

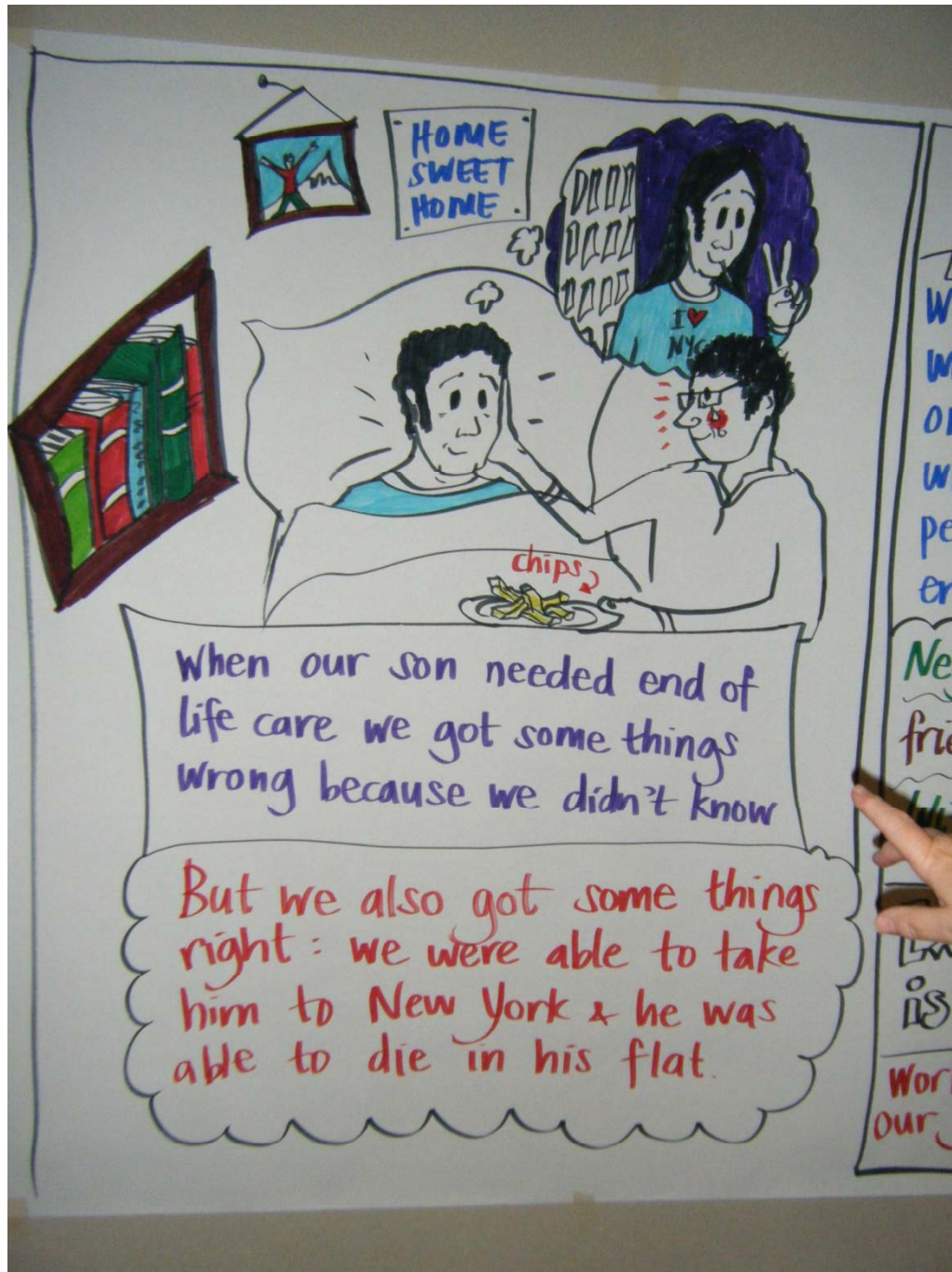
LITTLE THINGS  
MAKE A  
**BIG**  
DIFFERENCE



# NEIL'S STORY





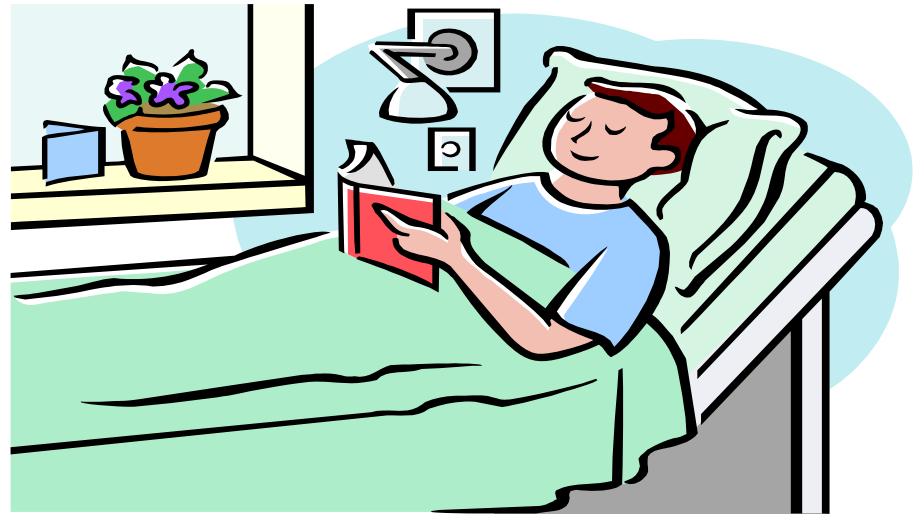


When our son needed end of life care we got some things wrong because we didn't know

But we also got some things right: we were able to take him to New York & he was able to die in his flat.

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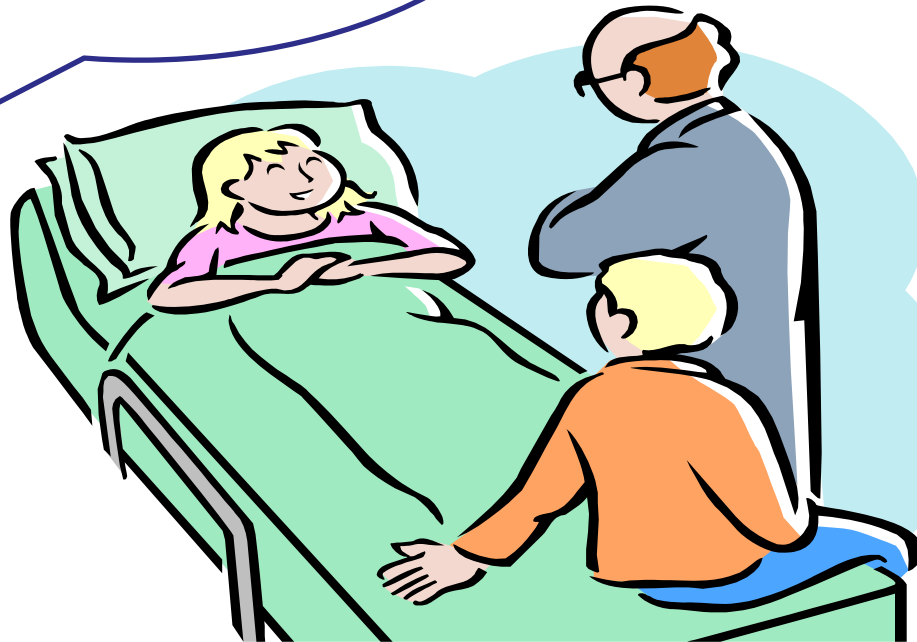
**YOU HAVE A  
50% CHANCE.**



**GET  
PALLIATIVE  
CARE**



**WE WON'T  
RESUSCITATE**



....and what  
do YOU  
want, Neil?





Shall I  
cut your  
toast up?

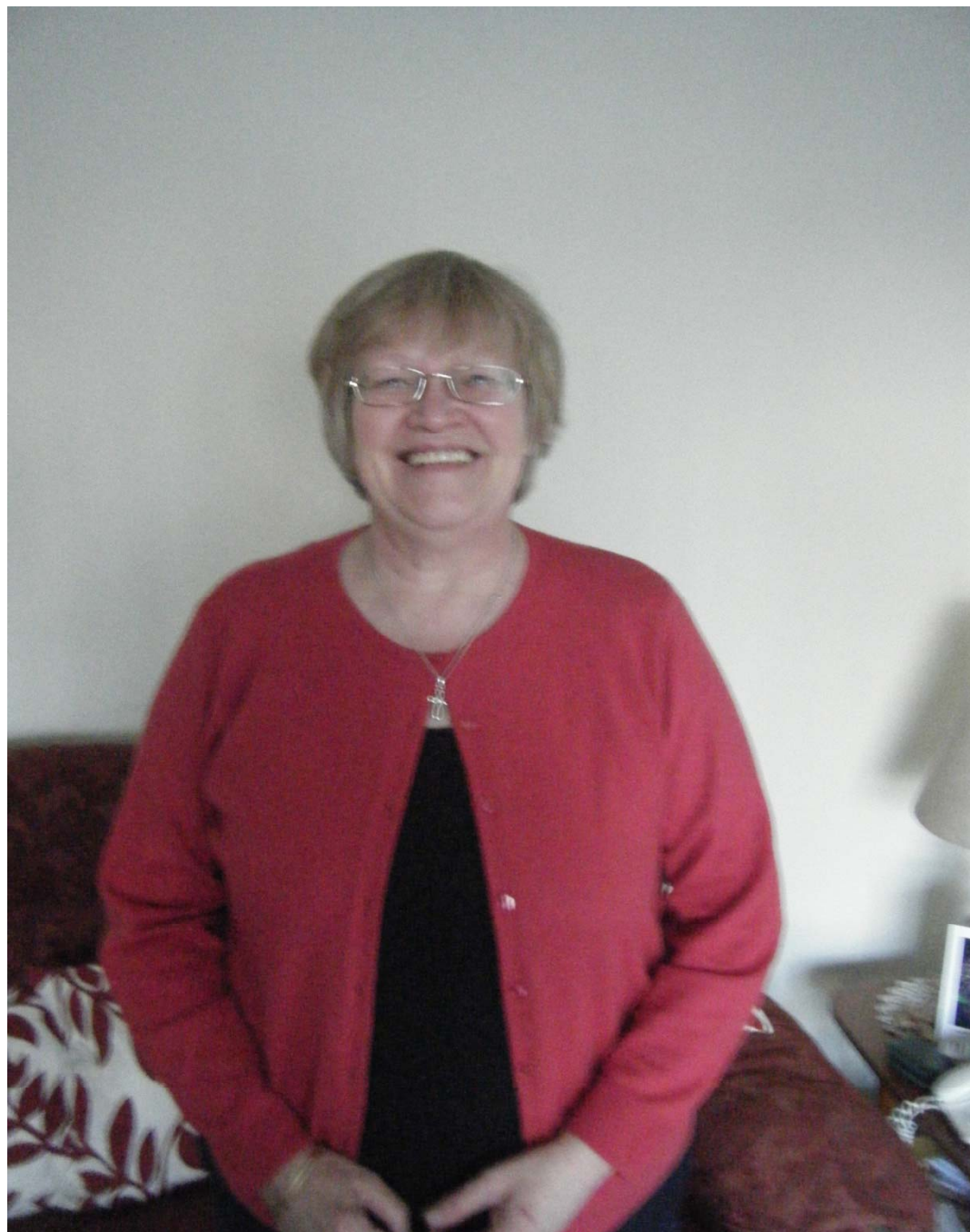


YOU'RE NOT  
EXPECTING ANY  
HEROICS, ARE YOU?



IT SHOULD  
HAVE BEEN  
BETTER

WE COULD  
MAKE A  
DIFFERENCE





What would you  
like to do that you  
can't do now?

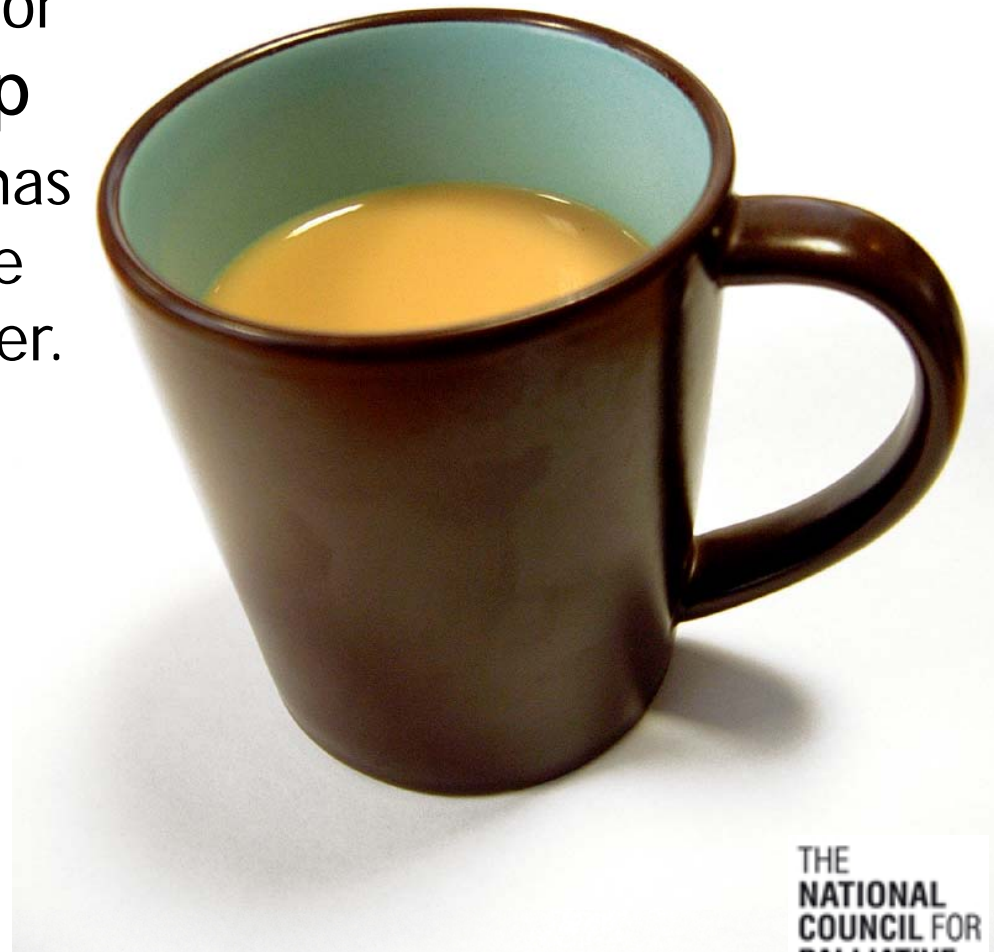
Well, let's see if we  
can make it  
happen.

I don't want to  
operate in view of  
your blood  
pressure and heart,  
but I will if you  
want.

I can change your  
medication so that  
you will feel better  
and more  
comfortable.

It's your choice.

As a carer I found one of the nicest things that anyone did for me was, before the night nurse left in the morning, for he or she to bring me a **cup of tea** in bed. The carer has to do everything and no one ever does much for the carer. So I really appreciated this when it happened.



THE  
NATIONAL  
COUNCIL FOR  
PALLIATIVE  
CARE



## Feet massaged

Quality is....the **drinks  
trolley** before lunch



THE  
NATIONAL  
COUNCIL FOR  
PALLIATIVE  
CARE

# St Michael's Hospice, Basingstoke

Rather than have a formal suggestion scheme it was proposed to run the Small is Beautiful campaign every six months.

*A phone call just  
to say 'hello how  
are you?'*

# **Making a difference**

**Listen**

**Respect**

**Accept**

**Trust**

**Little things make a difference**



**WE CAN MAKE A DIFFERENCE**

**WE CAN CHANGE LIVES**

**LET'S DO IT!**