



Information for patients and carers

Find out more about your care and support





Woking & Sam Beare Hospices is a patient-led charity that delivers specialist palliative care to people who have advanced life-limiting conditions, as well as supporting their carers and families.

Woking Hospice
Goldsworth Park Centre,
Woking, Surrey, GU21 3LG
01483 881750

Woking Community Team
01483 881755

Sam Beare Community Team
01932 598385

Welcome

It is our privilege to care for you.

It is a huge honour to be a part of a wonderful team of specialist healthcare professionals. Together we will look after you but we will also care for your carer, family and friends. As a people focused organisation we know that every individual is different. We pride ourselves on being experts in working with you in order to understand and address what is important to you and your family.

Our team of Clinical Nurse Specialists [CNS] specialise in life-limiting illnesses. They work with our medical team who are specialists in Palliative Medicine, together with other healthcare professionals that includes: Counsellors, Social Workers, Occupational Therapists, Physiotherapists and Complementary Therapists. We also cater for patients' religious and spiritual preferences, as well as delivering counselling for our patients and their families.

How we care for you and your family is led by your wishes. Depending on individual circumstance your care will be lead and co-ordinated by our CNS team in your own home, care home or nursing home. All patients have the opportunity to use our Wellbeing Centre that provides a social setting and access to a range of therapies, complementary therapies and treatments. Should it be agreed with you that your needs will be better met as an in-patient, we also have a 20-bed ward.

This information booklet is designed to help alleviate any concerns or questions you might have about hospice care, but we are here for you, and your carer and family, to answer your questions at any time. It is our promise to you that we will treat you with respect, dignity, empathy and compassion. We are here for you at every step.



Jayne Cooper

CEO of Woking & Sam Beare Hospices





Tom is pictured here with HRH The Countess of Wessex in our Wellbeing Centre.

Woking & Sam Beare Hospices has changed my life in more ways than one. They offer me access to a range of professional services that support my ever changing physical, psychological and social needs.

I am a kidney dialysis patient and the wonderful hospice team have given me such a lifeline. My clinical lead is part of the Community Team and he regularly assesses my needs. He coordinates my care in partnership with my Renal Consultant, GP and numerous healthcare professionals, to ensure I am getting the right support at every step.

Every person I have met at the hospice, from volunteers, to the nurses and consultants, has a can do attitude full of empathy and unconditional support. Nothing is too much trouble.

Coming to the Wellbeing Centre I have made so many friends and we always manage to have a good laugh. We have visiting entertainers and sometimes have a good singsong. My daughter can take a day out knowing I am in expert hands from start to finish.

All the hospice staff are extremely special people. They are good listeners and make me feel I have something to contribute. It is therefore my honour to be asked to say a few words to those not familiar with hospice care. I hope my words help to reassure you that you are in the best possible hands.

Tom Callaghan

A retired Trade Union Officer from Shepperton

Contents

What is hospice care?	06
Who does the hospice care for?	07
Referral process	08
Referral region	09
Where are the hospice teams based?	09
Care in your home	10
Your care team	11
CoSI	11
Care at your hospice	12
Bradbury Wellbeing Centre	12
Multi-Faith Retreat	12
Café	12
The Ward	12
Therapies and treatments	14
Occupational Therapy	14
Complementary therapies	15
Physiotherapy	15
Bathing services	16
Wellbeing and support services	17
Counselling services	17
Spiritual care	17
Social Worker	18
Family and carer support services	21
Coming to the hospice	22
As a day-patient	22
As an in-patient	22
As a visitor	22
Travel and local amenities	23
Privacy and data protection	24
Compliments and complaints	25
Key contacts pull out card	27



What is hospice care?

Palliative care is a term that is used when referring to the holistic specialist care of patients with advanced progressive illness. This means the management of symptoms including pain, loss of appetite, tiredness, breathlessness and the provision of psychological, social and spiritual support by a team of specialist nurses, doctors, counsellors and therapists.

A hospice is a healthcare facility that specialises in palliative care. In the same way, for example, a cardiologist specialises in the heart or a dermatologist specialises in skin disorders, we are a body of healthcare professionals that collectively specialise in delivering care and support for patients with advanced progressive illnesses, which are life-limiting.

The support services we deliver are specially tailored to provide a personalised plan of care, often to

address multiple and complex needs. Our primary aim is to meet individual needs while respecting your wishes.

Our clinical and medical teams and therapists are all professionals who are specifically trained to support people with advanced disease. Their focus is on addressing and offering advice on patients' physical, emotional, social and spiritual needs.

Woking & Sam Beare Hospices is a charity and we are not a part of the NHS but all of our services are free of charge.

Hospice care is not just about the hospice building and in our experience the majority of our patients wish to remain in their own home. Our Community Teams strive to ensure that this is made possible.

You might be surprised to know



Over 70% of our care is delivered in the community.



We care for patients with a wide range of advanced life-limiting illnesses.



We care for adults of all ages [from 18 years old].



Who does the hospice care for?

We care for adults of all ages with advanced illnesses. For example, cancer, dementia, heart disease, Motor Neurone Disease [MND], advanced lung disease, kidney disease, Parkinson's Disease and Multiple Sclerosis [MS]. However, this is not an exclusive list and we accept referrals of patients with any life-limiting condition. You can read more about the referral process on page 8.

Our services are not just for individuals who are terminally ill. Often we are involved in the care of patients who are continuing to receive ongoing treatment for their illness. For Example, Tom who welcomes you at the beginning of this booklet, is an individual we care for alongside his dialysis hospital team.

As a community care provider, we also pride ourselves on being able to look after those that are caring for you and your family members.

We care for over 1,400 individuals with a life-limiting illness and their carers and families across Surrey each year.



Our services are completely **FREE** of charge.



We offer a wide range of **occupational, complementary and alternative therapies.**



We offer **support services for carers and family members.**



We offer **young child and teenage counselling services.**



Referral process

Woking & Sam Beare Hospices is a part of the Surrey community. Our care is available to anyone that requires our specialist palliative expertise and support services, which are completely free of charge.

Upon referral, you will generally be contacted by telephone so that we can arrange a time to conduct an initial assessment. This is to better understand your needs and see how we can help. A member of our Community Team will visit you at your home, care home or nursing home. This visit may involve providing advice on the management of troublesome symptoms, liaising with your GP and discussing options and choices related to your care. We aim to listen and help provide you with the knowledge and understanding to better enable you to make decisions and choices about your own care plan, as well as helping to alleviate any concerns or fears that you may have. We are also able to access other forms of help to assist you at home as is appropriate.

Following the initial assessment your needs and requirements will be reviewed regularly in terms of the level of support you might require going forward.

All referrals for admissions as an in-patient onto the ward are assessed daily, Monday to Friday. Emergency referrals will be assessed and a decision on whether admission is appropriate will be decided and prioritised.

It is important to stress that it is our aim to always try to respect the wishes of you and your family, as much as is possible, depending on individual need and circumstances.

In order to access our services you will need to be referred to our clinical team via your General Practitioner [GP], Community Team, District Nurse or Hospital Palliative Care Team.



Referral region

While the work of the hospice is not exclusive to North West Surrey, generally our patient referral region covers six Surrey Boroughs [Spelthorne, Runnymede, West Elmbridge, Surrey Heath, Woking, North Guildford]. However, we do also provide support to people from outside of these referral areas when required and your healthcare professional who makes your referral can advise you about this.

Where are the hospice teams based?

- Woking Hospice is located in Goldsworth Park Centre, Woking ¹
- The Sam Beare Community Team are located in Weybridge ²
- The Woking Community Team work out of Woking Hospice ¹
- The Bradbury Wellbeing Centre [day unit] is at Woking Hospice ¹



Care in your home

Woking & Sam Beare Hospices is committed to providing care that is tailored to the individual, at the time you need it, but also in the place of your choice. We know that most of our patients prefer to be cared for in their own home, whether this be a private residence or in a care or nursing home. Our focus therefore is on working with our community healthcare colleagues to enable you to stay in your preferred place of care and to avoid unnecessary hospital admissions.

No matter where we deliver your care, our team of healthcare professionals consists of highly trained and experienced Clinical Nurse Specialists [CNSs], Specialist Staff Nurses and Healthcare Assistants, together with Occupational Therapists and Physiotherapists. All of whom are supported by a team of Specialist Palliative Doctors. The team also works closely with your GP and District Nurse, who remain your main care coordinators, and together we agree a plan of care and support tailored to meet your needs.

We will assess and monitor you and advise on the management of your symptoms throughout. You will receive visits from the team appointed to deliver your individual care plan. This may also include medical reviews, therapies' input, spiritual care and psychological support, as well as emotional support for you, and your carers, to help you cope with any fears or concerns.

Every patient is reviewed by our Consultants in Palliative Medicine. These medical professionals are dedicated members of the Community Team and they can also offer out-patient appointments and make home visits depending on individual circumstances.

The facilities of the Wellbeing Centre are available to you and to your carer and we can make arrangements for your travel to the hospice should this be required.

It is our aim to try to ensure you are able to remain in your preferred place of care for as long as is appropriate, while always safeguarding you and your carer.



Your care, your choice and you can change your mind at any time.

Your Care Team

Our Community Teams are split across two sites [Weybridge and Woking] in order to cover the communities across the North West Surrey area. They visit patients seven days a week and to support this there is a 24 hour advice line.

Your CNS together with the specialist doctors will be able to provide complex symptom management and psychological support in order to optimise quality of life for you and your carers. They will then make further referrals to the wider hospice team if this is required, which will include:

- Physiotherapy
- Occupational Therapy
- Counselling Team
- Day Care Services
- Complementary Therapy
- Spiritual Care Team
- Social Worker
- Befriending Service

You can access our therapy, treatment, counselling and additional services either through the Wellbeing Centre at Woking Hospice or our CNS team will make arrangements for the respective healthcare professional to visit your home. All services are available to in-patients on the ward. You can read more about our care and support services in the pages that follow.

CoSI

Our award winning CoSI [Co-ordinated, Safe & Integrated Hospice Care at Home] team, is a partnership in care provision between Woking & Sam Beare Hospices and other hospice and palliative care providers. Together we are able to coordinate and deliver skilled personal and nursing care in patients' homes as their illness progresses and they require additional support to remain in their preferred place of care.

Care is provided during the day and at night seven days a week, which dovetails with the out of hours community nursing to provide assistance, reassurance and support. This co-ordinated service has led to a significant reduction in unplanned, emergency admissions to acute hospitals, helping to avoid unnecessary patient distress.

Contact the Community Teams

Sam Beare Community Team

[Weybridge Office]: 01932 598385

Woking Community Team

[Woking Hospice]: 01483 881755

24 hour advice line

07760 407397





Care at your hospice

We are delighted to be able to offer a facility that is second-to-none for our patients, their families and the whole community. It is because we put our patients at the heart of everything we do that we strive to provide the highest standard of care. This includes providing an environment that is welcoming and vibrant for our day-patients that come to the Wellbeing Centre and for our patients on the Ward, but also for anyone visiting Woking Hospice.

Bradbury Wellbeing Centre

The Wellbeing Centre provides a family atmosphere, where you can access a range of treatments and therapies, as well as accessing a valuable support network. It offers a warm and caring environment, where time is available to talk about any concerns and socialise with those in similar circumstances, in the surrounds of the hospice's beautifully designed gardens.

The Bradbury Wellbeing Centre has a large versatile space with a fully equipped kitchen, together with a spa bathroom, physiotherapy gym, complimentary therapy room and consultation and counselling offices. There is a regular calendar of activities that includes, for example, outside speakers, discussions, quizzes, cookery, arts and craft and choirs and musical performers. All meals and refreshments are provided.

Multi-Faith Retreat

The hospice has been designed to provide quiet reflection and meditation spaces. We recognise the religious and spiritual needs of our community. Therefore, we are delighted to be able to offer a beautifully design Multi-Faith Retreat, which has been purpose built for multi-faith reflection and prayer.

The Café

Our onsite café serves a wide range of hot drinks and homemade sandwiches, cakes, soups and more. The café is open to the public and all are welcome.

The Ward

The 20-bed in-patient ward is located on the first floor of the hospice. The Ward is made up of two wings. There is a nurses' station on each wing, equipped with the latest technology. Our specialist team of nurses, healthcare assistants and doctors provide care for patients 24 hours a day, seven days' per week. The Ward Team create a warm welcoming environment and are always on hand to cater for patients' needs and to support carers and family members. There is more information about coming to the hospice on pages 22 – 23.



Patient bedrooms

Woking Hospice has 20 purpose built bedrooms, designed to cater for patients' medical needs but in a homely environment. All medical equipment has, wherever possible, been concealed in specially designed wall units. There is a nurse call system next to each bed. Each room has been thoughtfully designed with considerations such as SMART TVs that have a large number of channels, the internet, menu options, as well as other news and hospice updates. Every room has its own private bathroom and balcony.

Catering

Nutrition is extremely important and we provide our patients with delicious meals that are prepared in-house by our Catering Team. There are set meal times but the ward staff aim to accommodate dietary requirements at any time. Each room also has a fridge so your visitors can bring your favourite foods and drinks.

Visitor facilities

There are two quiet rooms, as well as two family pods [one on each side of the Ward]. These are equipped with kitchenettes, sofas, tables and chairs, a SMART TV and toys and entertainment for children.

Visiting hours

There are no set visiting hours to the Ward and family and loved ones are welcome at any time. It is also possible for us to organise overnight stay for family members.



Contact us

For more information about the hospice call us on 01483 881750 or visit our website at www.wsbhospices.co.uk.

If you are admitted to the Ward it is not a frightening place at all. It is calm and peaceful. The staff look after everything, so you can focus on being together as a family. You are invited to visit at any time of the day or night. The Ward has been designed to feel like a home-from-home and a comforting place.

The Evans Family



Therapies and treatments

We offer physiotherapy, occupational therapy and complementary therapy, because they have many beneficial effects. These include aiding relaxation, reducing stress and helping to induce feelings of wellbeing.

We have a number of fully qualified volunteer therapists. They are managed by a Complementary Therapies Coordinator with palliative care experience. Our aim is to work with you and your carer to enable you to maintain your independence and to provide you with the best quality of life, while you are managing the impact of your illness.

Occupational Therapy

Occupational Therapy is an important element of palliative care. It enables you to retain optimal levels of independence and a sense of control, wherever possible, in all areas of your life. Our Occupational Therapy Team believes that it is important for your wellbeing that you are able to continue with your everyday activities. Their aim is to look at the impact of your illness on your lifestyle and to support you in adapting to changes and to help you continue your life as normally as possible.

The Occupational Therapy Team works with patients, families and carers both at home and also in the hospice. They can help with:

- Provision of equipment, including wheelchairs and fitting of handrails
- Coping skills to adapt to changing circumstances and roles, including relaxation, anxiety management and living with breathlessness
- Leisure activities
- Work activities
- Giving carers support and advice



Complementary Therapy

Our complementary therapy treatments are non-medical treatments that can help with controlling symptoms. For example, relieving muscle tension, soothing dry and brittle skin and reducing anxiety and stress. If you are under the care of the hospice you are, along with your family and carers, able to benefit from treatments, subject to the availability of a therapist. These include:

- Massage
- Aromatherapy
- Reflexology
- Relaxation
- Facials
- Indian Head Massage

These sorts of therapies are also proven to be beneficial because the therapeutic use of touch in massage helps relax the soft tissues of the body and can help trigger a sense of emotional wellbeing. We put huge emphasis on making those we care for feel special and pampered.

Physiotherapy

The Physiotherapists assess patients individually and may offer advice and treatment for a range of problems, including breathing difficulties, muscle weakness, joint stiffness, pain, limb swelling and general mobility. They can help with :

- Maximise physical function
- Promote independence
- Assist the patient to adapt to their condition
- Inform patients and carers
- Work closely with other members of your healthcare team
- Achieve the best possible quality of life for patients, family and carers

At our Wellbeing Centre we are very fortunate to be able to offer patients a fully equipped physiotherapy gym. Like all our services your CNS can advise on home visits as is appropriate.



Bathing services

We are very fortunate to be able to offer our patients two spa bathrooms at Woking Hospice. One on the Ward and one in the Bradbury Wellbeing Centre. The baths have whirlpool and hydrotherapy settings.

We are able to offer patients who are unable to enjoy a bath in their own home a bathing service, which your CNS will arrange with the support of the Wellbeing Centre staff.

All our physiotherapy, occupational and therapeutic services are available to you, whether you are under our care in your home or as an in-patient on the Ward. For more information speak to your CNS or any of our healthcare team.

 **For more information**
www.wsbhospices.co.uk





Hospice care is about looking after the whole.

Wellbeing and Support Services

An important part of our care and support is to look after your physical health but also your emotional and spiritual wellbeing. We provide a range of services designed to offer guidance, alleviate stress and reduce anxieties.

Counselling services

At Woking & Sam Beare Hospices we often talk about the patient journey. Here our Counselling Team refers to the different emotions that are experienced during the course of your illness.

Some patients and their families experience intense anger and frustration, others extreme sadness and even depression. Our counselling service aims to offer you the time and space to talk through whatever anxieties or concerns you may be experiencing. Our team of specially trained professionals have many years' of experience and they provide a supportive and confidential environment.

Spiritual care

Whatever your belief, we believe that the role of spiritual care at Woking & Sam Beare Hospices has an important part in providing comfort and support, at times that may be very difficult for you, your carers and loved ones. Spirituality is a highly subjective and personal concept. For some people, their spirituality will be expressed in religious terms, for others it could be more about seeking solace and peace.

Our Spiritual Care Team are on hand to assist you in finding your own meaning, direction, purpose and answers, regardless of faith or belief. Through listening and talking the team can help you and your loved ones achieve a sense of peace and understanding.

Social Worker

Palliative care social work aims to support individuals and families holistically, rather than defining them by their illness. Our Social Worker will work with you and your family to provide, or signpost you to, practical, financial and emotional support. The Social Worker acts as part of the hospice team to support individuals as they come to terms with changes in their life, and to help them continue to live as they choose.

For example, money can be a real worry for a lot of people experiencing serious ill health, and working out if you are receiving the right benefits is a great place to start. Knowing who to contact or where to access funding can be confusing when there is so much going on, and our Social Worker is here to help.

Our Social Worker can offer a wide variety of support to you, your carer and your family. This support can include:

- Sourcing practical help at home
- Supporting planned discharges from the hospice
- Accessing other services
- Advice around debt or income maintenance
- Help with housing
- Advocacy
- Advice and support regarding wills and power of attorney
- Working with schools or employers
- Emotional listening support

Our Social Worker will work in partnership with you, using their skills, knowledge and expertise to ensure you get the support you need.



For more information

To access the support of our Social Worker your CNS and hospice team will be able to make the introduction and organise this for you.









Family and carer support services

Having a loved one with a progressive life-limiting illness can have considerable impact on family and friends. We are here to provide family, friends and carers with support, comfort and advice at every stage of their loved one's illness. Our team is available to offer advice on practical and financial matters and provide emotional support tailored to your given situation.

Counselling support for family and carers

Our trained Counsellors can provide support to carers and family members. We know that everyone responds in their own way and our specially trained team of Counsellors offer vital support for families. Our Counsellors deliver one-to-one sessions or lead group support sessions.

Children and young people

At Woking & Sam Beare Hospices we recognise the importance of working with you and your family to find the best ways to help children and teenagers come to terms with their own emotional distress. We can offer support on a one-to-one basis but we also run some special support groups just for children and teenagers. These are called Footsteps and Tommy D respectively.

Therapies and treatments for carers

We understand that it can be difficult as a carer and so we offer a limited number of complementary therapy sessions. These might include aromatherapy, reflexology or massage.



For more information

Contact our support teams on
01483 881750



Coming to the hospice

Whether you are coming to use the facilities in the Wellbeing Centre, are being admitted to the Ward or you are accompanying or visiting a patient, you will always be warmly welcomed and looked after by a member of our fabulous team of professionals.

As a day-patient

If you are coming as a day-patient you can access the Wellbeing Centre either through the main reception or through the side access under one of the family pods adjacent to the rear car park. We have wheelchairs and the Day Service Team will be on hand to assist you if required.

As an in-patient

If you are being admitted to the Ward we will make all the necessary arrangements. You will be escorted from your transport to the Ward, with privacy, via a lift that can accommodate a wheelchair or bed. Once on the Ward you will be greeted by a member of your care team who will show you to your room and help you to settle in. The Ward Team will give you 24 hours around the clock care and you will be provided with further in-patient information once settled in.

As a visitor

There are no set visiting hours to the in-patient ward and family and carers are welcome to stay overnight. The main Reception at the hospice is open from 08:00 - 18:00 and outside of these hours there is a Night Porter on duty. When the front doors to the hospice are locked there is an intercom system visitors can use to gain access.



Travel and local amenities

The hospice is located in Goldsworth Park Centre, Woking, Surrey, GU21 3GL and is only a short drive from the M25, M3 and A3.

Visitor parking

There are visitors' parking spaces to the left as you drive into the hospice. There are two spaces for disabled parking to the right. For those visiting a patient in an emergency there are some priority parking spaces to the left as you drive in, closest to the main entrance.

Public transport

The nearest train stations to Goldsworth Park Centre are Woking and Brookwood.

From central Woking the No. 91 to Knaphill goes regularly from Woking Station and it takes approximately 15 minutes, stopping just outside Waitrose in Goldsworth Park Centre.

From Brookwood the nearest bus stop is a 20 minute walk from the station just outside Sainsbury's. Here you can get the No. 91 going towards Woking, which takes approximately 12 minutes from Sainsbury's, stopping just outside Waitrose in Goldsworth Park [approx. total time 25 - 30 minutes].

Local amenities

There is a parade of shops opposite the hospice, which includes Waitrose, Costa Coffee, a small Boots chemist, a pub, a dry cleaner, hair dresser and a newsagents with a Post Office. We also have one of our charity shops next to Waitrose, which sells a range of clothing and gifts. On the other side of the hospice there is a petrol station.



At every step of the way it is our primary aim to look after you and your family.



Privacy and Data Protection

As a specialist palliative care provider, Woking & Sam Beare Hospices needs to keep important information about all our patients and, where appropriate, their carers and family members. This enables us to provide you with the best possible care.

Protecting your data and confidentiality is important to us. We adhere to standards set by the Data Protection Act [1998] and GDPR [General Data Protection Regulation] standards, which ensure your information is dealt with legally, securely and efficiently.

Why we need your data

Our healthcare professionals need to keep information about you to ensure that we are able to deliver a care plan that will best meet your needs. This will include information such as all your contact details, date of birth, who your GP is, your medical records and any test results.

How we use your data

We will, for example, use your information to confirm who you are when we contact you or when you contact us, and to assist us in making decisions about your ongoing care and treatment. Your personal data is also important to make sure your care is safe and effective.

Sharing your data

Sharing of sensitive personal information is strictly controlled by law [Data Protection Act 1998]. We will share information with others directly involved in your care who have a genuine need for it and with your consent. When we pass on information we ensure it is transferred securely.

On initial assessment in the community or on admission, we will seek your permission on who you do or do not want to share your care and treatment information with. We will respect your wishes and consult you before information is shared.

Accessing your information

The Data Protection Act [1998] gives you the right to know what information Woking & Sam Beare Hospices holds about you and why. You or your legal representative have the right to request to see your records or to obtain copies of your records at any time.

For more information about your data

If you would like further information about how we use your data, you can request additional information from a member of staff, or please visit our website.

Data Protection Notification

Woking Hospice is a 'data controller' under the Data Protection Act. We have notified the Information Commissioner that we process personal data. Our registration number is ZA088704 and the details are publicly available from:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow SK9 5A
www.ico.org.uk

Compliments and complaints

Your views are important to us and we welcome and value any comments and suggestions that might help improve our services. We take complaints extremely seriously and equally it is always wonderful to hear about what we are doing well.



Please contact us

01483 881750

info@wsbhospices.co.uk

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Goldsworth Park Centre
Woking
Surrey, GU21 3LG



Woking & Sam Beare Hospices

E: info@wsbhospices.co.uk

T: 01483 881750

W: www.wsbhospices.co.uk

**Woking Hospice
Goldsworth Park Centre
Woking
Surrey, GU21 3LG**

Registered charity No. 1082798 / 1115439





Pull this out and pop it near your phone.



Key hospice contacts

In-patients: 01483 881750

Woking Community Team: 01483 881755

Sam Beare Community Team: 01932 598385

24 hour advice line: 07760 407397



WOKING & SAM BEARE
HOSPICES

Your care Your choice

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