

Woodlands Hospice

Information for Inpatients, their Families and Carers.



(Revision 2: September 2016)

CONTENTS	PAGE
WELCOME TO WOODLANDS	1
YOUR ROOM	2
YOUR BELONGINGS	2
WHAT TO WEAR	3
YOUR MEDICINES	3
HAIRDRESSING	3
CATERING FOR PATIENTS	3
LEAVING THE WARD AREA	4
RECOGNISING THE TEAM	4
FAMILY AND PASTORAL SUPPORT	5
VISITING TIMES	5
OVERNIGHT FACILITIES FOR RELATIVES	6
PATIENT AND VISITOR LOUNGES	6
THE QUIET ROOM	6
INFECTION CONTROL	6
FLOWERS	6
SMOKING	7
ALCOHOL	7
CATERING FOR VISITORS	7
PRIVACY	8
FIRE ALARM TESTING	8
DISCHARGE	8
EDUCATION	8
PARKING AT THE HOSPICE	8
TRANSPORT	8
COMMENTS COMPLIMENTS AND COMPLAINTS	9
OTHER USEFUL INFORMATION	9
USEFUL TELEPHONE NUMBERS	9

TRANSPORT

General information about local buses to the Hospice is available from reception, and from the 'Getting to Woodlands' leaflet included in your information pack. For more detailed information about bus and train travel please contact Traveline on 0151 236 7676

COMMENTS, COMPLIMENTS & COMPLAINTS

Your feedback is always valuable to us and helps us to continually improve our services. If there is anything at all that you are not happy about during your stay, please ask to speak to the Nurse in Charge.

For details of how to get your feedback to us, or of how to make a complaint, please see the separate leaflet "Comments, Compliments & Complaints"

OTHER USEFUL INFORMATION

There are a variety of other leaflets and information sheets available for you from the Hospice. Some provide general information and others may be specific to your condition.

In your welcome pack you will find the following additional information:

- Woodlands Dignity Charter
- Patient Consent
- Your Information and How it is Used
- Comments, Compliments & Complaints
- The Use of Patient Outcome Scores
- Getting to Woodlands

USEFUL TELEPHONE NUMBERS:

Patient Services Manager0151 529 6575
 Ward Manager0151 529 8985
 Nurses Station.....0151 529 8674
 Discharge Planner0151 529 4691
 Family Support Services.....0151 529 5352
 Reception0151 529 8650
 Well-being & Support Centre...0151 529 2637

For further information about Woodlands Hospice please visit our website at www.woodlandshospice.org.uk

PRIVACY

Please refrain from using cameras and video recorders, including those incorporated in mobile phones, if there is a risk that other patients' privacy may be compromised.

FIRE ALARM TESTING

The fire alarm systems are tested every Wednesday morning. If you hear an alarm at any other time:

- Patients should remain in their room; a member of staff will move you to a safe area if necessary.
- Visitors will be asked to evacuate the premises following the identified fire exit routes. A fire marshal will also be available to advise on the quickest and safest route if necessary.

DISCHARGE

Your discharge will be planned to ensure a safe and coordinated transfer of care to the place of your choice when possible and you, your family and carers will be fully involved. Discharge letters will be sent to relevant healthcare professionals such as your G.P. and the District Nursing Team. You will be given one week's supply of medication on discharge together with an up-to-date list. A nurse will explain your medicines to you and answer any questions you may have. Woodlands will arrange delivery of any equipment you need to support your discharge.

EDUCATION

As part of our commitment to education, the Hospice provides placements for Medical, Nursing, Occupational Therapy Physiotherapy, and Social Work students. If you would prefer not to be seen by a student please speak to the Nurse in Charge.

PARKING AT THE HOSPICE

There are dedicated parking spaces at the back of the Hospice for patients and visitors only. Disabled parking is outside the front entrance. Wheelchairs can be provided if necessary, please ask at reception if you need one.

If the Hospice car park is full, parking is available in the hospital car park located outside the Hospice gates, but please note that there is a charge for parking there.

WELCOME TO WOODLANDS

Welcome to Woodlands, where each patient is seen as a unique person deserving respect and dignity at all times.

Our team of Specialist Palliative Care Consultants, Doctors, nurses, therapists, social workers, pastoral support and other support staff work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and relaxing environment.



At Woodlands we aim to support every patient, helping them to make informed choices and decisions affecting their lives. During your stay your care will be planned to ensure that your physical, psychological, social, emotional and spiritual needs are considered. That support will be extended to your relatives and friends.

We hope that this leaflet gives you most of the information you need but if you have any questions, please ask a member of staff who will try to help or direct you to the person best able to do so.

YOUR ROOM

When you arrive on the ward, a member of staff will greet you and show you to your room. All rooms at Woodlands are for individual patient use only, with private shower and toilet facilities. A separate bathing facility is available if a bath is preferred.

Every room is on the ground floor with patio doors opening out onto a small private garden area.



Each room has its own television and there are a limited number of CD DVD players available on request. Free Wi-Fi access is available on Hospice premises.

On arrival at the inpatient unit you may notice an empty bed in another room. This could be for several reasons e.g. the patient may be visiting the hospital for treatment, may have gone on an outing or is on a trial visit to their home.

YOUR BELONGINGS

During your stay we ask that you keep your personal belongings in your bedside locker when you are not using them. You will be given a key for your locker when you are admitted, which you will keep throughout your stay.

There is a safe on the ward where bigger amounts of cash or items of high value can be deposited until you are discharged but space in the safe is limited; we therefore recommend that patients send any cash or high value items that they don't need home with a relative or friend. Woodlands Hospice cannot accept responsibility for cash or items of high value which have not been deposited in the safe.

If a patient is thought to be particularly susceptible to infection the Ward Manager or Infection Control Link Nurse will advise you on whether flowers can be brought in or not.

SMOKING

- **Smoking is not allowed** anywhere within the Hospice; there is a sprinkler system in operation which will be triggered if cigarette smoke is detected anywhere in the building.
- **Patients only** are allowed to smoke in the garden area immediately outside their room.
- **Visitors are not allowed to smoke** anywhere in the Hospice, its grounds or the surrounding hospital grounds.
- **E-cigarettes** can be used (by patients only) in their rooms. However, e-cigarettes must never be re-charged on Hospice premises due to identified fire risks.

ALCOHOL

It may be possible for some patients to enjoy a tot of their favourite drink from time to time during their stay whilst they are with us. If you would like to do this please ensure that you speak with the Nurse in Charge to ensure that this will not affect your medication. Visitors are not allowed to drink alcohol on the premises.

CATERING FOR VISITORS

Woodlands has its own café facilities, 'The Green', where hot and cold food and drinks can be purchased at very reasonable prices. The Green is open to visitors and patients from Monday to Friday, 8.30 am to 4.00pm.

At weekends between 8.00am and 6.00pm, and between 4.00 and 6.00pm Monday to Friday, visitors can purchase a sandwich from the main kitchen – please ask a member of the ward staff.

Please note for Health & Safety reasons we are not able to heat food for relatives or visitors that has been brought in from outside.

It may even be possible for your pet to be brought to the ward to see you. Speak to a member of staff if you would like to arrange this. (All visiting pets should be inoculated and dogs must be kept on a lead at all times).

OVERNIGHT FACILITIES FOR RELATIVES

In certain circumstances, and following discussion with the Nurse in Charge, a maximum of two relatives or friends may be able to stay overnight with you. There are two small overnight rooms which can be booked and a separate shower/wash facility. Please ask a member of staff if you would like to discuss this option.

PATIENT AND VISITOR LOUNGES

There are two small lounge areas situated on the ward with soft, relaxing seating for you and your family and friends to enjoy. There is a coffee machine available in one of the lounges with drinks priced only to cover the cost.

There is a vending machine dispensing canned drinks, crisps and confectionary situated in reception.

THE QUIET ROOM

There is a small quiet room situated behind the reception area for patients and families to use whenever they wish. Please ask a member of staff to direct you if you would like to use it.

INFECTION CONTROL

It is very important that the risk of infection is minimised at the Hospice. We therefore ask all visitors:

- Not to visit when they themselves are feeling unwell, especially if they are experiencing symptoms of diarrhoea and vomiting.
- To use the hand gel (situated at the ward entrance and at various locations along the ward corridor) when entering and leaving patient rooms.
- Not to sit on beds, please use the chairs provided.

FLOWERS

Are generally allowed in patient rooms but please be mindful of the limited space available.

WHAT TO WEAR

We encourage patients to dress in the clothes they normally wear and feel comfortable in so please feel free to bring your favourite things in with you. However, we do not have the facilities to launder patients' clothing so please arrange with a friend or relative to take clothes home for washing and bring clean things in for you.

All towels and bedding are provided and laundered by the Hospice.

YOUR MEDICINES

If you bring any medicines into the Hospice with you, the nurse will ask you to hand them over for safekeeping or to return them home with your relatives. This includes medicines you are prescribed and any you buy yourself. This will help the doctors to ensure that you receive the right medicines and doses throughout your stay.

Nurses will administer all your medication throughout your stay but if you would like to manage some of your medicines yourself this may be possible; please speak to one of the nurses who will be able to advise you.

HAIRDRESSING

A hairdresser visits the Hospice regularly; please speak to a member of the ward staff if you would like to make an appointment to have your hair done.

CATERING FOR PATIENTS

The Hospice has its own kitchens and dedicated catering team. Special diets are catered for and our Catering Manager and chefs will visit you daily throughout your stay to discuss the menu with you and your preferences, likes and dislikes. Mealtimes are generally:

Breakfast: 8.00am

Lunch: 12.00 – 1.00pm

Evening meal: 5.00 – 6.00pm

Meals can be taken in your room, or in the patients' dining room. If you would like a friend or relative to assist you at meal times please speak to a member of the ward staff.

Hot and cold drinks and a variety of snacks are available for patients throughout the day and night. If one of your visitors brings food in for you please ask a member of staff to put it in the fridge for you.

Please note for Health & Safety reasons we are not able to heat food for patients that has been brought in from outside.

Woodlands has a café located just off Reception which is open Monday – Friday from 8.30 am to 4.00 pm. Patients are very welcome to use this facility.

LEAVING THE WARD AREA

Patients are encouraged to move around the Hospice, for example to enjoy a coffee in the café area or to sit in the gardens outside. Please let a member of the team know if you are leaving the ward area to ensure that any planned care is not affected.

RECOGNISING THE TEAM

During your stay you will meet a range of specialist staff including consultants, doctors, nurses, physiotherapists, occupational therapists, family support workers, complementary therapists and pastoral support workers. Many of these staff wear uniform:

- Patient Services Manager Black Pin Stripe
- Ward Manager/ Deputy Ward Manager Navy Blue Pin Stripe
- Wellbeing & Support Centre Manager Navy Blue Pin Stripe
- Senior Nurses Navy Blue
- Staff nurses Royal Blue
- Discharge Planner (Sefton) Navy Blue/Red Stripe
- Healthcare assistants Pale Blue
- Student Nurses Grey
- Physiotherapists White and navy
- Occupational Therapists White and dark green
- Hospice at Home Coordinators Navy Blue/White Spots



Our Housekeeping and Catering staff also wear uniforms.

In addition to uniformed staff there are fundraising, administration and other staff and volunteers doing a variety of jobs. Generally these staff do not wear a uniform but all Woodlands staff and volunteers wear an identity badge showing their name and designation.

FAMILY AND PASTORAL SUPPORT

Woodlands has its own dedicated Family Support team who will be very happy to speak with you and your family during your stay. As well as supporting patients, we aim to provide emotional and practical support to patients' family members or friends who are caring for them. Please ask a member of the team if you, your family or carer would like to access this service.

VISITING TIMES

Visitors are welcome at any time during the day although we usually recommend no more than 2 visitors at a time. However there may be times when you are receiving care from the multi-professional team; during these times it may be necessary to ask your visitors to wait in the lounge or the café.

It is generally best for your visitors to avoid visiting at mealtimes unless you have already arranged for them to assist you.

You may wish for your carer, a close family member or a friend to be part of delivering your care whilst you are in Woodlands. Please speak to the Nurse in Charge of the ward if this is something you would like us to arrange.

Children and grandchildren are always welcome but remain the responsibility of the adult visitor throughout the visit.