

Information for In-Patients at St Gemma's Hospice



www.st-gemma.co.uk



Contents

This booklet aims to give an overview of St. Gemma's Hospice and our In-Patient Unit. We hope it will provide you with some information that you and your visitors may find useful during your time with us. If you have further queries or require more detailed information about any aspects of our services, our staff are always on hand to help.

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If you require this booklet in a larger font, please ask a member of staff

Our Vision, Purpose & Values

St Gemma's Hospice

Our Vision:

The needs of people living with a terminal illness and those close to them are met with care, compassion and skill

Our Purpose:

St Gemma's Hospice acknowledges the value of life and the importance of dignity in death. We provide and promote the highest quality palliative and end of life care, education and research

Our Values:

Caring - Treating each person with kindness, empathy, compassion and respect

Aspiring - Continually learning and developing; striving for excellence in everything we do

Professional - Delivering high standards through team work, a skilled workforce and good governance

Welcome to the In-Patient Unit

We would like to welcome you to the In-Patient Unit at St. Gemma's Hospice. We are here to take care of you and your family by providing:

- 24 hour expert care, 365 days a year provided by a wide ranging professional team
- Emotional support for both you and those close to you, including children
- Advice about practical issues such as money worries, social benefits and accessing equipment and services
- A flexible catering service to suit your own tastes and dietary needs
- Chapel and quiet areas for reflection available to you and your visitors
- Access to a variety of therapies such as physiotherapy, complementary therapies and occupational therapy.

Through specialist knowledge and skills, staff will aim to ease your symptoms and address any concerns you may have. We will care for you and your family as individuals and the professional team will consult you and, with your permission, those close to you about your care. We have respect for all beliefs, religions and cultures and tailor your care accordingly.

The In-Patient Unit consists of two wards, which can accommodate up to 32 patients in a mixture of single and shared rooms with en-suite facilities. Your care team includes doctors, nurses, therapists, social workers and spiritual support. A small team of nurses are responsible for your care throughout the day and night.

'Home from Home'

Our 'Home from Home' facilities for you and your family include:

- Fully equipped bedrooms with en-suite bathroom, TV, DVD, bedside phone for incoming calls and WiFi
- Wide selection of freshly prepared meals and snacks available throughout the day on the ward and in 'the Bistro' for your visitors
- Rooms overlook the Hospice grounds and have access to the gardens
- Outdoor children's play area
- There is no restriction on daytime visiting unless you request this
- If a relative or carer wishes to stay overnight, this can be arranged, either in your room or in separate accommodation



Who's who at St Gemma's Hospice

During your stay you may meet various members of the St. Gemma's Hospice team. The care team includes consultants, doctors, nurses, healthcare assistants, therapists, chaplains, social workers, pharmacists and a dietitian. You may also meet members of the hospitality, housekeeping and maintenance teams. All staff and volunteers will be wearing a name badge and will also introduce themselves to you. Some staff members, including consultants, therapists and chaplains, do not wear uniform. Other members of the team wear uniforms that help to identify them:



Matron
Navy with red trim



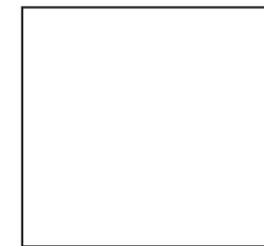
Senior Sister
Navy with white trim



Sister
Royal blue



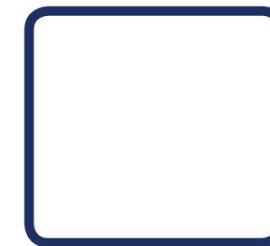
Staff Nurse
Pale blue tunic



Healthcare Assistant
White tunic



Discharge Coordinator
Teal tunic



Physiotherapist
White / navy tunic



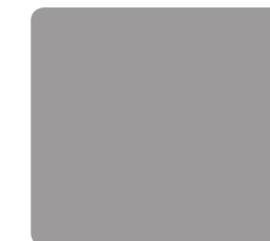
Complementary Therapist
Dark Purple tunic



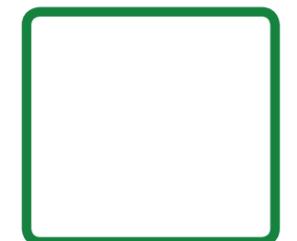
Food Assistant
Garnet blouse



Housekeeper
Grey striped tunic



Dietician
Grey tunic



Occupational Therapist
White/green tunic

There is a Nurse co-ordinating each shift who can be identified by a green badge:



Your visitors

Visiting at St. Gemma's Hospice is not restricted unless this is the patient's wish. Limited car parking is available within the grounds, both at the front and back of the Hospice. There are a number of disabled bays near the main reception door as well as a parent and child space.

Children are welcome to visit. We have a dedicated children's area on each ward with a supply of toys and games. Videos or DVDs suitable for children of all ages can be borrowed from our library; please ask ward staff. There is an outdoor children's play area and water features in the Hospice gardens. Children should be accompanied and supervised at all times by a parent, guardian or other responsible adult.

The Bistro is situated on the ground floor behind Reception, and is open daily serving a range of hot and cold meals and snacks. Visitors are welcome to use the Bistro. Tea and coffee facilities are also available in each of the ward conservatories. See 'Our Food Service and Menus' section for more details.

Facilities are available should your relatives need to stay overnight. Please ask a member of nursing staff for more details. Well behaved pets are welcome to visit by prior arrangement.

Visitors are asked to use hand gel when entering and exiting a patient's room to reduce the risk of infection. If you would like to leave the Hospice with your family / visitors for a short period of time, please discuss with your nursing staff.

A more detailed leaflet called 'Information For Visitors' is available. Please ask a member of staff or see the information points in the conservatories.

Food Service and Menus

The food service has been developed predominantly to provide a flexible food service for you and your visitors. The Housekeeping services also provide you with a clean and tidy environment on the ward. If there is anything we can do to make your stay more comfortable, please speak to a member of the team.

Food and Drinks Service

Snacks

We have a varied snack menu available between 8am and 7pm every day. Snacks include: cereals, toast, fruit, yoghurt, eggs prepared as you like them, bacon, sausage, beans and bakery items.

Main Meals

We have a selection of meals available for you between 11.30am and 7pm every day. The selection includes: fish, pasta, quiche, omelette, burgers, jacket potatoes, salads, sandwiches and soup.

Daily Specials

There is also a 'specials menu' offered each day between 12 noon and 7pm.

Our Food Service and Menus

Sweets and Desserts

There are a variety of sweets and desserts available throughout the day including: teacakes, Danish pastries, biscuits, flapjacks, custard tarts, crème caramel, muffins, scones, fruit platters, jelly and ice cream, ice lollies, rice pudding, semolina, mousse, fruit fools and cheese and biscuits. We also offer 'bite size' cakes twice a week.

Drinks

Drinks available include: water, tea, coffee, milk drinks such as hot chocolate, smoothies and fruit juices, sherry, wine, beer and lager.

How to order

A member of staff will regularly come to see you to tell you about the choices available and take your order. If you are ready to order and a Food Assistant is not available, please ask any other member of staff and they will send someone to take your order as soon as possible. Alternatively, call for assistance on your bedside telephone using the button with the waiter image. You can order food to be prepared straight away or you can specify the time that you would like your snack or meal to be served to you.

Special requests

If there is something you would particularly like to eat during your stay, please let a member of the team know and we will do our best to help.

Special dietary requirements

If you have any special dietary or religious requirements, please let us know and we will cater for you accordingly.

Your relatives and visitors

The Bistro is open daily serving a range of hot and cold meals and snacks. Please see the Bistro menu and 'specials board' for our full selection. Vending machines for drinks and snacks are also situated in the Bistro. A microwave is available for heating food. Water dispensers and coffee machines are situated on each ward and in the Bistro.



A-Z Useful Information

Alcohol

Some patients enjoy an alcoholic drink but it is always best to ask the advice of your doctor or nurse beforehand as your medication may not mix well with alcohol. You are welcome to provide your own supply or there is a small selection available on the ward. We ask that you do not take alcohol into the shared areas. Please ask your team nurse for further advice.

Art Room

A creative arts room is situated along the corridor in St. Gemma's Day Services. Should you wish to use this facility during your stay, please speak to a member of nursing staff.

Beauty and Grooming

Please contact a member of staff if you require any services such as hairdresser or chiropodist.

Books and DVDs

A selection of books and DVDs is available for your use ; please ask a member of staff.

Celebrations

Please let a member of the team know if you wish to celebrate a special occasion, such as a birthday, during your stay.

Chapel and quiet spaces

There are three quiet spaces in addition to the garden if you need some space for reflection. The Chapel, located near the main reception is available for those of any faith or none and there is a quiet room at the end of each of the conservatories. All three areas have sacred texts from some of the main faiths. There are regular services in the Chapel which you are welcome to attend.

Chaperones

Please ask a staff member if you would like someone to accompany you during a medical examination.

Chaplaincy service

The Chaplaincy team at St. Gemma's Hospice is available to everyone, those with religious beliefs and those of no particular faith, to help meet religious and spiritual needs. As well as holding regular services, the chaplaincy team spends time talking with patients, their families, carers and friends offering support during difficult times. Please speak to a member of staff if you would like more details.



A-Z Useful Information

Computers and WiFi

Patients may bring their own computers into the Hospice and WiFi is available in your room. A lap top computer is available to borrow for patients to access their emails or to browse the internet. If you need help with this, a member of the IT team will be happy to help.

Conservatory areas

You will find a bright and airy conservatory at the end of the corridor on each ward. Sit and enjoy tranquil views of the gardens. A hot drinks machine is available.

Drugs and Medicines

You will have been asked to bring your medicines with you and wherever possible we will continue to use them. Any medicines that you no longer need we will destroy, with your permission. When you leave the Hospice we will make sure you have at least seven days supply of your medicines and you will be given written information about how to take your medicines and what they are for. For further information please ask your nurse or ward pharmacist.

Electrical items

You can bring small items of electrical equipment with you. Before they are used, please could you inform a member of staff so we can check your items with our maintenance team to ensure they are safe and comply with regulations. This includes chargers and electronic cigarettes. Thank you for your understanding.

Electronic and Information records

We collect and hold information about you to help us to give you the best care and treatment. This information is held on computer, paper records or both. (It is held securely as required by the Data Protection Act.) Some information about your ongoing care is kept in a folder at your bedside. The folder also contains pages for you and your family to leave comments or ask questions and for the nurses to keep you informed. If you would prefer that this information is kept in our ward office, please let us know.

Fire Instructions

St. Gemma's Hospice has been constructed to exacting standards of fire safety and is equipped with an automatic fire detection system covering all areas ; in addition, all staff receive annual training in fire procedures. The fire alarms are tested at 4pm every Wednesday. If the alarm sounds at any other time, nursing staff will take responsibility for your safety.



A-Z Useful Information

Flower and plants

The housekeeping team will care for your flowers and plants if you wish. Please inform a member of staff if you require a vase or change of water for your flowers.

Gardens and greenhouse

Patients and visitors are able to access all areas of our award winning gardens. The gardens, which are taken care of by our gardeners and a team of volunteers, feature a sensory area, a Mediterranean garden, a stream and pond and a labyrinth. The greenhouse is wheelchair accessible and patients are welcome to test out their green fingered skills.

Infection Control

Patient safety is a high priority for the Hospice and infection prevention and control is one part of this. We aim to reduce the risk of infection to patients, visitors and staff. Hand wash basins and gels are available throughout the Hospice. If a visitor or member of your family is unwell and would like to visit, please discuss this with a member of the nursing team prior to your visit. This is particularly important if they have had diarrhoea or vomiting.

Interpreters

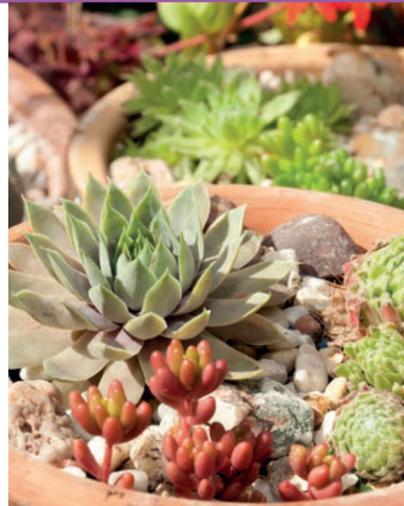
If English is not your dominant language, the clinical team will access interpreters through the city-wide Language Link or Language Line. St. Gemma's is aware that the Hospice serves a wide range of people with different needs, values and lifestyles. There is also a voluntary befriending service at St. Gemma's Hospice should you simply want a chat or some company. The team can organise this for you.

Keeping you safe from falls

Falls can be caused by a number of environmental or health factors including slippery floors, not being orientated to new surroundings, sleepiness or poor balance. The team at St Gemma's Hospice work hard to minimise these risks where possible. If you have concerns about falling or any of these factors please discuss them with your nurse. Please do not hesitate to use the call buzzer to request assistance when help is needed, for example if you need help walking to the bathroom, getting out of bed, having a wash or getting a drink.

Mail

If you have any mail to be posted please hand it to a member of staff. Incoming mail should be addressed to you at the Hospice and include the ward name. Our address is:- Dales or Moors Ward, St. Gemma's Hospice, 329 Harrogate Road, Moortown, Leeds, LS17 6QD.



A-Z Useful Information

Newspapers and Shopping

Most days volunteers will take your order and payment for newspapers and magazines and will deliver them to you. They will also purchase items from the local shops, such as toiletries or sweets. There is a wide selection of shops nearby, Moortown corner is just five minutes walk away and volunteers will visit any of them for you. Shops there include Marks & Spencer food store, chemist, florist, newsagent, greengrocer, and a variety of banks including Yorkshire, Barclays, Lloyds, HSBC and Halifax, all with cash points. If you feel able, your family can take you to these shops, but please contact a member of staff first.

Patients' Rights

As a patient at St. Gemma's Hospice, you have the right to ensure you are treated securely, with dignity, privacy and respect. You have the right to the highest quality of palliative and support care available, including social, spiritual, psychological and physical needs. If you would like more details about your rights as a patient, please speak to a member of staff.

Personal Property

The Hospice cannot accept responsibility for loss or damage of personal property brought into the Hospice. We recommend that you do not bring articles of value or large amounts of money with you when you are admitted.

Pets

Pets may be brought into the Hospice for short visits provided they are supervised, well behaved and do not disturb other patients. If in doubt, please ask your team nurse. Pets visit the Day Hospice as part of the therapy service.

Research

St Gemma's is always striving to improve patient care so we regularly carry out research into palliative care and symptom management. We are involved in many studies ranging from simple questionnaires asking about your experiences, to trials of new drugs to treat pain. You may be asked to take part in a research project. Participation would be completely voluntary and if you choose not to take part, this would not impact on your care in any way.



A-Z Useful Information

Smoking Policy

The Hospice is committed to providing a healthy environment for patients, visitors, staff and volunteers. Smoking is only permitted in designated areas. Please ask a member of staff for more details.

Students

Medical and nursing students visit the Hospice as part of their training and may be present on ward rounds. You have the right to refuse their presence. Please speak to a staff member.

Telephones

The use of mobile phones is permitted in all areas of the Hospice but please have consideration for other patients, staff and visitors. Please ensure that your ringtone or music player does not disturb others and please be aware that other patients and visitors should not be included when using the camera/video setting. If you do not have a mobile and wish to make a necessary call from your bedside, a phone can be brought to you. Please ask your nurse. There is a phone at your bedside to receive incoming calls. The Hospice phone number is 0113 218 5500. The Dales Ward number is 0113 218 5510 and the Moors Ward number is 0113 218 5520.

Television

Your TV can also play DVDs, CDs or the radio. Please ask if you need help.

Temperature

Your room is heated by a radiator that is controlled by an individual room thermostat. Please speak to a member of staff if you would like to alter the temperature in your room.

Tolerance Statement

We at St. Gemma's believe that the staff and volunteers are one of our most valuable assets and as such, they deserve to be treated with respect and dignity. We respectfully request that patients, families and visitors treat the staff and volunteers with respect and dignity at all times.

Volunteers

Volunteers freely give their time to help in many areas of the Hospice. All volunteers are fully aware of the need for confidentiality.

WiFi – See Computers and WiFi.



How we are managed

St. Gemma's is an independent charity governed by a Board of Trustees that meets quarterly. The day to day running of the Hospice is the responsibility of the Chief Executive who is assisted by the Leadership Team which includes a Director of Medicine and a Director of Nursing. The person in overall charge of patient care is the Director of Nursing who is also the Registered Manager of the Hospice. She is a Registered Nurse who has also undertaken further specialist training. Each area of our service is led and managed by a very experienced manager who works with a wider team of healthcare professionals to provide the best possible care. St. Gemma's Hospice is registered with the Care Quality Commission and adheres to national care standards.

Need more information?

You will find an information point containing a variety of leaflets in the conservatory corridor on each ward. If you cannot find what you are looking for, please ask a member of staff. For updated information on all aspects of St. Gemma's Hospice, you may wish to visit our website at www.st-gemma.co.uk

How you and your family can support us



The services St. Gemma's Hospice provides are always free but we can only continue to do this through the generosity of our supporters. To find out more about how you or your family can help us, ask to talk to a Hospice fundraiser.

email: fundraising@st-gemma.co.uk

phone: 0113 218 5555

or visit our website at www.st-gemma.co.uk

If you belong to a private health care scheme or have been affiliated to the armed forces or similar organisation, we can, with your permission, apply to them for support. Please tell a member of staff if this applies to you.

Tell us what you think

We value your comments and suggestions on any aspects of your care. Your views will help us to improve the services we provide and highlight any areas for future development. We actively encourage feedback by ongoing patient and carer satisfaction questionnaires, focus groups for both patients and carers, and a Compliments, Comments and Complaints leaflet. If you have any feedback, positive or negative, please speak to any member of staff or complete a leaflet.

We hope that you are happy with the care St. Gemma's provides but if we do fall short of your expectations, please follow these steps:

1. Try to discuss the matter with your nurse
2. Write to the Director of Nursing at the Hospice (address on back cover)
3. Put your complaint in writing to the Chief Executive at the Hospice (address on back cover)
4. If you are not satisfied that your complaint has been dealt with satisfactorily, you may wish to contact:

Care Quality Commission, National Correspondence, City-gate, Gallow gate, Newcastle-upon-Tyne, NE1 4PA. A leaflet is available.



We would welcome your comments

We hope you have found the information in this booklet useful. We would welcome your comments. Please feel free to write any feedback in the space below and hand this to a member of staff. Thank you.

Are you a patient or visitor?

Do you have any comments about this booklet?

Do you have any comments about how we can improve our service?



0113 218 5500 - Hospice switchboard

0113 218 5510 - Dales Ward

0113 218 5520 - Moors Ward

www.st-gemma.co.uk

329 Harrogate Road
Moortown
Leeds, LS17 6QD



www.twitter.com/stgemmahospice



www.facebook.com/st.g.hospice

