Ask to Come Home. Ask for Caldwell Hospice.
For over 30 years, Caldwell Hospice and Palliative Care has helped patients and families face life’s most difficult journey—the end of life.

Hospice Services
Using a holistic approach to care, Caldwell Hospice serves the physical, emotional, and spiritual needs of the terminally ill and those they love. We recognize dying as a natural part of living, and we help patients live as pain-free and comfortably as possible, so they can enjoy each day with their loved ones.

With more than 140 patients a day, our hospice serves residents of Caldwell, Alexander, Ashe, Avery, Burke, Catawba, Watauga, and Wilkes counties. Patients must have the permission of a physician and have a life expectancy of six months or fewer, if the disease follows its normal course. Anyone can make a referral to Caldwell Hospice, including patients themselves, family members, friends, and clergy. We care for patients in their own homes, long-term-care facilities, hospitals, or our patient care units. We also provide grief support for families after the death. Hospice care is covered by Medicare/Medicaid and most private insurance companies. Because of the generosity of the community, our hospice care is provided to anyone who needs it, regardless of ability to pay.

Here are a few of the services we provide:

- Nursing care by registered nurses and certified nursing assistants
- Medical social workers
- Chaplains
- Physicians
- Nurse Practitioners
- 24-hour on-call staff
- Volunteers
- Symptom management
- Grief support and counseling services for patients and families
- Cardiac Care at Home, Dementia Care Program, and Pulmonary Care at Home
- Enhanced services, such as 11th Hour Volunteers, Veterans Honoring Veterans, Pet Visitors, The Legacy Project, community bereavement services, and integrative therapies including massage and vigil music.

Palliative Care Services
AIM: Advanced Illness Management is a palliative care consultative service, focused on better quality of life for patients living with serious, debilitating illness. AIM is appropriate at any age and at any point in their illness. Palliative care is covered by Medicare/Medicaid and most private insurance companies.

Through AIM: Advanced Illness Management, our team members:

- Work with patients’ healthcare providers to manage the physical, emotional, and spiritual needs that accompany serious illness
- Offer expert treatment of pain and other symptoms
- Assist with advance care planning (health care powers of attorney and living wills)
- Provide education on treatment options
- Assist patients and families in planning for appropriate resources to meet patients’ needs
- Help patients and families navigate the healthcare system

AIM is a collaboration between Caldwell UNC Health Care and Caldwell Hospice and Palliative Care.
Inpatient Services
Caldwell Hospice and Palliative Care operates two patient care units—the six-bed William E. Stevens, Jr., Patient Care Unit at Kirkwood in Lenoir and the 12-bed Forlines Patient Care Unit at the Jack and Shirley Robbins Center in Hudson. Both units provide general inpatient, respite, and residential care for hospice patients. General inpatient beds provide short-term care for hospice patients who require a higher level of care to manage pain or other symptoms; patients can go home once symptoms are controlled.

During respite care, Caldwell Hospice patients stay up to five days on the patient care unit, while the caregiver rests or attends to personal matters, knowing the patient is receiving care from trained Caldwell Hospice staff.

Residential care is available for hospice patients who do not have the option of receiving care at home. Residential services provided by Caldwell Hospice are similar to at-home care. Room-and-board fees do apply, and residential care is not covered under the Hospice Medicare or Medicaid Benefit (HMB).

Registered nurses and certified nursing assistants are on duty at all times, with an on-call medical social worker, chaplain, and physician. While in the unit, patients are cared for by a Caldwell Hospice physician and nurse practitioner. Each of the 18 rooms has individual temperature controls, oxygen delivery system, television and telephone, private bathroom and closet, sleeper-sofa, private terrace, access to a courtyard, shower facilities for family members, and chapel.

Volunteer Services
Volunteers—both adults and teens—are vital to Caldwell Hospice. They come from diverse backgrounds and fill a variety of needs. Volunteers who work with our patients and families extend the services of our professional staff by helping in practical ways. They provide companionship through regular visits or may sit with a patient to give the caregiver a much-needed break. These volunteers may help with errands or light household chores or just be there to listen. Other volunteers assist with office work, maintain our grounds, write notes to bereaved hospice family members, and perform a multitude of tasks to support our organization. Each volunteer is unique, but they all have one desire in common—to make a difference.

Ashewood Grief and Counseling Services
Grief is a natural reaction to loss, and Ashewood Grief and Counseling Services helps families deal with the loss of a loved one. Because of the generous support of our community and the belief that bereavement services improve quality of life, Caldwell Hospice offers community bereavement services to anyone who needs our help in coping with grief. Referrals are accepted from individuals themselves, friends, family members, clergy, physicians, guidance counselors, and others. We are available to meet with people at one of our Caldwell locations, long-term-care facilities, or the workplace. Just as with our hospice services, we meet people where they are and walk with them on their journey in their own time, in their own way.

Through Ashewood Grief and Counseling Services, our team members provide:
- Anticipatory grief and loss support and counseling
- Individual or family grief support and counseling
- Grief/loss literature
- Grief@Work: help for managers to support employees who are grieving or coping with other end-of-life issues
- Learn at Lunch: a quarterly lunchtime series featuring different grief-related topics with lunch available
- Healing Hearts: a six-week support group for parents who have experienced the loss of a child of any age
- Love’s Labor Lost: individualized support following miscarriage, stillbirth, or infancy loss
- Good Grief lunches & dinners: a support network
- Good Mourning Children’s Grief Camp held annually, for children ages six to 12 who have experienced a loss through death
- Grief/loss programs for students
- Grief/loss programs for faith congregations and civic clubs
- Annual memorial service to remember hospice patients
- Host site for the Hospice Foundation of America’s Annual Living with Grief® educational program
- Other community support groups and activities
Caldwell Hospice is a private, non-profit organization, licensed by the State of North Carolina, certified by Medicare and accredited by the Accreditation Commission for Health Care.

www.caldwellhospice.org

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