on donations and legacies to raise the remaining £8million every year that is needed for our services to continue.

Donate to Trinity
We rely on the generosity of our community to continue our work – Trinity could not exist without your support. People can support us in a variety of ways, including donating to one of our appeals, taking part in a sport or challenge event or leaving us a gift in their will.

Volunteer at Trinity
Trinity welcomes volunteers from all backgrounds. All you need is some spare time, energy and enthusiasm. We have a range of roles across the hospice, supporting patients in the community and our charity shops. Trinity is accredited with the Investing in Volunteers status in recognition of the high quality support we provide to our volunteers.
“As an outpatient of Mulberry Place for the past year, I am very grateful for all the help and advice I have received.”

Shop at Trinity
Trinity has 24 charity shops across central and southwest London and online shops on eBay and Amazon. We stock high end goods in our fashion and lifestyle shops and have a specialised furniture shop in Putney and a book shop in Kensington. Trinity frequently holds successful designer days in selected shops.

“I like working in the shops, knowing that the money is going to a good cause.”
Contact us

Our address is:
Royal Trinity Hospice
30 Clapham Common North Side
London
SW4 0RN

Telephone: 020 7787 1000
Fax: 020 7498 9726
Email: enquiries@trinityhospice.org.uk

Parking
There is some parking in the hospice grounds. There is also parking in the pay and display bays on Clapham Common North Side and The Chase. Blue Badge holders may park free of charge without time limit at on-street parking meters and pay and display parking.

Buses
Bus 137 stops outside and the 35, 37 and 345 buses stop nearby at the Rookery Road bus stop.

Buses 50, 88, 155, 249, 322 and 417 stop a short walk away.

London Underground
Clapham Common on the Northern Line is our closest underground station and is a six minute walk.

Trains
Clapham Junction station is a 20 minute walk away or 15 minutes on Bus 345.

Taxi/minicab
Royal Trinity Hospice is well located for taxi and minicabs.
Royal Trinity Hospice
30 Clapham Common North Side,
London SW4 0RN
Telephone: 020 7787 1000
Email: enquiries@trinityhospice.org.uk
www.trinityhospice.org.uk
Charity no. 1013945

@trinityhospice
facebook.com/trinityhospiceclapham