

## Suggestions and Complaints

If you have any concerns regarding our services, please discuss this in first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

### Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

T: 0131 623 4342

E: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)

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**St. Vincent's**  
HOSPICE CARE FOR ALL

# Complementary Therapies



**ANNIVERSARY**  
**1988 - 2018**

Coping with serious illness can often be a distressing experience for the whole family.

Our Complementary Therapist Pamela McGeachan can provide treatments and advice to support your physical and mental wellbeing.

### **Our aim is to help you:**

- Increase your general sense of health and well being.
- Reduce stress
- Relieve anxiety
- Improve sleep
- Manage symptoms

The Complementary Therapy service is available on Tuesdays at the Hospice in the therapy room.

Appointments are available from 930am to 3pm on an outpatient basis and you will be offered approximately 4 therapy sessions.

A referral is required from a member of the Hospice Team before an appointment can be given.

Before your therapy, a consultation is required with your therapist.

### **Relaxation**

Breathing exercises and guided imagery can help you to reduce muscle tension, greatly improve your overall feeling of wellbeing and reduce your anxiety.



### **Massage**

Massage is the gentle manipulation of soft tissues. Different techniques can be applied over clothing or directly onto the skin with nurturing oils.



### **Indian Head Massage**

Seated massage which can be carried out fully clothed, very gentle pressure is applied to back, neck shoulders face and scalp.



### **Reflexology**

Is a gentle foot therapy and can be carried out seated or lying down. Massage and light pressure is applied to different reflex points on the feet linked to different parts of the body.



### **Aromatherapy**

Aromatherapy is the use of essential oils extracted from various plants for therapeutic benefit. The oils can be used in many ways and will be blended to your specific needs. The oils can be used during all of the other therapies available and for home care use to continue the therapeutic benefits of your treatment.

