

A guide to the  
**Inpatient Unit**

**dignity respect important**  
**understood safe supported**  
**empowered confident in control**



**We provide free care to patients with a life limiting illness across South West Hertfordshire and support their families**

# About the Inpatient Unit

The Inpatient Unit offers single sex accommodation for 12 people in a mixture of twin and single en-suite rooms, each with access to a peaceful garden area. There is an assisted bathroom available to patients.

We have a quiet room, a family room, a visitors' kitchen and a lounge area for the use of patients and visitors.

## Who can be admitted? What happens during my admission?

All patients with a life limiting illness can be considered for admission to the Inpatient Unit. We are unable to admit patients under the age of 18.

Nearly half of our patients are discharged after a short stay with us.

When you first arrive you will be met and given time to settle in before being seen by the clinical team. You will be involved in the planning of your care and treatment during your stay. It may be necessary to review and change some of your medication in order to better control your symptoms; we will discuss why we are making these changes with you and, if you agree, with your family too. If it is necessary to refer you to other healthcare professionals outside the Hospice this will also be discussed with you.

**For further information or advice regarding referrals to our all our services please contact our Community Liaison Coordinator on 01923 330330 or 07952 999101**



## What should I bring with me for my stay?

All your current medication in its original packaging; this will be used during your stay with us. All medication, including non-prescribed items such as vitamins and supplements must be given to the nursing staff on admission. In some cases it may be possible for you to self-administer your medication. Please discuss this with a member of the clinical team.

Details of any pending medical appointments, as it is often possible to attend these from the Inpatient Unit.

Details of your district nurse, specialist nurse and hospital consultants. These will help us to keep them in touch regarding your care and future discharge. If you have a red community folder please bring this too.

Night and day clothes, slippers and shoes, personal toiletries. We regret that we are unable to undertake any personal laundry.

Any specialist aids such as dentures, spectacles, hearing aids, walking sticks or frames, personalised wheelchair.

It is possible to bring electrical equipment with you but this must be checked by our electrician before use.

**Please not to bring valuables to the Hospice as we cannot accept responsibility for any loss or damage.**



## Meals at the Hospice

Three meals a day are available to patients and the menu changes daily. Specific dietary requirements can be catered for. Meals can either be served in patients' rooms or at the dining table in the Inpatient Unit. Our Housekeeper or one of our volunteering team can help you make your menu choices.

- Breakfast from 7.30am
  - Lunch from 12 noon
  - Dinner from 5.15pm
- (Weekend meal times may vary)

Food and drink is always available to you. Please ask a member of the Inpatient Unit team if you would like something outside of these hours.

There is a restaurant for visitors offering the daily hot food menus plus salads and sandwiches, all at reasonable prices. Your visitors should collect and pay for their food in the restaurant but they are welcome to bring it to eat with you. Arrangements for visitors' meals are slightly different at the weekend. Please ask a member of the team for information.

There is a visitors' kitchen in the Inpatient Unit where hot drinks can be made.

**We regret that for Health and Safety reasons we are unable to reheat food brought in by visitors.**

## When can I have visitors?

We have no strict visiting times in the Inpatient Unit, so your visitors are always welcome. However, we may recommend shorter visits if we feel that you need to rest. We are happy for children to visit but would ask you to respect the needs of other patients. Children must be accompanied by an adult at all times. We have a Family Room where visitors may stay over night if they need to.

**Limited parking is available at the Hospice for visitors. Please ask at Reception for details.**



## **Who will be looking after me?**

The team is made up of our specialist palliative care consultant, doctors, nurses and healthcare assistants, our supportive and spiritual care teams, complementary and creative therapists, our housekeeper, administrators and volunteers. You will be told the name of the nurse looking after you each day.

## **The medical team**

Our doctors work in the Inpatient Unit Monday to Friday between 9am and 5pm. There is always a doctor available outside these hours.

## **The nursing team**

Led by our Inpatient Unit manager and sister, our specialist nurses and healthcare assistants provide 24 hour care.



## Supportive Care team

The team helps patients and their families adjust, cope and find ways of managing their illness including rehabilitation prior to their discharge. The team provides a safe place to explore feelings and emotions and offers practical and emotional support to families, including children and young people, learning to cope with uncertainty, loss and grief. We have a quiet room available to patients, visitors, staff and volunteers. It is a place for quiet reflection, meditation, prayer or worship and is available for people of all faiths or none.

## Communication

Incoming phone calls may be received for you and a phone can be brought to your room. Please let the nurses know if you prefer not to receive calls. You are welcome to use your mobile phone in your room but we ask that your visitors respect others when using their mobiles within the Inpatient Unit.

The Inpatient Unit has wi-fi access for use by patients and visitors. Please ask a member of the team if you require assistance.

During your stay on the Inpatient Unit, your name will be displayed on a white board within the Unit reception area. The board will not detail any of your medical information but may be visible to staff, other patients and visitors. In order to protect your confidentiality, and in line with recent data protection legislation, we would like your consent to your name being shown in this way. If you have any questions or would prefer that your name is not shown please tell the nurse looking after you.

## Discharge and planning for the future

This is a short stay unit and we often aim to help our patients to return home. For this reason it is normal to begin discussing your future care soon after admission. The clinical team will arrange a Care Planning meeting to which you and, if it is your wish, family members will be invited. We will invite your district nurse, specialist nurse and a member of our Hospice at Home team to the meeting to ensure continuity of care during your discharge from the Inpatient Unit.

The Hospice at Home team will telephone you at home shortly after your discharge to find out how you are.

If it is not possible for you to return home from the Hospice it may be necessary to consider moving to a nursing home for your future care. Our nurses and Supportive Care team will assist in this process to ensure a smooth transfer of your care.

## Other Hospice services

You may also like to access our other services, including the Starlight Centre, during or after your stay with us. Separate leaflets are available to explain these services in more detail.

## Patient information

We have a wide range of patient information leaflets available. You or your family can visit our patient information and resource centre on the first floor of the Starlight Centre. If you require any other information please ask a member of the team.

## Resuscitation

The Hospice does not have specialist equipment for cardiopulmonary resuscitation. If resuscitation was appropriate we would need to call an emergency ambulance and you may be transferred to hospital. If you have any questions please speak to one of your doctors or nurses.

## Smoking

Patients are permitted to smoke in the garden area at the rear of the Inpatient Unit, if it does not disturb others. Smoking is not permitted by visitors or staff anywhere in the Hospice building or grounds.

## Fire alarms

These are tested weekly on a Friday afternoon and there is no need for you to take any action. If the fire alarms sound at any other time our staff will tell you what to do and assist you.

## Gifts

Our staff are unable to accept personal gifts from patients or their families, but should you wish to show your thanks we would be delighted to accept a donation to Peace Hospice Care. You can also make a donation online at [www.peacehospicecare.org.uk](http://www.peacehospicecare.org.uk)



## Your medical information

The information you give us may be recorded on both computer and paper record. It may be shared between our wider teams and other healthcare professionals related to your clinical care.

Your medical information may also be used to support clinical audit, education and other work to monitor the quality of care provided. Anyone who receives information from us is also under a legal duty of confidentiality.

Peace Hospice Care is committed to data protection and we will take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct.

If you have any concerns regarding the use of your medical or personal information please speak to a member of the clinical team.

If you have any suggestions for improvements to our service or would like to make a complaint please see our 'How to Complain' leaflet or write to our Director of Patient Services at the address below.

### **Peace Hospice Care is dedicated to improving quality of life for patients and families facing a life limiting illness.**

All the charity's services are delivered free of charge to patients in South West Hertfordshire by a highly skilled team of specialists.

We need to raise £4 million in charitable income every year to continue providing our services.

Over 80 pence in every pound raised goes directly on our services.

### **Peace Hospice Care**

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