Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204
From a mobile or abroad: 0115 924 9924 ext 65412 or 62301
E-mail: pals@nuh.nhs.uk
Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

The Trust endeavours to ensure that the information given here is accurate and impartial.
The complementary therapy service

The Complementary Therapy Unit based at Hayward House opened in December 1995 through the generosity of voluntary contributions.

The Unit is a warm, relaxed, self-contained environment to provide the necessary peace and tranquillity required for anyone receiving complementary therapy. There are four therapy rooms; each one is appropriately equipped to provide spacious, comfortable surroundings for treatments.

The Unit provides a wide range of complementary therapies for patients with advanced life limiting conditions and also their carers. These therapies will be carried out by competent, qualified practitioners with an understanding of particular issues associated with patients with advanced life limiting conditions.

Treatments can also be given at the bed side in the in-patient unit when appropriate.

We will ensure privacy and dignity are maintained at all times particularly if any clothing is required to be removed for massage treatments. Please be reassured that any information given will be treated confidentially.
What is complementary therapy?
The term ‘complementary’ is used to describe therapies offered alongside traditional medical treatments, therefore ‘complementing’ the medical care given.

Complementary therapies undertake a holistic approach to treatment, thus aiming to care for the whole person; supporting the physical, emotional, spiritual and social aspects of a person’s life.

What therapies are available?
- Massage
- Indian head massage
- Aromatherapy
- Hypnotherapy/Relaxation and Visualisation
- Reflexology

How complementary therapies may help:
- You feel more in control
- Improve your quality of life
- Reduce, stress, tension and anxiety
- Sleep
- Relieve some cancer symptoms
- Lessen some of the side effects of cancer treatment
Referral guidelines
Patients or carers being referred for complementary therapy need to have a link with the palliative care service. Referrals are taken from:
- Consultants at Hayward House
- Day Care staff
- Inpatient staff at Hayward House
- Community Macmillan Nurses
- Hospital Macmillan Nurses
- Myeloma Nurse Specialist

Patients and carers can access a course of four sessions of therapy.

Those accessing hypnotherapy may require more or less sessions dependant upon the desired goal.

Re-referral may be advised in certain circumstances for further treatments.

What happens before a therapy session?
All treatments begin with a consultation. To ensure you receive the most appropriate treatment, your therapist will assess your suitability for treatment, whilst also giving you the opportunity to ask any questions or discuss concerns before treatment.

Donations
We are very grateful for donations to Complementary Therapy at Hayward House. Should you wish to make a donation this can be done through the Nottingham University Hospitals Charity. Hayward House staff will be happy to advise you on this.

Suggestions
Our aim is to provide care of the highest standard. Please feel free to make any suggestions that you feel would help improve the service. Suggestion boxes can be found in both the day-care unit and at the front door of the in-patient unit. All suggestions are handled in confidence.

Hours of availability
Monday to Friday 9am to 4pm (except bank holidays). An answer phone is available out of hours.

Hayward House:  0115 962 7619
NUH City Campus: 0115 9691169 ext 57111

Members of the Complementary Therapy Team
- Sally Bagguley
- Anna-Marie Clark
- Hayley Kerry
- Melissa Tyers

Parking
There are limited disabled parking spaces outside Hayward House, parking for patients and visitors is available in the yellow car park. For further details please see the NUH website (www.nuh.nhs.uk) for further details.
What are the benefits of reflexology?
- Relaxation
- Reduction in stress and tension
- Improved sleep
- Feeling refreshed

If you would like any further information please contact one of the therapy team at Hayward House who will be happy to answer your questions.

Treatments

Massage
What is massage?
Massage is a touch therapy that can reduce tension and stress, and ease tired muscles and aching limbs and aids relaxation.

What happens during a treatment?
A massage usually lasts for approximately 30-60 minutes, this will be tailored according to your needs and could be lying on a treatment couch or seated as appropriate.

What are the benefits of massage?
- Eases painful muscles
- Reduces tension and stress
- Releases endorphins, the body’s feel-good hormones
- Promotes relaxation

Indian head massage
What is Indian head massage?
Indian Head massage is a mixture of traditional Indian and Western massage techniques, which concentrate on the head, neck, shoulders and upper back to help release tension.

What happens during a treatment?
An Indian head massage usually lasts for approximately 30–45 minutes and is given whilst you are seated.

What are the benefits of Indian head massage?
- Relief from mental and emotional stress
- Improved circulation
- Stimulation of the lymphatic system
• Improved scalp/hair condition
• Relaxation of the whole person

**Aromatherapy**

*What is aromatherapy?*
Aromatherapy is the use of natural essential oils extracted from certain plants, trees, fruits, flowers herbs and spices. Oils are specifically chosen and blended for individual needs.

*What happens during a treatment?*
An Aromatherapy treatment can be used alone as in inhalation or combined with carrier oils and applied to the skin through massage. An aromatherapy massage lasts for approximately 30 – 60 minutes.

*What are the benefits of aromatherapy?*
• The relief of stress and tension
• Relaxation of the whole person
• Stimulates immune system
• Increased energy levels
• Improved blood and lymph circulation

**Hypnotherapy / Relaxation and Visualisation**

*What is hypnotherapy?*
Hypnosis is a safe and natural state of deep relaxation. In this relaxed state the mind is more open to receiving suggestions therefore positive changes can be carried out effectively to achieve an agreed goal.

*What happens during a treatment?*
A normal session is approximately 60 minutes, and can be tailored to meet personal needs. Treatment can be carried out sitting in a comfortable chair or lying down. The patient will always have ultimate control and will be able to stop any session at any time he or she wishes to do so.

Therapy is goal-orientated. This will be discussed prior to the sessions commencing to ensure it is a sensible and achievable one.

*What are the benefits of hypnotherapy?*
• Overcoming phobias or fears
• Anxiety
• Panic attacks
• Sleep disorders
• Pain
• Reduce emotional trauma, guilt or anger
• Relaxation

**Reflexology**

*What is reflexology?*
Reflexology is a gentle, non-invasive treatment of the feet or hands which aims to restore balance and promote relaxation and well-being within the body and mind.

The feet and hands are considered to mirror the body, so each of the reflex points corresponds to a specific part or system of the body. As the whole of the feet or hands are massaged, the whole of the body is treated.

*What happens during a treatment?*
The reflexologist will apply light pressure, using the thumbs and fingers, to specific ‘reflex’ points on the feet or hands. This feels similar to a gentle foot massage. A reflexology treatment takes between 30-60 minutes.