



St Margaret's
Hospice Care

Your admission to the In-Patient Unit



Introduction

Our specialist In-Patient Unit is located in Taunton. Our unit provides specialist palliative and end of life support with limited beds to accommodate the population of Somerset. Patients are admitted to help manage complex symptoms, or specialist needs that cannot be managed at home or in another setting.

Please be advised that we do not provide long stay placements and that it may be necessary to consider alternative placement on discharge if home is no longer an option.

What to bring

In order to make your stay more comfortable, we ask patients to bring items they like to use daily including:

- Tablets and medication that you are taking
- Toiletries including soap, shampoo, hairbrush, flannel, toothbrush, tissues, shaving kit or electric razor
- A good supply of nightwear, including well fitting slippers or shoes
- Details of any hospital appointments
- Small change for snack trolley etc.
- A good supply of comfortable day clothes
- Your own special mobility aids

Do not bring

- Towels/pillows – these are provided
- Large sums of money, credit cards, Jewellery, articles of value - we cannot take responsibility for items that go missing
- Electrical equipment, such as razors or hair driers



Visiting tips

Visiting hours are flexible and will depend on how the patient is feeling; please do check with the nursing staff for the most appropriate time.

While we welcome visitors, please co-ordinate visits so that the patient has the opportunity to have restful periods during the day.

If a patient is at the end of their life, there is limited accommodation that may be available for short term use only. Please discuss this with the Nurse in Charge.

Out of working hours, there is a night entrance to the In-Patient Unit. You will be required to press the button on the intercom system to enter the building.

Visitors may be asked to vacate the patients' room or bedside for clinical care to be given or for the housekeeping team to undertake their cleaning duties.

Visitors who have recently been unwell particularly with coughs, colds, sickness and diarrhoea are requested not to visit until symptom free for 48 hours.

Free parking is available. We have beautiful gardens open to patients and visitors. These are accessible by wheelchair or scooter.

We ask that one person visiting, usually the next of kin, after gaining consent from the patient, communicates any updates with wider family, if appropriate.

Drink making facilities are available free of charge for all visitors in the relatives' kitchen, situated just outside the ward.

Toilets for relatives and visitors are located at the end of the main corridor. We ask that you do not use the facilities in the patient's room. If you require baby changing facilities please ask a member of staff

Areas in and around the hospice grounds are also monitored by CCTV in the interests of patient and staff safety.

Spiritual Care, Therapies, Social Work, and Family and Patient Support

Spiritual care is about what gives meaning to our life and where we each find our sources of strength. As such it is an integral element of the holistic care provided by all members of the clinical team. We also have a small specialist spiritual care team; as well as physio, complementary and occupational therapists, and social work, family and patient support teams. If you would like to see anyone from these teams please don't hesitate to speak to one of the nurses or doctors.

Snack trolley

A snack trolley located on the ward is available for patients and visitors to purchase chocolate, sweets, crisps, drinks and a small selection of toiletries.



Meal information

We have a flexible approach to meals, taking into account special dietary requirements as well as likes and dislikes. Family or friends are welcome to enjoy a meal from the menu with patients, for a nominal charge. There are also kitchen facilities for family and friends to prepare hot drinks. Volunteers also offer hot and cold drinks throughout the day. A visitors room is available to use as a space away from the patients bedspace which includes a dining table for meals to be enjoyed at.

Infection control

We are committed to reducing the risk of infection and hand washing is one of the most effective ways of preventing the spread of germs. Even if hands look clean they can still carry a lot of viruses and bacteria.

Visitors will be asked to use the hand gel at reception and before entering the ward. Visitors can help us maintain good hand hygiene by washing their hands after using the toilet and before touching food or snacks.

Pets

Well-behaved pets are welcome to visit, please make arrangements with staff.

Hospice shop

A selection of gifts and cards can be purchased from the shop in reception.

TV and phone access

Family and friends can phone the ward at any time. You are welcome to use your mobile phone but please be respectful of other people. The unit offers wireless internet access and free TV access. **Wifi code – fisher1841**

Smoking

We do encourage patients not to smoke whilst in our care (this includes the use of electronic cigarettes and vapes). We do provide a smoking room (please note that this is locked between 11pm - 7am for those patients who smoke). We can offer you nicotine replacement therapies to take the craving away but can not enable you under any circumstances to smoke within your room. Visitors are asked to smoke off-site please.

The Sunflower Centre

The Sunflower Centre provides a holistic service, helping meet your physical, emotional and social needs. Our enabling approach helps build coping strategies, maximise independence and improve quality of life. Initially you will attend six sessions where we work with you on an individual basis to form a plan and set realistic goals.

Patients are welcome to attend any of our Sunflower sessions from the IPU.

Pre-planned appointments

During a patients stay in the In-Patient Unit, there may be times when the patient will expect to see a member of the team, book an external appointment (such as a Solicitor) or even plan a hair appointment. While we endeavor to provide privacy for these meetings, it may not be always possible due to the location of other patients on the unit. If you are aware of an appointment and would like to discuss this, please see a member of the Nursing team who will answer any questions. Pre-planned appointments will be written on the whiteboard at the patient's bed space.

Keeping your relative safe

We are committed to maintaining a safe environment for our patients and visitors. We encourage early conversations if you or your visitors have any particular worries. During your admission we will look at safety measures and precautions around preventing falls and the use of bedrails to support your mobility while in bed. If you have had any previous falls or at a risk of falling we have equipment on the In-Patient Unit that can alert staff to support you mobilizing. Please always feel free to ring the call bell if you require assistance – your nursing team are here to help.



What costs are involved?

All St Margaret's services are **free** for patients to access. We are a charity and rely on charitable donations. If you wish to make a donation please ask a staff member to help you.



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St Margaret's Hospice Care is committed to taking your privacy seriously and protecting your personal information. If you want to know more about how we use your data go on the 'privacy statement' on our website or ask for a copy of this information via info@st-margarets-hospice.org.uk

Please note all incoming and outgoing calls may be recorded for training and quality purposes.

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