

WELLBEING SERVICE

Nurturing wellness and
embracing life



ellenor provides support to
nurture your physical, emotional,
social, spiritual, educational and
financial wellbeing.

ellenor.x

hospice care in your home or ours

UNLOCKING YOUR WELLBEING POTENTIAL

At **ellenor**, we understand that wellness is not just about physical health; it's about nurturing your mind, body and spirit.

Our Wellbeing Service is designed to support you on your journey towards holistic wellness, providing a range of services tailored to your individual needs.

We offer a range of support including:

- Complementary Therapies
- Counselling and Emotional Support
- Mindfulness and Relaxation Sessions
- Creative Arts, Activities and Crafts
- Physical Wellbeing Activities



WHAT WE OFFER

Physical Wellbeing

ellenor can promote and enable people to have the best quality of life possible. This includes palliative care, alongside symptom control to maximise physical comfort, addressing issues such as pain, fatigue and shortness of breath.

We offer a wide range of activities that promote physical wellbeing.



Spiritual Wellbeing

We recognise and respect the spiritual beliefs and values of people and provide access to faith leaders from our local community, who can offer guidance, solace and spiritual support. We offer access to spaces within our service where people and their families can engage in spiritual practices and quiet reflection.

Social Wellbeing

ellenor facilitates a wide range of activities that encourage social interaction, connection and support for people and their families. We offer regular activities, host family meetings and provide support to carers through our workshops and support groups.

The varied groups we provide, such as the therapeutic gardening sessions, all provide an opportunity to socialise and make new friends.



Emotional Wellbeing

Emotional wellbeing plays a significant role in our wellbeing service. People and their families often grapple with complex emotions, including fear, anxiety, grief and sadness. The emotional wellness of people and their families can significantly impact their quality of life during their journey.

Our support includes counselling, grief management, meditation and mindfulness, as well as music, art and complementary therapies.



Financial Wellbeing

We offer access to support and information for people facing financial hardship. This can include assistance with benefit claims, carers' support, access to Blue Badges and other financial resources.



Educational Wellbeing

We offer a range of workshops and training sessions to support people and their families in developing new skills and hobbies. We also run groups that help people to manage symptoms and understand more about their illness and care needs.



How to make a comment, compliment or complaint

ellenor recognises that comments, compliments and complaints are an important part of customer feedback.

We are committed to ensuring that our work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement of our services.

If you would like to raise a concern with us please email: **feedback@ellenor.org** or visit our website: **www.ellenor.org** to give us your feedback.

HOW TO CONTACT US:

To make a referral to our services:



TELH.clinical-admin@nhs.net



01474 320007



ellenor.org



**Scan the QR code
to make referral using
our online form**

**Coldharbour Road, Northfleet,
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@ellenorcharity

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