



East Lancashire  
Hospice

... a special way of caring

# Inpatient Unit

Information for patients and their families



**Useful telephone numbers:**

**Reception 01254 287000 Inpatient Unit 01254 287002**

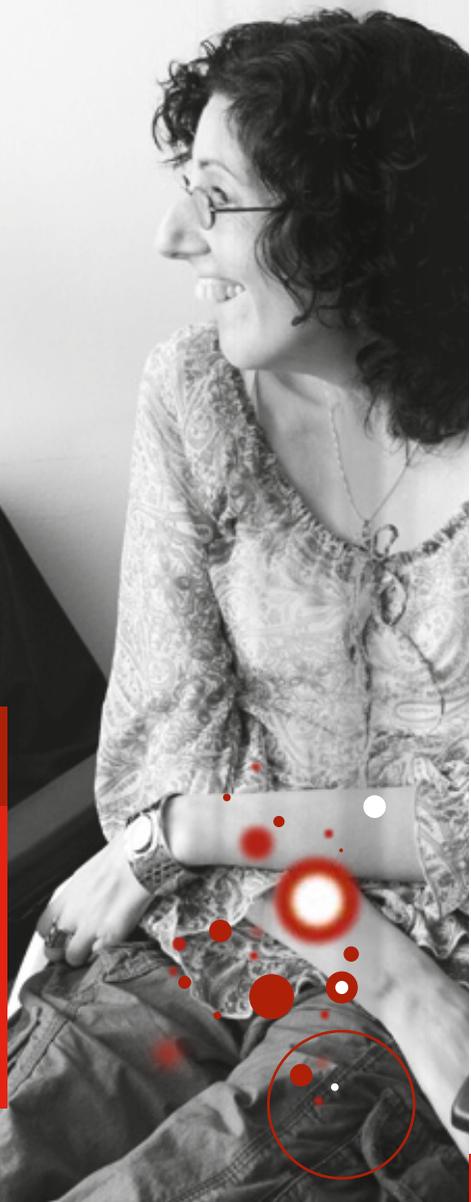
**Inpatient Unit Cordless Telephone 01254 287001**

« Thank you so much for helping  
Grandad back to his chirpy,  
charming self. »»



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# Welcome

We would like to make your stay with us as comfortable as possible and meet all your care and support needs. This booklet explains how we can support you and your family and also contains practical information about the Inpatient Unit. We don't just offer help and support for the physical illness but also psychological, emotional and spiritual support too. We work with you to fit in with your routine and your friends and family are welcome to visit you at any time

## About us

East Lancashire Hospice was opened in 1984 and has continuously provided a special way of caring for people who have a life-limiting illness. The hospice was built with funds raised by local people in the communities we serve of Blackburn, Darwen, Hyndburn and the Ribble Valley. We continue to rely on the generosity of the local community in giving their time and money to help us continue to provide care for our patients each year.

# Your care team

**Nursing Team** Our nurses and healthcare assistants are available 24 hours a day and work in two teams to try and provide as much continuity as possible during your stay with us. Our nursing teams aren't just here to help you manage the physical aspects of your illness, but also the emotional, practical and psychological impact too.

**Medical Team** The medical team is led by our Medical Director and consists of hospice physicians and senior hospice physicians who are all experienced practitioners. The team work in conjunction with specialist palliative care consultants, the nursing team and yourself to identify and address any difficulties you may be experiencing.

**Support and Wellbeing Team** Our support and wellbeing team provide various services all aimed at promoting physical, psychological and spiritual wellbeing. These services include complementary therapy, counselling, physiotherapy, occupational therapy and creative and support therapies. If you feel you would benefit from any of these services or would like to find out more, please talk to a member of the nursing team.



# Your stay with us

Our Inpatient Unit is bright and airy and has ten bedrooms. There is no set routine at the hospice and we encourage you to decide what you want to do and when. You can relax in the gardens or the bright conservatory area or you can rest in the privacy of your own room.

**Your room** Each of the ten bedrooms on the Inpatient Unit is spacious and light and has a television and en-suite facilities. You will be able to adjust the height and position of your bed to help to keep you as independent and comfortable as possible.

**Food and Refreshments** We offer meals based on a balanced diet which are cooked and prepared on the premises with a daily menu selection. However, we are very flexible in our approach to mealtimes and there are no set times for food – we simply fit in with your routine. We also cater for special dietary and cultural needs. This will be discussed when you first arrive.

If you would like to, we do encourage you to use the dining room for some of your meals. A mobile drinks trolley is also available for patient use only, which has a selection of alcoholic beverages which can be requested from a member of staff.

**Gardens and Communal Areas** The beautiful gardens surrounding the hospice are for your pleasure and you are welcome to spend time there. Please inform a member of the nursing team if you are leaving the building or accessing the garden area as it is essential for your safety that we know your whereabouts. If you need help or would like some company whilst outside, please ask a member of staff. We also have a bright communal conservatory and lounge which contains a talking book library where you are free to spend time and relax.

**Spiritual Care** Spiritual care is for everyone, not just for people who are religious or belong to a particular faith group. Spiritual care is a means by which patients, their families and their carers can find comfort and a safe place to express their feelings, fears and what is important to them. If you would like to have a visit from your own church minister, faith group or community leader, they would be most welcome to visit anytime. This can easily be arranged by speaking to any member of the nursing team.

**Private Health Insurance** Some patients who are admitted to the hospice have private health insurance. Many private health insurance companies will kindly make a donation to the hospice when their clients have received our care. These donations will not affect your level of cover or impact on any future health insurance claims. If you have private health insurance and are happy for us to request a donation from them, please ask a member of the nursing team for a form.

**Length of stay** Many people find that a relatively short stay in the Inpatient Unit makes a positive difference to how they are feeling and enables them to return home feeling more comfortable. If appropriate, the nursing team will plan this with you to ensure that the support you require when you return home is there.

**Pets** Personal pets are welcome to visit, but for safety and in respect of other patients any visiting pets must be kept under control at all times. The hospice has visiting pets from PAT dogs. The PAT dogs are specifically trained in visiting hospices and visits are usually done on a weekly basis. Staff will check if it is convenient and acceptable to you before they visit, so that you may choose not to have a visit that day if required.

**Telephone** It may be helpful for one member of the family to make telephone enquiries whilst you are in the hospice and then update your other family and friends. Useful telephone numbers are listed on page two of this booklet. There is a designated line for incoming phone calls to a cordless handset to allow relatives and carers to call you.

**The number for this telephone is 01254 287001**

Mobile telephones can be used but we would ask you to respect other patients with regard to ringtones and the volume of conversations.

**Wi-Fi** We provide free Wi-Fi access which is available in patient areas. To respect privacy and to protect the security and integrity of our network and related systems, users will be required to 'accept' our Acceptable Use Policy prior to accessing our network.





# Visitor information and facilities

Our care extends to your family and friends and they are welcome to visit you at any time, however there may be times when you decide to ask your friends or family to limit when they visit. We would ask all your visitors to respect other patients' needs.

**Access/Visiting** For visiting Monday to Friday, 8.00am until 5.00pm, we would ask visitors to enter via the main door and sign in and out when they leave.

After 5.00pm, at weekends and on bank holidays entry is by the night entrance which is located along the building to the left of the main entrance. Access is down steps or a ramp and via a call system on the side of the wall. Please ensure you have your face to the call system and you clearly identify who you are visiting.

**Parking** Car parking is available on the main car park. Spaces are limited but no restrictions apply for roadside parking outside the main gates. A one-way traffic system and speed limit is in operation within the grounds. Limited disabled parking is available nearer to entrances.

**Meals and Refreshments** Catering facilities are available to relatives and visitors. Meals can be ordered and paid for at



reception. Please order before 10.30am for lunches and 3.00pm for an evening meal on the day required. Kitchen facilities are available within the Inpatient Unit. Your visitors are welcome to help themselves to tea and coffee, although donations towards these costs are welcome in the container provided.

**Overnight Stay** The hospice has an overnight double room available for use by relatives or carers. This room can also be used by our patients who wish to sleep close to their loved ones. Please speak to the nursing team to arrange this.

**Children** Children are very welcome visitors to the hospice and we have a selection of games and toys for them to play with. Please ask a member of the nursing team for more information. For safety reasons could we ask that children are supervised at all times and please be aware of the need for privacy for other patients.

**If you have any questions regarding care or support for you or your family or to find out more about the hospice services please ask a member of the team who will be happy to provide more information.**

# Health and safety information

The hospice respects your right to independence and privacy, however, for your safety and to minimise the risk of falls, please ask for assistance if you require help for example with walking or reaching for things. When you arrive the nurse call system will be set up and explained to you.

**Smoking** To protect both smokers and non-smokers from the danger to their health of exposure to second hand smoke, the hospice operates a no-smoking environment in all hospice premises and grounds which applies to all inpatients and visitors.

**Security** For your security all external doors are fitted with an alarm system. The alarm system is only set outside of office hours and at weekends and bank holidays. During these times, please speak to a member of the team if you wish to go outside. For your personal security and if you are not in your room then please ensure the external patio door is shut and locked.

**Emergency Care** East Lancashire Hospice provides specialist, supportive and end of life care and is not an emergency unit. Where appropriate, in the event of a medical emergency, basic life support and resuscitation will commence. This can be discussed with the medical team on your admission and your wishes recorded within your hospice notes.

**Fire Alarms** The fire alarm is tested weekly each Wednesday at around 1.30pm. We apologise for any disruption the noise may cause, however, this is an essential safety measure. In the unlikely event of a fire you will be directed by the nursing staff on duty.



«Words can't express my appreciation for the last few months. I thank you with all my heart. »»

We are a charity and rely on the amazing generosity of the communities of Blackburn, Darwen, Hyndburn and the Ribble Valley who give their time and money to ensure that we can continue to care for our patients each year.

If you feel you'd like to get involved with community fundraising, take part in our weekly hospice lottery or leave a gift in your will please contact the fundraising department on **01254 287012** or visit our website **[eastlancshospice.org.uk](http://eastlancshospice.org.uk)** for more information.



## Improvement to services

Our aim is to provide you with the highest standards of care possible. To enable us to achieve this we will review care procedures and systems in a number of ways including:

- audits of care
- satisfaction questionnaires from service users and other providers
- verbal feedback and comments

If you would like to offer suggestions/comments there are suggestion boxes located within the reception area and the night entrance. If you require any further information on this matter please see a member of staff.



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