

# HOLYHEAD INPATIENTS

## ASKED QUESTIONS

### **Do patients have to pay for their stay?**

No, all care, meals and treatments are offered completely free of charge to patients.

### **Is it similar to a nursing home?**

St David's Hospice is not a nursing home and we do not 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 and is it suited to me?**

It is total care of the patient including emotional, spiritual and physical care. Palliation is designed to alleviate symptoms when an illness is incurable.

### **When can a patient be admitted?**

Patients are admitted from Monday to Friday, between the hours of 9:00am and 4:00pm.

### **How long can I stay?**

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

### **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 admission to a nursing home will be discussed.

### **What treatment can I have at the Hospice?**

We can treat pain, vomiting, diarrhoea, anxiety, depression and many other 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 beliefs be met?**

We can call in various clergy to visit you if you desire. Please feel free to discuss your needs with a member of staff. We try to help patients of all religions and spiritual beliefs.

### **Are there facilities for emergency treatment in the event of sudden illness?**

We aim to seek patients' views on the treatment and care that is most appropriate for them, depending on their condition. This might include discussion and decisions about what to do in the event of a sudden change, for example, transfer to acute hospital or cardiopulmonary resuscitation. Patients may wish to tell the staff if they have made any advance care plans or decisions about their care. The Hospice does not have emergency facilities as in an acute hospital but can call an ambulance to support the staff if this is appropriate.

### **What if a patient need an X-ray or to see a Consultant?**

We aim to seek patients' views on the treatment and care that is most appropriate for them, depending on their condition. This might include discussion and decisions about what to do in the event of a sudden change, for example, transfer to acute hospital or cardiopulmonary resuscitation. Patients may wish to tell the staff if they have made any advance care plans or decisions about their care. The Hospice does not have emergency facilities as in an acute hospital but can call an ambulance to support the staff if this is appropriate.

### **Can family eat and drink whilst visiting?**

If your loved one has mobility issues, or is distressed, then a member of staff will bring them a drink. Loved ones can eat with you in your room, if appropriate or for a special occasion. If you feel like you are unable to leave your loved one, we will offer you drinks and biscuits. There is a staff canteen that will often provide sandwiches for families who are staying, a member of staff will phone the canteen on your behalf.

### **Can children visit?**

Yes, but they must be accompanied by an adult. We do ask that there is to be no running or shouting within the building.

### **Can pets visit?**

Yes, if well behaved, house trained and wormed/inoculated as appropriate. We would ask that you discuss bringing your pet into the Hospice with the nursing team so that arrangements can be made accordingly.