



Hosbis Dewi Sant St David's Hospice

www.stdavidshospice.org.uk



Patient Guidebook



Message from Nia



*Hello and welcome
to St David's Hospice.
Croeso!*

We hope that you have a comfortable stay with us and that you find this booklet to be of use in addressing any queries you may have as an Inpatient at the Hospice.

The Inpatient Unit is here to provide you with facilities to support you and your family through, what is seen to be, a distressing and difficult time.

We will guide you and your family through the peaks and troughs that may be ahead. We will help you to be able to talk openly about your thoughts, concerns and assist you in making any transitions or adaptations throughout your illness to improve your quality of life.

All staff at St David's are committed to the safety and well-being of the patients in our care.

The aim of this booklet is to introduce you to the services we provide and other important information. There is also a Carer booklet and other publications available. If you have any questions, or concerns, please do not hesitate to speak with a member of staff.

Nia Rosser Hughes

Clinical Services Manager

Mission Statement

*“Through caring, support, empathy and trust,
St David’s will be a haven for all.”*

The main objective of St David’s Hospice is to provide care for people suffering from progressive, life threatening illnesses. This care will be provided in a homely, relaxed atmosphere and it is intended to meet the patient’s physical, psychological, social and spiritual needs.

The offer of support is extended to carers and significant others by listening to their concerns and anxieties and by providing a counselling service.

The Hospice will involve all appropriate carers and allied health professionals in caring for the patient thus ensuing alleviation or palliation of symptoms and improving the patients and carers quality of life.

Whilst at the Hospice, patients will be treated with respect as regards their privacy, dignity and individuality. Confidentiality will be maintained at all times.



Who's Who?

We have a team of experienced, trained nurses who will be caring for you 24 hours a day. The nurse in charge of your care on each shift will introduce him/herself to you, and your carers/family are welcome to discuss any care issues with them.

An experienced team of Health Care Support Workers also ably assist the trained nurses. They can help you with meals, drinks and hygiene needs and also certain nursing tasks, for example, taking your temperature and pulse, under guidance of a trained member of staff. A multi-disciplinary team meeting takes place weekly, where staff discuss your care plans with a varied professional team. All matters discussed are treated confidentially.

Other people you may meet include our Doctor/consultants, physiotherapist, Occupational Therapist, Social Worker, administrative staff, secretary, ward clerk, housekeepers, maintenance, fundraisers, chaplains, pharmacist and of course, our friendly, helpful team of volunteers.

We are all here for you and your family, to ensure your stay with us is comfortable and that your needs are catered for.

Please do not hesitate to ask any question and if you are unsure of who is approaching you and of their role, please ask. You may also ask to see their identification badge.

What we offer

The clinical team is available to help with symptom control, pain management, psychological and emotional support, educational information or to deal with any concerns you may have. We also offer support to families and carers and communicate with your GP/consultant, Macmillan, Marie Curie, Hospice at Home and community nurse.

As a Specialist Unit, we have weekly input from consultants in palliative care and also speciality doctors who are available throughout the week. The medical team is led by the Medical Director of the Hospice. St David's benefits from having a full multi-disciplinary team. Our nursing team provide a 24-hour service to patients and a 9am until 5pm service in the Day Unit. Our dedicated team have specialist qualifications and a wealth of experience.

The Hospice has visits from a fully qualified Pharmacist from the local hospital to check drugs and give advice.

Social Work

This provides support to patients and carers and helps plan care from home for when patients are discharged. The Senior Social Worker can also assist with sourcing financial aid for home care and nursing home care where available and appropriate.

Physiotherapy

This is available to assist with problems such as pain, swelling, breathlessness and mobility. The aim of the treatment is to help you be as independent as possible.

Occupational Therapy

The Occupational therapist can help you adapt your home/surrounding in a way which enables you to carry out your activities of daily living safely. They can also aid with managing feelings of fatigue and how to pace your day effectively.

Pharmacist

The Hospice has visits from a fully qualified Pharmacist from the local hospital to check drugs and give advice.

Chaplaincy

A Hospice Chaplain and other visiting chaplains from local churches/chapels visit regularly during the week. Please ask if you wish to have a chaplain (of any denomination) to visit you.

Counselling Service

Many members of the team at St David's have counselling qualifications. Should you require further aid we can refer you to our specialist colleagues.

Complementary Therapy

These are provided by qualified therapists and have been shown to improve patients' feelings of well-being, reducing stress and anxiety, thus aiding relaxation. Aromatherapy and massage are but two on offer, please ask for the full range of therapies that are available.



Important Information

Meals

Meals will be breakfast, morning coffee, lunch, afternoon tea and supper. If you do not want anything at meal times, they can be prepared for you when you want them (within reason), and drinks are available at any time. Please do not bring perishable foods and produce into the Hospice as we cannot guarantee their storage. Please ask if you fancy any special foods and we shall endeavour to provide it. Special dietary requirements will be catered for, please advise a member of the nursing team or chef.

Fire Alarm

The alarm will be tested every Friday afternoon and all staff have been trained in the event of a fire to evacuate the scene.

Visiting

There is no restriction on visiting, but we do ask that visitors are considerate to other hospice users and we aim to protect patient's privacy during meal times. Patients are able to ask the staff to restrict visiting if they feel this is appropriate, due to rest periods.

Laundry

The Hospice has a limited service for patients who have no relatives/carers. Articles are laundered at the patient's own risk.

Smoking

The Hospice has a strict no smoking policy and we kindly ask that patients, families and staff observe this.

Telephone

There is a phone at the bedside for patient use, please dial 9 before the number required to get an outside line. Relatives/friends are not able to phone you directly but if they call the nurses number the call will be transferred to you if you are available.

Frequently Asked Questions

Do patients have to pay for their stay?

No. All care, meals and treatments are free of charge to patients.

Is it similar to a nursing home?

St David's is not a nursing home and we cannot provide long term care. We are a Specialist Palliative Care Centre providing symptom control, respite care, and care for those at the end of their life.

What is Palliative Care?

It is total care of the patient including emotional, spiritual and physical care. Palliation is designed to alleviate symptoms when an illness is not curable.

When can I be admitted?

Patients are currently admitted from Monday to Friday, between the hours of 09.00 and 15.00 hrs, and also on Saturday and Sunday mornings 09.30 until 12 noon, depending on transport needs.

How long can I stay?

This depends upon your reason for admission and general health. Respite care is offered for one week depending on the bed situation.

What happens after my stay?

You may return home with the help of your carers/family/GP/Community Nurses. If this is difficult for you, other options such as nursing homes can be discussed.

What treatment can I have at the Hospice?

We can treat pain, vomiting, diarrhoea, anxiety, depression and many other distressing symptoms. We can give blood transfusions and certain intravenous therapies. There are a number of complementary therapies available including aromatherapy and massage.

How will my religious/spiritual wishes be met?

We have an interdenominational chapel available and can call in various clergy to visit you if you desire. Please feel free to discuss your needs with staff.

What if I need an X-Ray or to see a Consultant?

Patients are referred back to a general hospital if the need arises. Hospital appointments can be kept if appropriate. Please give us 24 hours notice if you require transport.

What if I prefer my partner or friend to wash or feed me?

Close family and friends are most welcome to participate in your care and it is important that they continue to feel included. However, whilst you are in, they may also wish to have some rest and relaxation and we have complementary therapies on offer for them if they wish.

What happens with regards to the resuscitation for poorly patients?

Please discuss this with your nurse and Doctor. Hospice care allows for a peaceful and dignified death, we do not have advanced resuscitation facilities, but can call upon emergency services if appropriate.

What do I need to bring with me to St David's Hospice?

Patients should bring night and day clothes as appropriate to their condition, a current medications list, books or hobbies materials and washing materials. Patients should not bring in large sums of money, cards, and items of high value as the hospice cannot take responsibility for them.

What if I have a comment or complaint to make about my care?

St David's Hospice hopes to create an atmosphere where people are not afraid to voice their concerns and to complain if necessary. It has been shown that the sooner issues of concern are discussed, the sooner they can be addressed. It is helpful to everyone if complaints can be made at the time of the incident when memories are fresh, or as soon as possible. For concerns regarding clinical issues or patient care, see or write to Mrs Nia Rosser-Hughes, Clinical Services Manager. For concerns regarding Management or Administration, write to the Chief Executive of the Hospice, Mr Alun Davies, St David's Hospice, Abbey Road, Llandudno, LL30 2EN. If you are not satisfied after taking the above action, then please write to the Chairman of the Board of Directors, who will ensure that your concern/complaint is investigated by the Hospice Complaints Committee. It is our policy to investigate all complaints thoroughly. Acknowledgement of written complaints will be sent within two working days and a full response within 20 working days. If this is not possible, you will be sent further communications with reasons for the delay.

If the issues have not been resolved by the above, and you would like to take the matter further, contact:

PVH Team
Healthcare Inspectorate for Wales
Unit 3C, Caerphilly Business Park
Van Road, Caerphilly
CF83 83D

Can I have access to my medical records?

The Data Protection Act 1998 allows patients to find out what records are held about them. Please ask for further information.