



Welcome to St. Vincent's Hospice

We appreciate that coming into the hospice may be an anxious time for you, your family and friends and we would like to reassure you that we will endeavour to do everything in our power to ensure that your care with us is as comfortable as possible.

Development of your plan of care

When you are admitted to the In Patient Unit you will be assessed by the medical and nursing teams and a plan of care will be developed with you. The plan will reflect your wishes and preferences across a whole range of things that matter to you including your medical care, nursing care, personal care (shaving, hair washing etc). We'll also ask you about what you enjoy e.g. reading, watching television or listening to music.

In the admission meeting we'll listen carefully to your eating and drinking preferences to ensure that our catering team have all your favourites food and drinks available. We can cater for allergy-related needs as well as vegetarian and vegan preferences. We also take into account religious or cultural food and drink requirements.



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We'll also discuss with you whether you have any spiritual or religious beliefs and how you might like these to be accommodated while you are our guest.

The Hospice recognises that your visitors and family members will wish to be informed of your progress. Your wishes concerning this will be discussed with you, before any information is shared. Any information you or your family give to the hospice staff will be treated confidentially and sensitively, but may be discussed with the professional team as part of planning your care. We'll also ask you about who you would like to visit you while you are in the hospice.

All of the above information will be recorded in your care plan to ensure we meet your needs and to ensure continuity of care when different members of our team are looking after you.



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Patient Rooms

Your room

Our In Patient Unit has 8 bedrooms all with en-suite shower facilities for your privacy and comfort. During your time with us we would love for you to be able to have a few belongings from home with you, framed photographs or blankets can be brought in although, due to COVID19 procedures blankets need to be isolated for 72 hours before use. Our Support Services Team will be only too happy to make the necessary arrangements to have these placed in your room.



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Patient Rooms

Television

Your bedroom is fully equipped with a 32" Smart TV showing all the latest Freeview programmes as well as Radio Stations for easy listening.

DVD Player

There is a DVD Player located in your room and we are happy for you to bring your own selection of DVD's from home or alternatively we have a small supply of DVD's for your use.

Audio Books

There is a huge library of audio books available for your use at any time, please speak to a member of the nursing team who will be happy to assist you.



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Other Facilities

Hydro bath

While each bedroom has its own individual shower facility we also have a luxury 'hydro bath' available for your use within the ward including specialist equipment for supporting anyone with mobility issues. If you would like to use this facility please speak to one of the nursing team.

The Sanctuary

We have chaplains who visit the hospice on a regular basis and are equally happy for you to receive visits from representatives from your own religious beliefs.

Our Sanctuary is a peaceful quiet space where you may wish to go and pray or sit in quiet contemplation and reflection. We have a CD player and a selection of CD's of relaxing music and meditation available in the sanctuary. Please feel free to use this space at your leisure (subject to any prevailing COVID restrictions).



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Other Facilities

Patient sitting room

We have a sitting room which is for the exclusive use of patients and can be used by you at any time, in day time or at night time if you find you are not sleeping and want a change of scene!

Our light and airy sitting room with garden views and access to the patio is a welcoming space for you to sit and enjoy a chat with your visitors. Comfortably furnished with reclining chairs, dining table & high back chairs, flatscreen TV, Xbox and children's play area, this versatile space will cater to everyone's needs.

If you need help to walk or require to use a wheelchair so that you can access the sitting room, please ask one of the nursing team. Because of current COVID restrictions there may be limits placed on sitting room use, for example the number of people who can use it at one time. This is to prevent the spread of COVID within the hospice. Our team members will be happy to provide guidance on this.



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Other Facilities

The terrace

The sitting room opens onto a lovely sunny terrace which can be used subject to safety considerations. For example if you are on certain medications you may need to be accompanied when on the terrace, although this can be by a family member or friend during visiting. We'll be happy to advise on this.

The gardens

The hospice is justly proud of the wonderful garden areas we have within the grounds and there are many seating areas where you can sit and enjoy the view. If you would like to sit outside either on your own or with visitors, please speak to one of the nursing team who will arrange this.



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Keeping In Touch

We will do all that we can to assist you to keep in touch with other family and friends by using social media or other digital solutions. We have Facebook Portal, iPads and tablets which you can use to keep in touch throughout your care. Please speak to a member of staff to arrange this.

Mobile Phones

You can use your mobile telephone at anytime, all we ask is that you check with the nurse in charge to ensure that this does not impact on any of the equipment being used for your care. Should this be the case we have a cordless phone which, can be made available to you at any time. Your mobile phone charger will require to be PAT tested on arrival and the staff will be happy to arrange this for you prior to use.

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Keeping In Touch

iPad's, Facebook Portal and Tablets

Should you wish to bring your own tablet into the hospice, we will be happy to PAT Test this for you on arrival then you are free to use this at any time.

Alternatively, the hospice has tablets available for you to use and the nursing staff will be more than happy to arrange access to these and provide any assistance you may require in their use.

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Visitors Arrangements

We have 4 bedrooms with a separate bedsit area and 4 bedrooms with roll away bed facilities should close family wish to stay overnight with you at any time. Please speak to the nursing staff who will be happy to arrange for the bed to be made up.

Your visitors will be given an IPU Visitors Information Leaflet, which has all the details they need in relation to arranging a visit, arriving for a visit as well as any restrictions there may be.

Should you or your visitors have any questions or if we can assist you with anything you are unsure of, please do not hesitate to ask a member of the nursing team at anytime.

You and your visitors are welcome to visit the sitting room, gardens and terrace areas if you wish at any time, all we would ask is that you let the nursing team know so as they can ensure you are safe and well.



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Catering Facilities

Breakfast

A Continental breakfast is available each morning and can be served in your room or in the Patient and Family Sitting Room, please make the nursing staff aware of your preference.

Breakfast 8.15am to 9.15am

Lunch & Dinner

We have a daily menu selector which will enable you to choose what you would like for lunch and dinner.

However, if there is anything else you would like, the catering team will be happy to accommodate your preference where possible.

Lunch 12.30pm to 1.30pm

Dinner 5.00pm to 6.00pm

Light Bites & Snacks

We fully appreciate that at times you may wish just a light bite or a little snack, our light bites and snack menu may suit you and the nursing team will be happy to give you these menus should you prefer.



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Catering Facilities

Afternoon Treats for Visitors

Should you wish to arrange a little treat for yourself and your visitors, our catering team will be happy to prepare Afternoon Tea, Picnic Lunch or just simple tea and coffee with a homemade treat for you to enjoy. Please make the nursing staff aware of your request as early as possible.

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Other Important Information

Laundry

While the hospice does not offer a laundry service for your personal items, should family and friends be unable to accommodate this facility, our housekeeping team will endeavour to launder these items for you. Please let the nursing team know if you require us to do this for you.

Personal Belongings

While we are happy for you to bring personal belongings into the hospice unfortunately, we are unable to accept any liability for these items.

Pets

Pets are welcome to visit you in the hospice whether in your room, the terrace or garden areas. Please speak with a member of the nursing team to help facilitate these visits.

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Other Important Information

Smoking

You are not permitted to smoke or vape within the hospice building however, a smoking shelter is located outside the main entrance to reception for patient use only. Should you wish to use this facility, please inform the nursing staff who can also offer assistance if required.

Home Pleasures

If you enjoy a glass of wine with your meal or a drink while watching TV in the evening, please let the nursing staff know. They will check that this is safe with your current medications and if so, will be happy to organise this for you.

Special Occasions

The hospice has a supply of birthday, anniversary and special occasion cards which can be made available to you by our Support Services Team should you require them. We can post them for you Monday to Friday and even write them for you should you wish.

Should you wish to arrange to celebrate a special occasion while you are in the hospice, a religious festival or a birthday, or should you want to be married while you are with us, just ask and we'll do our very best to accommodate your needs.

