Hosbis Dewi Sant
St David's Hospice

Llandudno

Inpatient Guidebook

Information for patients, families & carers

www.stdavidshospice.org.uk

Hello and welcome to St David's Hospice.

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

The Inpatient unit provides you with facilities that assist you and your family through, what can be, a distressing and difficult time.
We will guide you and your family and enable you to talk openly about your thoughts and concerns. We will assist you in making any transitions or adaptions throughout your illness to improve your quality of life.

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

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

Thank you

Director of Care,

Mission Statement

“Here for you in your local community”

The main objective of St David’s Hospice is to care for people suffering with life limiting illnesses, advanced illnesses and those in need of end-of-life care. 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 ensuring alleviation or palliation of symptoms, continuity of care and improving the patient’s and carer’s quality of life.

Patients will be treated with respect as regards to their privacy, dignity and individuality. Confidentiality will be maintained at all times.

(This is a summary of the St David’s Hospice Statement of Purpose a document which describes our service and its purpose in more detail. The full version is available on request and on the Hospice

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 with your permission.

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 certain nursing tasks, for example, taking your temperature and pulse, under guidance of a trained member of staff.

Other people you may meet include our Consultants/Doctors, Physiotherapists, Occupational Therapists, Complementary Therapist, Therapeutic artist, Social Worker, Administrative Staff, Housekeepers, Kitchen Staff, Maintenance Staff, Fundraisers, Chaplains and of course our friendly helpful team of Volunteers.

We are all here for you and your family, to make sure your stay with us is comfortable and that your needs are catered for.
Please do not hesitate to ask any questions and if you are unsure of who is approaching you and of their role, please ask. You can also ask to see their identification badge.

What we offer

The clinical team is available to help with symptom control, pain management, end of life care, respite, psychological and emotional support and to deal with any concerns you may have. We also offer support to families and carers. The team communicates with your GP/Consultant, Community Specialist Palliative Care Nurse, Hospice at Home and District Nurse and Specialist Nurses to make sure that we have all the relevant information to care for you properly.

A Multi-Disciplinary Team Meeting will be held weekly to discuss your care-plan with all the professionals involved. If you have concerns about the sharing of your information then please let us know.

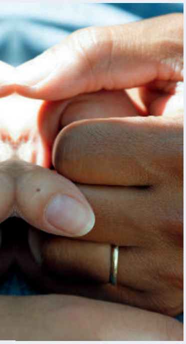
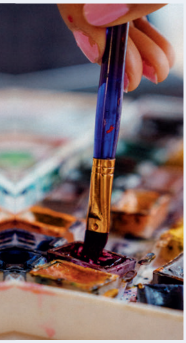
As a Specialist Unit, we have weekly input from Consultants in Palliative Care and Speciality Doctors who are available throughout the week. St David's Hospice benefits from having a full multi-disciplinary team. Our nursing team provides a 24-hour service to inpatients and a 9am until 5pm, Monday to Friday service in the Day Therapy unit. Our dedicated team has specialist qualifications and a wealth of experience.

To obtain a copy of the HIW last/recent Inspection Report please contact:

Healthcare Inspectorate Wales
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163
Email: hiw@wales.gov.uk

Or

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed
CF35 5LJ
Tel: 0300 790 0203
Email: ask@ombudsman.wales

Social Worker

The Social Worker provides a professional Social Work service to the inpatients, day patients, carers and bereaved families known to the Hospice, plus ongoing support to patients, their families and carers. Assisting in care at home through liaising with community care coordinators or arranging care packages when patients are discharged. The Social Worker will also assist with sourcing appropriate finance for home care and nursing home care where available and appropriate.

Physiotherapists

Physiotherapists are 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 Therapist

The Occupational Therapist can help you adapt your home/surroundings 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

A fully qualified Pharmacist from the local hospital visits the Hospice to check medicines and give advice.

Chaplaincy

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

Bereavement Service / Counselling Service

Many members of the team at St David's Hospice have counselling qualifications and offer a bereavement follow-up for families and carers.

Complementary Therapy

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

Theraputic Artist

Sometimes it can be hard to talk about difficulties and feelings, Art Therapy allows a safe environment for self-expression and reflection in the presence of Art Facilitator. You do not have to be an artist to benefit. Family members and carers are welcome too.

Important Information

Meals

Meals and snacks will be breakfast, morning coffee, lunch and supper. If you do not want anything at normal meal times, meals 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 prefer something that is not on the menu, we will make every effort to provide it. Special dietary requirements will be catered for, please ask a member of the nursing team or dietician.

Fire Alarm

The alarm will be tested every Tuesday morning. All staff have been trained in the event of a fire to evacuate the scene and to help you if there is an emergency.

Visiting

Visiting is from 1-8pm, however we do ask that visitors are considerate to other hospice users and we aim to protect patients' privacy during meal times. Patients can ask staff to restrict visiting if they feel this is appropriate.
Visitors can gain entry to the unit via the rear in-patient entrance. Please ring the bell and wait for attention.
As a patient you are able to leave St David's Hospice but this will be at your own risk. In patient deemed not to have capacity and were to leave St David's Hospice then this would be treated as a missing person and all efforts made to find missing person.

Laundry

We ask that your relatives/carers launder your personal clothing. For patients who have no relatives/carers the Hospice has a limited laundry service. Articles are laundered at the patient's own risk.e.

Smoking

The Hospice is a non-smoking establishment and we ask you to respect this. Please do not smoke in the building, the car park or gardens and leave the Hospice premises if you want to smoke.

Flowers

No cut flowers can be brought into the Hospice due to Infection Prevention. Potted Flowers and bulbs are acceptable.

Computer Access

Patients may bring their own laptop/tablet into the Hospice and WiFi is available in your room.
Wireless Internet access is by nature is a non-secured connection method. Any information being sent or received over the St David's Hospice Guest wireless network could potentially be intercepted by another wireless user. Wireless users should not transmit their credit card information, passwords, and any other sensitive personal information while using a wireless "hot spot".

St David's Hospice has no control over the information available over the Internet and cannot be held responsible for content or accuracy. St David's Hospice cannot be held responsible for any confidential or financial information users may send over the Wireless Internet, nor can we be held responsible for any consequential loss, intellectual or financial arising from the use of the Hospice Wi-Fi network . All communication over the Hospice Guest connection is subject to monitoring.

Personal Property

The Hospice cannot accept any responsibility for patients' personal property and cannot replace lost items. This includes glasses, dentures and hearing aids. Please keep them safe.

Security

The Hospice building is covered by a CCTV system (in communal areas including external areas, corridors and walkways) which helps ensure the safety of patients, visitors, staff and volunteers consistent with respect for the individuals' privacy. No camera will be hidden from view and all will be prevented from focusing on areas of patient accommodation.

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 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?

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 I be admitted?

Patients are admitted from Monday to Friday, between the hours of 9am and 2pm.

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, we are unable to offer long term placements,

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. There are a number of complementary therapies available including aromatherapy and massage.

How will my religious/spiritual beliefs be met?

We have an Spiritual Room available and 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 I am assessed and deemed not to have mental capacity to make my own decisions?

Should a patient's freedom to choose need to be restricted at any time to safeguard them from harm or risk of harm, this will be managed in accordance with The Mental Capacity Act 2005, Deprivation of Liberty Safeguards, or other relevant and appropriate legislation.

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 in the Hospice, they may also wish to have some rest and relaxation and we have complementary therapies on offer for them if they wish.

Can my partner/carer stay if I feel very poorly

Yes, there are limited facilities for your relative to stay overnight if appropriate please ask a member of staff.

Can my family eat and drink whilst visiting me?

Hot drinks are available in the relatives' lounge.
If your loved one has mobility issues, or is distressed, then a member of staff will bring them a drink. Visitors are encouraged to eat in the café and meals/snacks can be purchased from the Hospice's Café Dewi on Mondays to Fridays 10am – 4pm. St David's do not routinely offer meals at weekends or after 4pm. If visitors have a problem accessing meals please speak to a member of staff.

Can children visit me?

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 my pets visit me?

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. A Risk Assessment will need to be actioned.

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, toiletries and books or hobby materials.

Patients should not bring in large sums of money, debit/credit cards and items of high value as the Hospice cannot take responsibility for them.

How do I provide feedback?

Feedback can be provided verbally to a team member, written format in a questionnaire, please ask member of staff for questionnaire, or electronically using email address www.stdavidshospice.org.uk/hospice-care and code dewi123

Comments or Complaints

We like to hear from you.

We welcome your comments about your experience. It give us valuable feedback and helps us to maintain high standards. Please let us know by completing our Hospice questionnaire and returning to St David's Hospice (available from the clinical staff or Hospice website)

You are also always welcome to speak to the Nurse in Charge about any aspect of the service.

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, equality, diversity or human rights, management or administration please speak to the Nurse in charge at the time of your concern. If the problem is not resolved please ask to see or write to the Chief Executive of the Hospice, St David's Hospice, Abbey Road, Llandudno, LL30 2EN. 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.

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.
The St David's Hospice is regulated by Healthcare Inspectorate Wales and was last inspected in Sept 2022. The inspection report is available at www.hiw.org.uk

If you would like a copy of our 'Statement of Purpose', please ask a member of staff.

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

Healthcare Inspectorate Wales
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163
Email: hiw@wales.gov.uk

Or

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed
CF35 5LJ
Tel: 0300 790 0203
Email: ask@ombudsman.wales

At St David's Hospice we are continuously striving to improve our services and maintain the highest standard of care. We would encourage patients and their carers/loved ones to leave us feedback by filling out our questionnaire.
The questionnaire can be accessed by scanning the QR code below:

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www.stdavidshospice.org.uk

Charity Number: 1038543

Os nad ydy'r problemau wedi'u datrys gan yr uchod, ac yr hoffech fynd â'r mater ymhellach, cysylltwch ag:

Arolygiaeth Gofal Iechyd Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful
CF48 1UZ
Ffôn: 0300 062 8163
E-bost: hiw@wales.gov.uk

Neu

Ombwdsmon Gwasanaethau Cyhoeddus Cymru
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Ffôn: 0300 790 0203
E-bost: ask@ombudsman.wales

Ym Hospice Dewi Sant rydym yn parhau i ymdrechu i wella ein gwasanaethau a chynnal y safon fwyaf uchel o ofal. Byddem yn annog cleifion a'u gofalwyr/annwylion i adael adborth i ni drwy lenwi ein holiadur. Mae'r holiadur ar gael trwy sganio'r cod QR isod:

Dyddiad Cyhoeddi: Awst 2023 Dyddiad Diwygiedig: Mehefin 2025

www.stdavidshospice.org.uk

Rhif Elusen Cofrestredig: 1038543

Sylw neu Gŵynion

Rydym yn hoffi clywed gennych.

Rydym yn croesawu'ch sylwadau ynghylch eich profiad. Mae'n rhoi adborth gwerthfawr inni ac yn ein helpu i gynnal safonau uchel. Rhowch wybod inni trwy gwblhau ein holiadur Hosbis a'i ddychwelyd i Hosbis Dewi Sant (ar gael gan y staff clinigol neu ar wefan yr Hosbis) os gwelwch yn dda
Mae croeso ichi siarad â'r Nyrs â Gofal bob amser hefyd ynghylch unrhyw agwedd ar y gwasanaeth.

Beth os oes gennyf sylw neu gŵyn i'w wneud ynghylch fy ngofal?

Mae Hosbis Dewi Sant yn gobeithio creu awyrgylch ble nad oes gan bobl ofn mynegi eu pryderon a chwyno os oes angen. Mae wedi'i ddangos mai gyntaf yn y byd y caiff pethau sy'n peri pryder eu trafod, gyntaf yn y byd y gellir mynd i'r afael â nhw. Mae o gymorth i bawb os gellir gwneud cwynion adeg y digwyddiad pan fydd pethau'n fyw yn y cof, neu cyn gynted â phosibl. Gyda phryderon ynghylch materion clinigol neu ofal claf, cydraddoldeb, amrywiaeth neu hawliau dynol, rheolaeth neu weinyddiaeth siaradwch â'r Nyrs â gofal ar adeg eich pryder. Os nad ydy'r broblem wedi'i datrys gofynnwch am gael gweld neu ysgrifennwch at Brif Weithredwr yr Hosbis, Hosbis Dewi Sant, Ffordd yr Abaty, Llandudno, LL30 2EN. Ein polisi ydy ymchwilio i bob cwyn yn drylwyr.
Byddir yn anfon cydnabyddiaeth o gwynion ysgrifenedig o fewn dau ddiwrnod gwaith ac ymateb llawn o fewn 20 diwrnod gwaith. Os nad ydy hyn yn bosibl, byddir yn anfon gohebiaeth bellach atoch gyda'r rhesymau dros yr oedi.

A allaf i gael hawl i weld fy nghofnodion meddygol?

Mae Deddf Diogelu Data 1998 yn caniatáu i gleifion gael gwybod pa gofnodion sydd wedi'u cadw yn eu cylch. Gofynnwch am ragor o wybodaeth.
Caiff Hosbis Dewi Sant ei rheoleiddio gan Arolygiaeth Gofal Iechyd Cymru a chafodd ei harchwilio ddiwethaf ym mis Medi 2022. Mae'r adroddiad archwilio ar gael ar www.hiw.org.uk

Os hoffech chi gopi o'n 'Datganiad o Ddiben', gofynnwch i aelod o'r staff os gwelwch yn dda.

Beth os ydy'n well gennyf i'm partner neu ffrind fy ngolchi neu fy mwydo?

Mae croeso mawr i deulu a ffrindiau agos gymryd rhan yn eich gofal ac mae'n bwysig eu bod yn dal i deimlo eu bod yn cael eu cynnwys. Er hynny, tra byddan nhw yn yr Hosbis, efallai hefyd y byddan nhw'n dymuno cael rhywfaint o orffwys ac ymlacio ac mae gennym therapïau cyflenwol ar gynnig ar eu cyfer os ydyn nhw'n dymuno.

A gaiff fy mhartner/ngofalwr aros os wyf yn teimlo'n wael iawn?

Caiff, mae yna rywfaint o gyfleusterau i'ch perthynas aros dros nos os yn briodol – gofynnwch i aelod o'r staff os gwelwch yn dda.

A gaiff fy nheulu fwyta ac yfed tra byddan nhw'n ymweld â mi?

Mae diodydd poeth ar gael yn lolfa'r perthnasau. Yfwch nhw yno os gwelwch yn dda a chael ymadael â chwpanau ayb. yn y biniau sydd wedi'u darparu.

Os oes gan eich anwylyd broblemau symud o gwmpas, neu'i fod yn ddioddefus, yna fe wna aelod o'r staff ddod â diod iddyn nhw. Caiff ymwelwyr eu hannog i fwyta yn y café a gellir prynu prydau/byrbrydau hefyd o Gafé Dewi'r Hosbis o ddydd Llun tan ddydd Gwener o 10 yb tan 4 yp. Nid ydy Hosbis Dewi Sant yn cynnig prydau fel arfer dros y penwythnos neu ar ôl 4 y prynhawn. Os oes gan ymwelwyr broblem yn cael gafael ar brydau siaradwch ag aelod o'r staff os gwelwch yn dda.

A gaiff plant ymweld â mi?

Cânt, ond rhaid iddyn nhw fod yng nghwmni oedolyn. Rydym yn gofyn nad oes dim rhedeg na gweiddi i fod o fewn yr adeilad.

A gaiff fy anifeiliaid anwes ymweld â mi?

Cânt, gaiff anifeiliaid anwes ymweld â chi adeg amser umwled amgyfnod byr os ydyn nhw'n ufudd, yn lân yn y tŷ ac wedi'u trin rhag llyngyr/brechu fel y bo'n briodol. Rydym yn gofyn ichi drafod dod â'ch anifail anwes i'r Hosbis gyda'r tîm nyrsio fel bod modd gwneud trefniadau'n unol â hynny. Bydd angen gweithredu Asesiad Risg.

Beth sydd angen imi ddod efo mi i Hosbis Dewi Sant?

Dylai cleifion ddod â dillad nos a dillad dydd fel sy'n briodol i'w cyflwr, rhestr meddyginiaethau cyfredol, pethau ymolchi a llyfrau neu ddefnyddiau hobïau.

Ni ddylai cleifion ddod â symiau mawr o arian, cardiau debyd/credyd ac eitemau gwerthfawr i mewn gan nad ydy'r Hosbis yn gallu cymryd cyfrifoldeb amdanynt.

Sut mae rhoi adborth?

Gellir rhoi adborth ar lafar i aelod o'r tîm, mewn fformat ysgrifenedig a holiadur, gofynnwch i aelod o staff am holiadur, neu'n electronig gan ddefnyddio cyfeiriad e-bost www.stdavidshospice.org.uk/hospice-care a chod dewi123

Pryd allaf gael fy nerbyn?

Caiff cleifion eu derbyn o ddydd Llun tan ddydd Gwener, rhwng 9yb a 2yp.

Pa mor hir gaf i aros?

Mae hyn yn dibynnu ar y rheswm dros eich derbyn a'ch iechyd cyffredinol. Mae gofal seibiant yn cael ei gynnig am wythnos, yn dibynnu a oes gwely ar gael, nid ydym yn gallu cynnig arosiadau hirdymor

Beth sy'n digwydd ar ôl fy arhosiad?

Cewch ddychwelyd adref gyda help eich gofalwyr/teulu/Meddyg Teulu/Nyrsys Cymuned. Os ydy hyn yn anodd ichi, bydd opsiynau eraill fel cael eich derbyn i gartref nyrsio yn cael eu trafod.

Pa driniaeth allaf i ei gael yn yr Hosbis?

Gallwn drin poen, taflu i fyny, dolur rhydd, gorbryder, iselder a llawer o symptomau eraill. Mae nifer o therapïau cyflenwol ar gael, yn cynnwys aromatherapi a thylino.

Sut fydd fy nghredoau crefyddol/ysbrydol yn cael eu cwrdd?

Mae gennym Ystafell ysbrydol ar gael a gallwn alw amrywiol glerigwyr i mewn i ymweld â chi os dymunwch. Teimlwch yn rhydd i drafod eich anghenion gydag aelod o'r staff. Rydym yn ceisio helpu cleifion o bob crefydd a chred ysbrydol.

A oes cyfleusterau ar gyfer triniaeth frys os digwydd salwch sydyn?

Ein nod ydy gofyn am farn cleifion ar y driniaeth a'r gofal sy'n fwyaf priodol iddyn nhw, yn dibynnu ar eu cyflwr. Gallai hyn gynnwys trafodaeth a phenderfyniadau ynghylch beth i'w wneud os digwydd newid sydyn, er enghraifft, trosglwyddo i ysbyty acíwt neu adfywio cardio-pwlmonaidd. Efallai y dymuna cleifion ddweud wrth y staff os ydyn nhw wedi gwneud unrhyw gynlluniau gofal ymlaen llaw neu benderfyniadau ynghylch eu gofal. Nid oes gan yr Hosbis gyfleusterau brys fel mewn ysbyty acíwt ond mae'n gallu galw ambiwlans i gefnogi'r staff os ydy hyn yn briodol.

Beth os caf fy asesu ac yr ystyrir nad oes gennyf y galluedd meddyliol i wneud fy mhenderfyniadau fy hun?

Petai angen i ryddid claf i ddewis gael ei gyfyngu ar unrhyw adeg i'w ddiogelu rhag niwed neu berygl o niwed, bydd hyn yn cael ei reoli'n unol â'r Ddeddf Galluedd Meddyliol 2005, trefniadau diogelu rhag colli rhyddid, neu ddeddfwriaeth berthnasol a phriodol arall.

Blodau

Ni ellir dod â blodau wedi'u torri i mewn i'r Hosbis oherwydd Atal Heintiau. Mae blodau mewn potiau a bylbiau yn dderbyniol.

Mynediad at Gyfrifiadur

Mae cleifion yn cael dod â'u gliniadur/tabled eu hunain i'r Hosbis ac mae WiFi ar gael yn eich ystafell.

Mae mynediad di-wifr i'r Rhyngrwyd trwy natur yn ddull cysylltu sydd heb ei ddiogelu. Fe allai unrhyw wybodaeth sy'n cael ei hanfon neu'i derbyn dros rwydwaith di-wifr Gwesteion Hosbis Dewi Sant gael ei rhyng-gipio gan ddefnyddiwr di-wifr arall. Ni ddylai defnyddwyr di-wifr drosglwyddo gwybodaeth am eu cerdyn credyd, cyfrineiriau, ac unrhyw wybodaeth bersonol sensitif arall wrth ddefnyddio "man poeth" di-wifr.

Does gan Hosbis Dewi Sant ddim rheolaeth ar yr wybodaeth sydd ar gael dros y Rhyngrwyd ac ni ellir ei dal yn gyfrifol am gynnwys neu gywirdeb. Ni ellir dal Hosbis Dewi Sant yn gyfrifol am unrhyw wybodaeth gyfrinachol neu ariannol y gall defnyddwyr ei hanfon dros y Rhyngrwyd Di-wifr, ac ni ellir ein dal yn gyfrifol ychwaith am unrhyw golled ganlyniadol, deallusol neu ariannol sy'n codi o ddefnydd rhwydwaith Wi-Fi yr Hosbis. Mae'r holl gyfathrebu dros gysylltiad Gwesteion yr Hosbis yn cael ei fonitro.

Eiddo Personol

Ni all yr Hosbis dderbyn unrhyw gyfrifoldeb am eiddo personol cleifion ac ni all adnewyddu eitemau a gollwyd. Mae hyn yn cynnwys sbectols, dannedd gosod a chymhorthion clyw. Cadwch nhw'n ddiogel os gwelwch yn dda.

Diogelwch

Mae adeilad yr Hosbis wedi'i warchod gan-system Teledu Cylch Cyfyng (mewn mannau cymunol, yn cynnwys mannau allanol, coridorau a rhodfeydd) sy'n helpu i sicrhau diogelwch cleifion, ymwelwyr, staff a gwirfoddolwyr yn gyson â pharch at breifatrwydd yr unigolyn. Ni fydd yr un camera wedi'i guddio o'r golwg a bydd pob un wedi'i atal rhag ffocysu ar fannau ble mae llety'r cleifion.

Cwestiynau Cyffredin

A oes raid i gleifion dalu am eu harhosiad?

Nag oes, mae'r holl ofal, prydau a thriniaethau yn rhad ac am ddim i'r cleifion.

A ydy o'n debyg i gartref nyrsio?

Nid cartref nyrsio ydy Hosbis Dewi Sant ac nid ydym yn darparu gofal tymor hir. Canolfan Gofal Lliniarol Arbenigol ydym sy'n darparu rheolaeth symptomau, gofal seibiant, a gofal i'r rheini ar ddiwedd eu bywyd.

Beth ydy Gofal Lliniarol?

Gofal llwyr y claf ydyw, yn cynnwys gofal emosiynol, ysbrydol a chorfforol. Mae gofal lliniarol wedi'i gynllunio i leddfu symptomau pan nad oes gwella ar salwch.

Gwybodaeth Bwysig

Prydau

Y prydau a byrbrydau fydd brecwast, coffi bore, cinio a swper. Os nad oes arnoch eisiau dim byd adeg prydau arferol, gellir paratoi prydau i chi pan fydd arnoch eu hawydd (o fewn rheswm), ac mae diodydd ar gael ar unrhyw adeg.

Peidiwch â dod â bwydydd a chynnyrch darfodus i'r Hosbis os gwelwch yn dda gan nad ydym yn gallu gwarantu y gallwn eu storio.
Gofynnwch os byddai'n well gennych rywbeth sydd heb fod ar y fwydlen, fe wnawn ni bob ymdrech i'w ddarparu. Byddwn yn darparu ar gyfer anghenion dietegol arbennig, gofynnwch i aelod o'r tîm nyrsio neu'r dietegydd os gwelwch yn dda.

Larwm Tân

Bydd y larwm yn cael ei brofi bob bore dydd Mawrth. Mae'r staff i gyd wedi'u hyfforddi i wagio'r safle os digwydd tân ac i'ch helpu os oes argyfwng.

Ymweld

Ymweld rhwng 1yp - 8yp, ond rydym yn gofyn i ymwelwyr fod yn ystyriol o ddefnyddwyr eraill yr hosbis a'n nod ydy diogelu preifatrwydd cleifion yn ystod amser bwyd. Gall cleifion ofyn i'r staff gyfyngu ymweld os ydyn nhw'n teimlo bod hyn yn briodol.
Mae ymwelwyr yn gallu cael mynediad i'r uned drwy'r fynedfa gefn. Canwch y gloch ac aros i rywun ddod atoch. Fel claf gallwch adael Hosbis Dewi Sant ond bydd hyn ar eich menter eich hun. Ystyrir nad oedd gan glaf capasiti a phe bai'n gadael Hosbis Dewi Sant yna byddai hyn yn cael ei drin fel a person coll a phob ymdrech i ddod o hyd i berson coll.

Ystyrir ymweliadau agored mewn amgylchiadau esgusodol.

Golchi

Rydym yn gofyn bod eich perthnasau/gofalwyr yn golchi'ch dillad personol. Ar gyfer y cleifion hynny nad oes ganddynt berthnasau/ofalwyr mae gan yr Hosbis wasanaeth golchi cyfyngedig. Mae pethau'n cael eu golchi ar ei fenter ei hun y claf.

Ysmygu

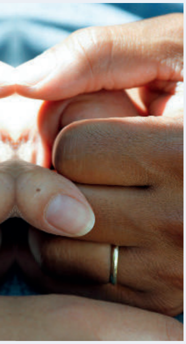
Mae'r Hosbis yn sefydliad dim ysmygu a gofynnwn ichi barchu hyn. Peidiwch ag ysmygu yn yr adeilad, y maes parcio neu'r gerddi a gadewch safle'r Hosbis os ydych am ysmygu.

Gweithiwr Cymdeithasol

Mae'r Gweithiwr Cymdeithasol yn darparu gwasanaeth Gwaith Cymdeithasol proffesiynol i'r cleifion mewnol, cleifion dydd, gofalwyr a theuluoedd profedigaethus sy'n hysbys i'r Hosbis, ynghyd â chefnogaeth barhaus i gleifion, eu teuluoedd a'u gofalwyr. Mae'n cynorthwyo gyda gofal yn y cartref trwy gysylltu â chydlynwyr gofal yn y gymuned neu drwy drefnu pecynnau gofal pan gaiff cleifion eu rhyddhau.Bydd y Gweithiwr Cymdeithasol yn cynorthwyo hefyd gyda chael gafael ar gyllid priodol ar gyfer gofal yn y cartref a gofal cartref nyrsio ble mae ar gael ac yn briodol.

Ffisiotherapyddion

Mae ffisiotherapyddion ar gael i gynorthwyo gyda phroblemau megis poen, chwyddo, diffyg anadl a symudedd. Nod y driniaeth ydy eich helpu i fod mor annibynnol ag sy'n bosibl.



Therapyddion Galwedigaethol

Mae'r Therapydd Galwedigaethol yn gallu eich helpu i addasu'ch cartref/ amgylchoedd mewn ffordd sy'n eich galluogi i gyflawni'ch gweithgareddau byw bob dydd yn ddiogel. Maen nhw'n gallu helpu hefyd gyda rheoli teimladau o flinder a sut i reoli cyflymdra'ch diwrnod yn effeithiol.

Fferyllydd

Mae Fferyllydd cwbl gymwys o'r ysbyty lleol yn ymweld â'r Hosbis i gael golwg ar feddyginiaethau a rhoi cyngor.

Caplaniaeth

Mae un o Gaplaniaid yr Hosbis a chaplaniaid eraill o eglwysi/capeli lleol yn ymweld yn rheolaidd yn ystod yr wythnos. Gofynnwch os hoffech chi i gaplan, o unrhyw enwad, ymweld â chi.

Gwasanaeth Profedigaeth/ Gwasanaeth Cwnsela

Mae gan lawer o aelodau'r tîm yn Hosbis Dewi Sant gymwysterau cwnsela ac maen nhw'n cynnig gwasanaeth yn dilyn profedigaeth i deuluoedd a gofalwyr.

Therapi Cyflenwol

Mae'r gwasanaethau hyn yn cael eu darparu gan therapyddion cymwysedig ac mae wedi'i ddangos eu bod yn gwella teimladau cleifion o les, gan leihau straen a gorbryder, gan fod o gymorth felly i ymlacio.
Aromatherapi a thylino ydy dim ond dau o'r therapïau sydd ar gynnig, gofynnwch am yr amrywiaeth lawn o therapïau sydd ar gael.

Therapi Celf

Weithiau fe all fod yn anodd sôn am anawsterau a theimladau, mae Therapi Celf yn caniatáu amgylchedd diogel ar gyfer hunanfynegiant a myfyrdod ym mhresenoldeb Hwylusydd celf. Does dim rhaid ichi fod yn artist i elwa.
Mae croeso i aelodau'r teulu a gofalwyr hefyd

Yr hyn ydym yn ei gynnig

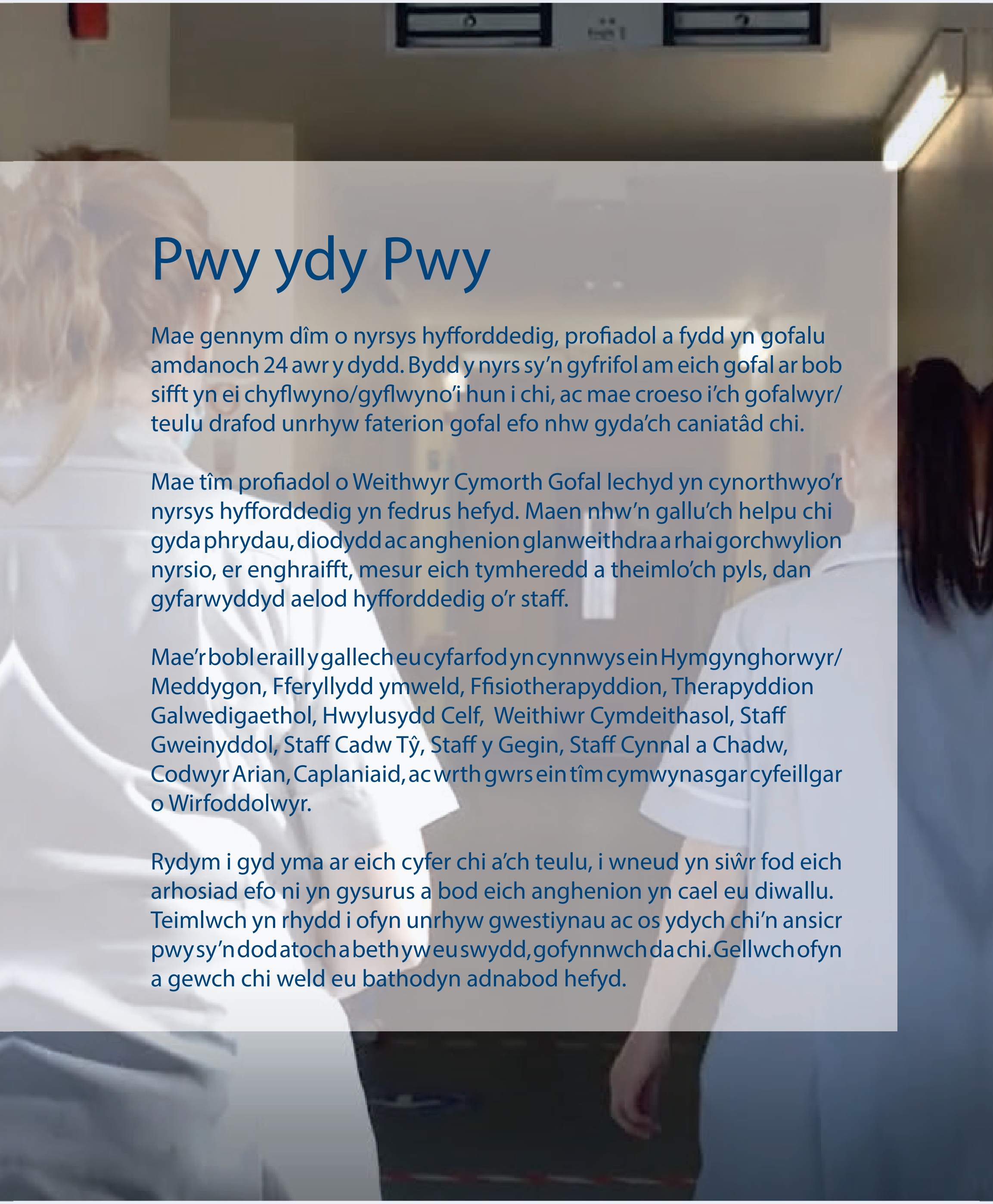
Mae'r tîm clinigol ar gael i helpu gyda rheolaeth symptomau, rheoli poen, gofal diwedd oes, seibiant, cefnogaeth seicolegol ac emosiynol ac i ddelio ag unrhyw bryderon a allai fod gennych. Rydym yn cynnig cefnogaeth i deuluoedd a gofalwyr hefyd. Mae'r tîm yn cysylltu efo'ch Meddyg Teulu/ Ymgynghorydd, Nyrs Gofal Lliniarol Arbenigol Cymunedol, Hosbis yn y Cartref, Nyrsus Arbenigol a Nyrs Cymuned i wneud yn siŵr fod gennym yr holl wybodaeth berthnasol i ofalu amdanoch yn iawn.

Bydd Cyfarfod Tîm Amlddisgyblaethol yn cael ei gynnal yn wythnosol i drafod eich cynllun gofal gyda'r holl weithwyr proffesiynol perthnasol. Os oes gennych bryderon ynghylch rhannu'ch gwybodaeth yna rhowch wybod inni os gwelwch yn dda.

Fel Uned Arbenigol, cawn fewnbwn wythnosol gan Ymgynghorwyr mewn Gofal Lliniarol a Meddygon Arbenigedd sydd ar gael gydol yr wythnos. Mae Hosbis Dewi Sant yn elwa o fod â thîm amlddisgyblaethol llawn. Mae ein tîm nyrsio yn darparu gwasanaeth 24 awr i gleifion mewnol a gwasanaeth o 9yb -5pm, o ddydd Llun i ddydd Gwener yn yr uned Therapi Dydd, Hafan Dewi Sant. Mae gan ein tîm ymroddedig gymwysterau arbenigol a chyfoeth o brofiad.

Os nad ydy'r problemau wedi datrys gan y uchod, ac yr hoffech fynd â'r mater ymhellach, cysylltwch ag:

Arolygiaeth Gofal Iechyd Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful
CF48 1UZ
Ffôn: 0300 062 8163
E-bost: hiw@wales.gov.uk



Pwy ydy Pwy

Mae gennym dîm o nyrsys hyfforddedig, profiadol a fydd yn gofalu amdanoch 24 awr y dydd. Bydd y nyrs sy'n gyfrifol am eich gofal ar bob sifft yn ei chyflwyno/gyflwyno'i hun i chi, ac mae croeso i'ch gofalwyr/teulu drafod unrhyw faterion gofal efo nhw gyda'ch caniatâd chi.

Mae tîm profiadol o Weithwyr Cymorth Gofal Iechyd yn cynorthwyo'r nyrsys hyfforddedig yn fedrus hefyd. Maen nhw'n gallu'ch helpu chi gyda phrydau, diodydd ac anghenion glanweithdra a rhai gorchwylion nyrsio, er enghraifft, mesur eich tymheredd a theimlo'ch pyls, dan gyfarwyddyd aelod hyfforddedig o'r staff.

Mae'r bobl eraill y gallech eu cyfarfod yn cynnwys ein Hymgynghorwyr/Meddygon, Fferyllydd ymweld, Ffisiotherapyddion, Therapyddion Galwedigaethol, Hwylusydd Celf, Weithiwr Cymdeithasol, Staff Gweinyddol, Staff Cadw Tŷ, Staff y Gegin, Staff Cynnal a Chadw, Codwyr Arian, Caplaniaid, ac wrth gwrs ein tîm cymwynasgar cyfeillgar o Wirfoddolwyr.

Rydym i gyd yma ar eich cyfer chi a'ch teulu, i wneud yn siŵr fod eich arhosiad efo ni yn gysurus a bod eich anghenion yn cael eu diwallu. Teimlwch yn rhydd i ofyn unrhyw gwestiynau ac os ydych chi'n ansicr pwy sy'n dod atoch a beth yw eu swydd, gofynnwch da chi. Gellwch ofyn a gewch chi weld eu bathodyn adnabod hefyd.

Datganiad Cenhadaeth

“Yma i chi yn eich cymuned leol”

Prif nod Hosbis Dewi Sant ydy gofalu am bobl sy’n dioddef gwaeledd datblygedig a’r rheini sydd ag angen gofal diwedd oes. Bydd y gofal yma’n cael ei ddarparu mewn awyrgylch cartrefol, hamddenol a’r bwriad ydy cwrdd ag anghenion corfforol, seicolegol, cymdeithasol a chysbrydol y claf.

Caiff y cynnig o gefnogaeth ei estyn i ofalwyr ac eraill o bwys drwy wrando ar eu pryderon a’u gofidiau a thrwy ddarparu gwasanaeth cwnsela.

Bydd yr Hosbis yn cynnwys yr holl ofalwyr priodol a gweithwyr iechyd proffesiynol cysylltiedig wrth ofalu am y claf gan sicrhau felly bod symptomau’n cael eu lleddfu neu’u lliniaru, bod dilyniant gofal a bod ansawdd bywyd y claf a’r gofalwr yn cael ei wella.
Tra byddan nhw yn yr Hosbis, bydd cleifion yn cael eu trin gyda pharch o ran eu preifatrwydd, urddas ac unigoliaeth. Bydd cyfrinachedd yn cael ei gadw bob amser.

(Dyma grynodeb o Ddatganiad Pwrpas yr Hosbis, dogfen sy’n disgrifio ein gwasanaeth a’i bwrpas yn fwy manwl. Mae’r fersiwn lawn ar gael wrth y dderbynfa ac yn y ward.)

Hello a chroeso i Hosbis Dewi Sant.

Rydym yn gobeithio y cewch chi arhosiad cysurus efo ni ac y byddwch yn gweld y llyfryn yma'n ddefnyddiol wrth fynd i'r afael ag unrhyw ymholiadau a all fod gennych fel Claf Mewnol yn yr Hosbis.
Mae'r uned Cleifion Mewnol yn darparu cyfleusterau ar eich cyfer i'ch cynorthwyo chi a'ch teulu drwy'r hyn sy'n gallu bod yn amser gofidus ac anodd.

Fe wnawn ni eich arwain chi a'ch teulu a'ch galluogi i siarad yn agored ynghylch eich meddyliau a'ch pryderon. Fe wnawn eich cynorthwyo chi wrth wneud unrhyw newidiadau neu addasiadau trwy gydol eich salwch i wella'ch ansawdd bywyd.
Mae pawb yn Hosbis Dewi Sant wedi ymrwymo i ddiogelwch a lles y cleifion yn ein gofal.

Pwrpas y llyfryn yma ydy eich cyflwyno chi i'r gwasanaethau yr ydym yn eu darparu a gwybodaeth bwysig arall. Os oes gennych unrhyw gwestiynau, neu bryderon, teimlwch yn rhydd i siarad â mi, neu aelod o'r staff ar unwaith.

Diolch ichi

Cyfarwyddwr Gofal

Hosbis Dewi Sant
St David's Hospice

Llandudno

Arweinlyfr Cleifion Mewnol
Information for patients, families & carers

www.stdavidshospice.org.uk