



St. Vincent's
HOSPICE CARE FOR ALL

In Patient Unit Information Booklet



The In Patient Unit

You can be referred to the Hospice by a healthcare professional, in agreement with your General Practitioner and/or consultant. You may be admitted for a variety of reasons, including pain relief, symptom control, rehabilitation or end of life care.

The ward has 8 single rooms with shower facilities. When you are admitted, you will be assessed by nursing and medical staff, after which, a plan of care will be discussed and agreed with you.

During your time on the ward you will also meet the physiotherapist, occupational therapist and the patient and family support team. They will also assist you and deliver with emotional, psychological and spiritual support. We also have a team of dedicated housekeepers and cooks who will help look after you. Our services are free of charge.

What to bring with you

Bring anything you would normally take to hospital including:

All current medications

Day clothes if appropriate

Night clothes/dressing gown, slippers

Toiletries

Tissues

Juice

If needed, spectacles, hearing aid etc.

Please do not bring valuables or large sums of money as we cannot accept responsibility for damage or loss.

Laundry



There are no facilities for personal laundry and family are asked to take laundry home in patient laundry bags. However in the case where you will have no family or friends to do your laundry ,arrangements will be made by staff to have this done.

Pets



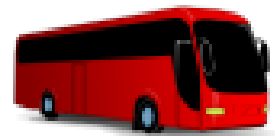
We welcome the opportunity for your pets to visit you, but every effort must be made to keep them under control and avoid damage to hospice property. It will be helpful to discuss their visit with hospice staff.

Parking and Entry



Parking is at the rear of the hospice and entry is gained through the front door into the reception area.

Transport



If you require transport or have any questions about the best way to get to the Hospice, please speak to a member of our team at Main Reception or call: 01505 705 635

For those patients who do not have relatives or friends to take them out, Staff will be able to assist patients after hours if requested.

Visiting and Mealtimes



Your visitors will be asked to sign in and out and wear a visitor badge. This is for fire safety reasons. Out of hours, there is a controlled entry system operated by ward staff.

The fire alarm is tested every Thursday at 11 am.

Visitors are welcome between the hours of 2pm - 8pm, however to ensure that you are able to enjoy your meals in peace and without interruption, the Hospice has implemented Protected Mealtimes, during which visitors are generally not permitted. The mealtimes on the ward are:

8.15am - 9am

12noon – 1pm

5pm – 6pm

If you would like to discuss visiting outwith these hours or during protected mealtimes, please contact the Charge Nurse on the ward to make alternative arrangements. Please note that during mealtimes, staff maybe busy, assisting people with eating and ensuring a calm, relaxing environment at this time.

Visitors can purchase food from The Barn Tearoom which is situated in the Hospice grounds. This is open Monday to Saturday from 10am – 4pm. A menu is posted in the unit kitchen.

Please note that toilets for visitors are situated in the reception area.

Overnight accommodation is available to close family members when appropriate.

Smoking Facilities



There is a no smoking policy within the hospice building for all patients, visitors and staff. There is a designated outside smoking area in the Hospice grounds for patients who wish to smoke. Please note that this is only for patients. Patients requiring assistance must be accompanied by their relatives. There will be no access to this area after visiting time finishes. Visitors wishing to smoke should do so out with hospice grounds.

Infection Control



Every care will be taken to protect patients from contracting preventable infections. All staff adhere to the guidance issued by Greater Glasgow and Clyde Health Board. There are daily cleaning schedules kept by nursing staff and housekeeping staff.

Keeping all surfaces as clear as possible, not using patient en-suite toilets and refraining from sitting on the bed are encouraged as measures towards infection control.

Please use the alcohol gel provided outside patient rooms and follow the instructions provided. All dirty laundry will be placed in a patient's clothing bag. Please follow the instructions on the bag with regards to laundry.

Sharing of Information

The hospice recognises that your visitors and family members wish to be informed of your progress. Your wishes concerning this are discussed with you before information is shared. Information you or your family give to the hospice staff will be treated sensitively but may be discussed within the professional team as part of planning your care.

Enquiries and phone use



Telephone enquiries are welcome anytime; our team are here to offer support to your family and carers and we encourage your family visitors to make themselves known to us. If you need to contact the Hospice for any reason, please call: **01505 705 635** and ask to be put through to the Charge Nurse of the In Patient Unit.

Normally you can use your mobile phones; however, this may depend on equipment in use. Please check this with nurse in charge. There is also a cordless phone which can be made available to you.

Suggestions and Complaints

We are continually looking at ways to improve our service. During your admission, you may be asked to tell us what you thought about the care you received.

If you have any concerns regarding any of our services, please speak to a member of staff who will ensure that you are seen by the most appropriate person. All complaints are dealt with as quickly and efficiently as possible.

If you are unhappy with the way your complaint or suggestion has been dealt with, you can:

Telephone: Health Improvement Scotland on 0131 623 4342

Write to:

Healthcare Improvement, Scotland,
Independent Healthcare Team,
Gyle Square, 1 South Gyle Crescent, Edinburgh,
EH12 9EB

Email: hcis.clinicregulation@nhs.net

St Vincent's Hospice

Midton Road

Howwood

PA9 1AF

Tel: 01505 705 635



Email: info@svh.co.uk

www.svh.co.uk

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