

## Working in hospice care video transcript

“When I tell people that I work in a hospice I often get the response, “Oh, that must be so depressing” and actually the answer is that it is never depressing. Sometimes, working in hospice care can be sad but what offsets that is the feeling that you can make a real difference.”

“So, hospices aren’t what they used to be, the focus has moved from being at the end of life to being about improving quality of life.”

“One of my patient’s family members said that she felt it was almost like a life-affirming place and full of hope which she hadn’t expected to have that feeling.”

“You don’t have to be miserable, it doesn’t have to be doom and gloom. It can be quite humorous really, you know you’re a bit shocked but, why not, so they enjoy the life they’ve got.”

“It’s emotionally challenging but on the other hand it’s also rewarding.”

“The work can be tough as it can be in all health care environments but we really recognise that and name it.”

“As a staff member you feel safe, you feel supported and cared for and it’s a nice environment to be in.”

“I think nurses have got a great role in palliative care, I think we can work autonomously but we can also work as part of a really good multi-professional team. I feel that I’ve always worked, no matter what the role was, on an equal level with doctors, physios, social workers, you name it. I think there’s great respect. It’s a good feeling that you get at work.”

“I think something that’s missing in a lot of hospitals these days is the old fashioned team that you used to have. Because our on-call intensity is slightly less we have the same doctors on more or less for the whole week and that develops a real sense of camaraderie. You’re challenged but in a good way.”

“In hospice they offer loads of opportunity, especially training, courses, support.”

“Coming from a district nurse background and into hospice nursing I had loads and loads of support, it wasn’t just coming in and then leaving me on my own. There was support right from the start up to where I am.”

“You know the biggest thing for me is I am able to spend time with patients, and quality time.”

“For me it’s literally got everything, in terms of the pharmacology side of clinical care, huge opportunities for research, opportunity to provide truly holistic care.”

“Hospices are real places of innovation and I think that’s because we are only here to serve our local community, so we learn very quickly what our communities need and because we are not part of a huge machine we can react quite quickly to the needs of our communities.”

“So we’ve got access to complimentary therapies and counselling that are just dedicated to these patients, so that’s quite a good resource to have.”

“There’s loads of different stuff going on from physiotherapy, nursing care, social work, welfare support, advice, medical care. I feel like I’m on the Generation Game.”

“Frequently in health care we talk about multi-disciplinary care but really in hospice that is truly lived in every element of the support that we provide for patients and their families.”

“You actually get to walk the patient’s journey with them; you know this is what they really wanted. It gives me job satisfaction that I’ve done my job well.”

“I think that it’s a privilege, because in the short time of their life you are part of it.”

“I’ve been a nurse for getting on for 35 years now and this is the best job I’ve ever done.”