

Hosbis Dewi Sant
St David's Hospice

Llandudno

Inpatient Guidebook

Information for patients, families & carers

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"

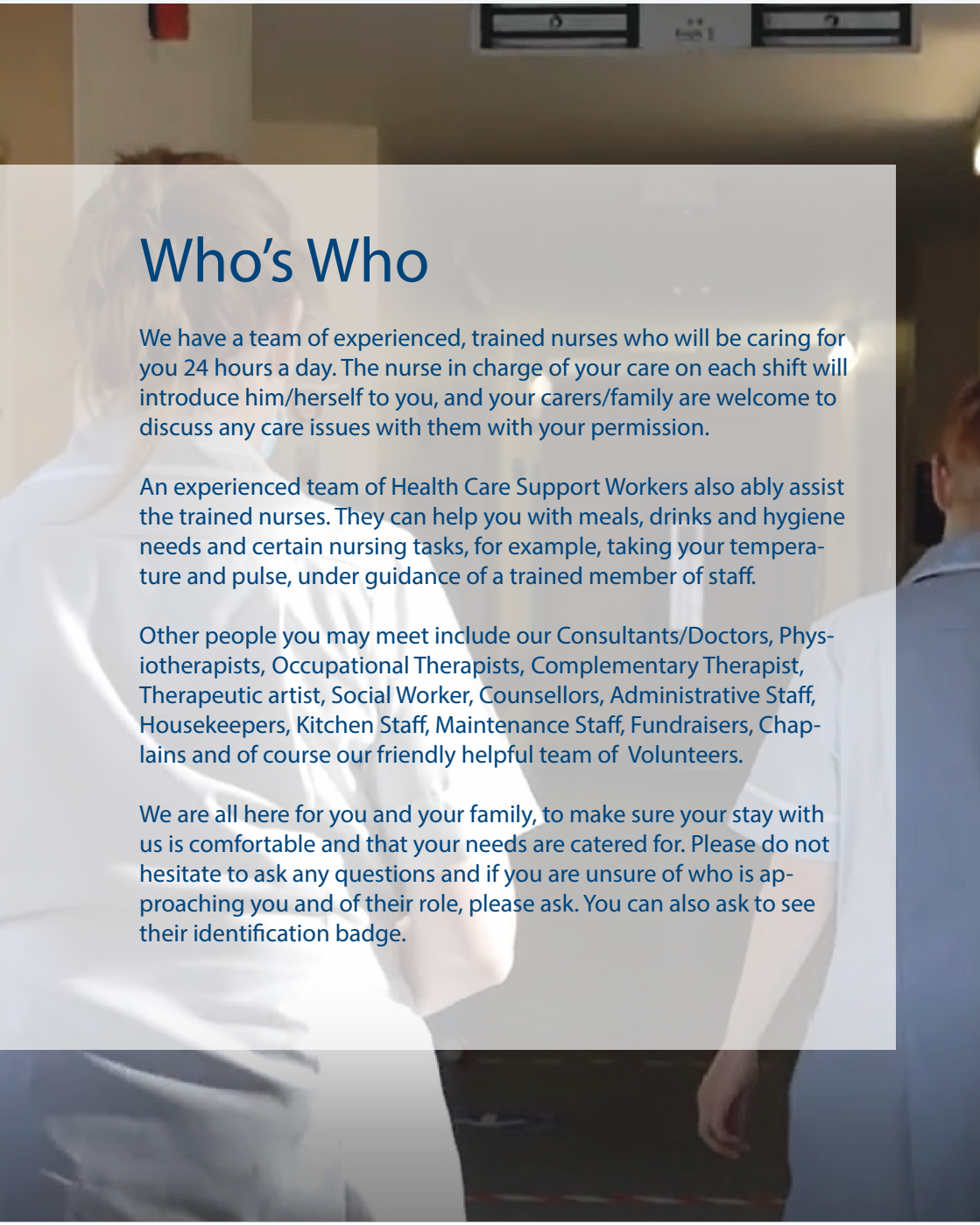
The main objective of St David's Hospice is to care for people suffering with life limiting illnesses, advanced illnesses and those in need of end-of-life care. This care will be provided in a homely, relaxed atmosphere and it is intended to meet the patient's physical, psychological, social and spiritual 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



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, Counsellors, 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, Community Social Worker 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.

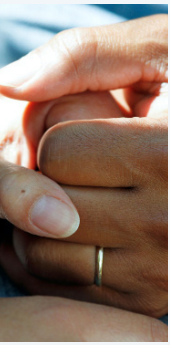
As a Specialist Unit, we have weekly input from Consultants in Palliative Care and Speciality Doctors who are available throughout the week. St David's Hospice benefits from having a full multi-disciplinary team. Our nursing team provides a 24-hour service to inpatients and a 9am until 5pm, Monday to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



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.

Phamacist



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 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. An initial assessment of your medical condition will be completed during the first few days of your admission by the MDT. Following this assessment, we will arrange a meeting with you and, where appropriate, a family member or loved one, to review our findings, discuss your needs, and agree a place of care.

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, 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 at 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 GDPR Data Protection Act 2018 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:

Publication Date: April 2023
Revised Date: July 2026

www.stdavidshospice.org.uk

Charity Number: 1038543