

St Leonard's
Hospice



A guide to our services

“I have spent the last week as a patient at St Leonard’s and have been really impressed with the care. The support and kindness oozes out of the people. I have not felt relaxed like this in a long time.”



Introducing St Leonard’s Hospice



St Leonard’s Hospice is a leading provider of palliative and end-of-life care across York and North Yorkshire.

We care for people with a range of illnesses, including multiple sclerosis, Motor Neurone Disease, heart failure, Parkinson’s disease and cancer.

Our vision is that everyone living with a life-limiting illness has access to the best possible care and support and will be supported to die well.

We focus on the individual needs and preferences of patients whether it is at our Hospice on Tadcaster Road in York, in people’s own homes or in our community.

Our care is always provided free of charge, and is available to anyone who needs it in our community.



In-Patient care

Our In-Patient Unit at the Hospice is a calm and peaceful environment. Our team of doctors, nurses and healthcare assistants specialise in providing compassionate, round-the-clock care for people at the end of their life. We also offer support for many people who need help managing pain and symptoms relating to their illness to improve their quality of life.

"I was worried at first, because when you get told you're going into a hospice, you don't think you'll be going home. But even from day one I was put at ease. Everybody makes time for you. I came in to help manage my pain, and they quickly got on top of it within the first night.



The staff take time to talk to you and find out what you need, it's reassuring. It's also lovely to have my family coming in to visit, including my little grandson. I can't praise it highly enough."

How to access St Leonard's In-Patient Unit

Any health or social care professional can refer you to our service.

Services include:

Comfortable accommodation: Our spacious rooms overlook beautiful gardens and are designed to be a home away from home with en-suite facilities and a TV.

Family spaces: We have plenty of areas for your family to relax, including a family room with pool table, children's room filled with toys, and our Sanctuary for quiet reflection. Pets are also welcome.

Catering: Our catering team creates fresh, homemade meals every day and are also on hand to help celebrate a special occasion such as a birthday or anniversary.

Therapeutic activities: Our team of occupational therapists and physiotherapists help patients maintain their independence and comfort. Whether it is assisting with everyday tasks like dressing or helping to improve their strength and flexibility. We also offer complementary therapies including massage, reflexology and Reiki. Our Pets as Therapy dogs regularly visit to brighten people's day!

Emotional and psychological support: Patients and families also have access to social workers, spiritual care and our bereavement support team.



"My afternoon tea with my daughter was a really lovely surprise. I was so touched because everyone got together and made it special for me."



Hospice@Home

Hospice@Home brings the care and support of the Hospice into the comfort of a patient's own home, allowing them to enjoy the last few weeks of their life surrounded by the people and the things they love.

Our team of experienced registered nurses and carers provide tailored care, working in partnership with local GPs, district nurses and specialist nurses.

Patients and their families also have access to our social workers and the wellbeing and outreach team.

"Brian wanted to be at home and you enabled this. He was so well looked after. The care and respect shown was the absolute best."



How to access Hospice@Home

Any health or social care professional can refer you to our service.

Carer Support Service

St Leonard's isn't just here to support patients. Terminal and life-limiting illnesses can have a huge impact on family, loved ones, and those who provide support.

Our Carer Support Service helps by arranging regular breaks and respite to carers of people who have been diagnosed with a life-limiting illness.

Our trained team can spend up to five hours providing support, giving carers the chance to shop, go out for a walk or have a much-needed rest.

"The service is excellent. They are the nicest, most caring people. It is marvellous to see them with Cath, treating her to a cappuccino."

How to access our Carers Support Service

Any health or social care professional can refer you to our service.

Did you know?

We also operate a telephone support and coordination service. The team provides a high level of support to patients and families, signposting to key services including Hospice@Home, Carer Support, the Community Palliative Care team, Marie Curie night sit referrals, wellbeing and bereavement support.



Wellbeing drop-ins

Our wellbeing drop-ins are for anyone living with a life-limiting illness and those who care for them. Based in the Sunflower Centre at the Hospice, they offer a safe and relaxed environment where you can meet people going through the same experience as you and chat to our expert team.

Topics we can cover include:

- ☀ The impact of diagnosis on yourself, friends and family members
- ☀ Health and wellbeing
- ☀ Planning for the future

Complementary therapies including massage, reflexology and guided visualisations are also available.

“We get marvellous support. The drop-in sessions are our lifeline, they are vital to us and John finds them therapeutic. I do too, and I've had lots of support here. It's made such a difference, and it gets John out. He never says he doesn't feel up to going!”

How to access the wellbeing drop-ins

You don't need a referral; you can just call in and be met with a friendly smile and people ready to support you. Dates and times of the drop-in sessions can be found at stleonardshospice.org.uk



Bereavement support

Coping with bereavement is a challenge nearly everyone has to face at one time or another but it's not something you have to face alone.

Our experienced bereavement support team is here to help people deal with their grief. The service is free of charge and available to any adult whose friend or relative has been cared for by the Hospice.

We also run regular Living With Grief programmes, which anyone in our community can attend.



How to access bereavement support at St Leonard's

Call 01904 777 760 from 8am to 4pm Monday to Friday to self-refer for support from a dedicated member of our team.



How we are funded

Our services are free of charge for the patients, families and carers who need them.

Providing this currently costs £10.5 million a year, but only around a quarter of that comes through the NHS. We rely on the generosity and kindness of the public for the remaining £7.5 million we need every year to support people with a life-limiting illness to die well.

Please help if you can.

"I can't do enough for St Leonard's, not only because of how they supported me and my family, but also to help all the other families who need their care."



How you can help

There are many ways you can help us be here to help more people across York and North Yorkshire, such as:

- ☀ Signing up for a fundraising event, or organising one of your own (find out more at stleonardshospice.org.uk/events)
- ☀ Setting up a regular monthly donation or playing the Hospice Lottery
- ☀ Dedicating a leaf on the Memory Tree to someone special to you
- ☀ Shopping at or donating items to one of our shops
- ☀ Volunteering your time and skills
- ☀ Including a gift to the Hospice in your Will

You can find out more about these ways to help, and many others, at stleonardshospice.org.uk

Alternatively, you can contact the fundraising team on **01904 777 777** or fundraising@stleonardshospice.org.uk

You can donate online any time.
See stleonardshospice.org.uk/donate or scan this QR code with your phone!



Our mission

Our mission is to help more people across York and North Yorkshire by:

- Developing accessible services based on the diverse and changing needs of our population
- Campaigning for better public policy and awareness of palliative and end-of-life issues
- Encouraging partnership working to improve the quality of care for patients and secure the future of hospice care



Our vision

Everyone living with a life-limiting illness has access to the best possible care and will be supported to die well.



Our values

Compassion
Accountability
Respect
Excellence
Synergy



01904 708 553



stleonardshospice.org.uk



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St Leonard's Hospice

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