

St Wilfrid's Hospice, Grosvenor Road • Chichester • West Sussex • PO19 8FP

Reception: **01243 775302**

Clinical Office: **01243 755813**

Ward Office: **01243 755808**

Day Hospice: **01243 755829**

Fundraising: **01243 755827**

Fax: **01243 538171**

E-mail: **general@stwh.co.uk**

Website: **www.stwh.co.uk**

Company Name: St Wilfrid's Hospice (South Coast Limited)

Registered Charity No: 281963

Registered Manager: Lead Nurse Inpatient Services

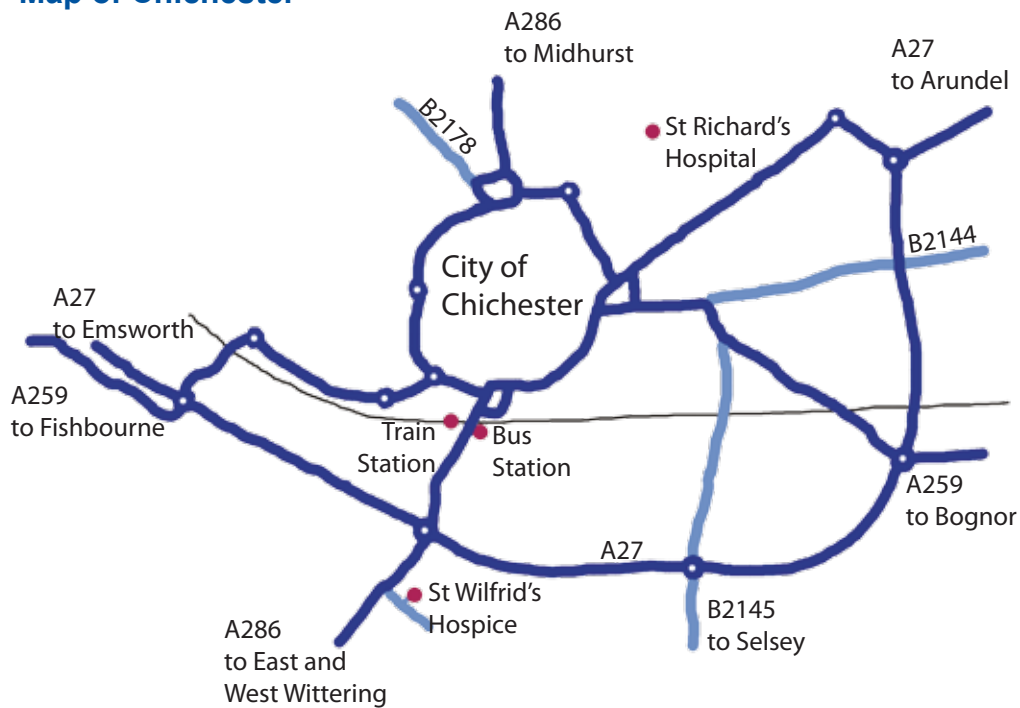


St Wilfrid's Hospice

CHICHESTER

Registered Charity No. 281963

Map of Chichester



Directions from the A27 turn onto the A286 signposted to the Witterings, take the first left into Grosvenor Road, and first left again into the Hospice entrance.



Patient Guide



This guide aims to inform you and your family about all our services and the staff involved. More comprehensive information is available for patients in the information folder in each patient's room and also in specific leaflets. Please do not hesitate to ask any questions you have about this guide or any of our services.

With best wishes.

Alison Moorey
Chief Executive

SUPPORTING THE HOSPICE

We are very grateful for the support of the local community without which the Hospice would never have been built and developed so successfully. We have an ongoing challenge to raise the money we need to fund our services, which now costs around £15,500 every day. The vast majority of our costs (86%) needs to be met from voluntary sources and we are indebted to all those who contribute, whether by making a donation, taking part in a fundraising event, becoming a Friend of St Wilfrid's or by remembering the Hospice in their will.

If you or your family would like to support St Wilfrid's Hospice it would be much appreciated. Your help will enable us to continue to work with and care for other patients in similar circumstances in the future. For further information, please ask to speak to the PA to Management Team or one of the senior staff. Alternatively, cheques made payable to St Wilfrid's Hospice can be sent in the post. Please let us know if you are a UK taxpayer as we can reclaim the tax you have paid, making your donation worth even more.

RETAIL

The Hospice has ten charity shops which raise funds for the Hospice. There are seven traditional shops which sell donated clothing, bric-a-brac, books and music at Barnham, East Wittering, Emsworth, Felpham, Queensway in Bognor, Selsey and South Street in Chichester. We also have three furniture shops which also sell bric-a-brac, books and home furnishings and these can be found on the High Street in Bognor Regis, just off Quarry Lane in Chichester and on Lavant Road in Summersdale, where you can also find the Hospice's Donation Centre. The shops rely on a steady supply of donated goods to raise funds and the support of a committed team of volunteers to help run them.

PRIVATE HEALTH INSURANCE

There are no charges to anyone for our services but please tell us if you are a member of a private health insurance scheme as we may be able to benefit.

CARE QUALITY COMMISSION

The Hospice is registered as an Independent Hospital (Adult Hospice) by the Care Quality Commission. A copy of their report may be obtained from the Hospice or directly from the Commission. Reports are also published on the Commission's website www.cqc.org.uk

SUGGESTIONS ON THIS GUIDE

If you have any suggestions or comments about this Patient Guide please talk to your CNS or write to Alison Moorey. If a translated or audio version of this guide is required, please ask.



COMMENTS ON THE SERVICES

We continually seek the views of people who use our services. A recent review showed that every patient interviewed felt that all Hospice staff had treated them with courtesy and respect and they had been able to ask any questions they wanted.

Patients said the following:

“The Hospice is my lifeline”

“I no longer feel alone”

“I feel better able to cope as there is so much care and understanding given”

Please let us know if you have any comments or suggestions.

COMPLAINTS PROCEDURE

If you have any problems with our services, however small, please raise them at the time, as it is much easier to help if we know you are not happy.

We have a formal complaints policy and procedure and any written complaint should be addressed to Alison Mooney, Chief Executive. Complaints will be acknowledged within two working days of receipt and will receive a full written response following a full investigation within twenty working days of receipt. If you would like a copy of the policy and procedure please ask a member of staff.

It is often appropriate for a complainant to meet a senior member of staff and we are always pleased to talk through any issues. Complaints may also be made directly to the Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG, telephone 03000 616161.



THE MANAGEMENT TEAM

The Hospice is managed by the Management Team consisting of the Chief Executive, Medical Director, Head of Finance, Lead Nurse Community Services, Lead Nurse Inpatient Services and Head of Fundraising.

THE MEDICAL TEAM

The Hospice has two consultants and three speciality physicians. In addition, a doctor provides day-to-day cover of the ward and the Day Hospice. A doctor is available at the Hospice daily to see inpatients and there is a doctor on call 24 hours a day.

COMMUNITY TEAM

The Community Team consists of Clinical Nurse Specialists (CNS) who help to care for patients in their own homes, alongside your General Practitioner (GP) and Community Nurse. All members of the team are nurses who have undergone additional training to help you and your family whilst at home.

You will be allocated a named CNS but other members of the team may visit you at times. When your named CNS is off duty, another member of the team will be available to help. The team is on call from **8.30am to 5.30pm seven days a week**. Please contact them via the main switchboard number which is **01243 775302**.

Each of our patients has a key worker – a member of our multi-disciplinary team – to contact with queries etc. Normally the key worker is the patient's CNS, although some patients, particularly inpatients, will have a different person as their key worker.



REFERRAL TO ST WILFRID'S HOSPICE

Patients are eligible to be referred to St Wilfrid's Hospice if they have a GP based in the surgeries from Emsworth to Arundel including Chichester and Bognor Regis.

OUT OF HOURS

If you need help and advice at times other than when one of our CNS team is on call, you can phone the ward office on **01243 755808** and speak to one of the ward nurses for advice about a problem. You may be advised to call a GP depending on the situation and if the nurse feels this is necessary. A doctor is always on call for the Hospice and would be able to speak to the GP if necessary.

DEFERRAL AND DISCHARGE

Patients are followed up at home by their CNS. If a person only has limited needs they may be deferred and, have solely, telephone contact. Sometimes patients are discharged after a time on the Hospice books as their needs have lessened.

THE DAY HOSPICE

The Day Hospice is open two days a week on Tuesdays and Fridays. Day Hospice staff work with patients to plan their care and set appropriate goals and targets. Patients benefit from a range of complementary therapies, meet others in similar circumstances and give their carers a break. If you are interested in finding out more, please ask your CNS.

THE ORCHARD CENTRE & CAFÉ

The Orchard Centre is open every Wednesday from **10am until 3.45pm**. It is a 'drop-in' day centre where patients and carers are able to access various activities and clinics. The café offers a variety of home-made snacks and meals, for which a small charge is made.

HOSPICE AT HOME

The Hospice at Home Team is an extension of the inpatient nursing services and works closely with your CNS. We operate 24 hours a day, 7 days a week and offer practical nursing care, support and symptom control to patients and their families, where patients choose to remain at home for their final days. We also offer respite visits to enable carers to have a break during the day or overnight.



ADVANCE CARE PLANNING

As part of the process of organising your care a member of the multi-disciplinary team may ask you about your preferences for care in the future - a process called Advance Care Planning. This is to enable you to think about some of the options that may be available to you in the future and to express your wishes.

MEDICINES INFORMATION

You may be given a medicine that is being used outside its product licence but this is always for sound reason. If you would like to ask any questions about this, please ask to speak to a doctor or pharmacist. A pharmacist from St Richard's Hospital visits three times a week and is happy to talk to patients about their medication.

VISITORS

All visitors are welcome, including children. Do remember that lots of visitors or prolonged visits can be tiring. Pets are welcome to visit, but please ask a nurse first. It may be possible for close relatives to stay overnight. We have a 'Tips for Visitors' leaflet, which they may find helpful. We would be grateful if you could remember to sign in and out when visiting, so in case of fire, we know who is in the building. Visitors are requested to use their mobile phones outside the building or in a private area. If you have any questions please speak to a member of staff.

MEALS

We aim to provide what you want to eat when you want. Our chef visits patients daily and serves meals to meet individual requirements, including special diets. Your visitors may dine with you if required – please ask a member of staff if this would help your close family.

RAF SERVICE

The Hospice may be able to benefit from grants from the RAF Benevolent Fund Donations in future. To do this we need to collect data so you may be asked if you or your spouse have served in the RAF at any time.



IF YOU ARE ADMITTED

We understand that coming into the Hospice could be quite a daunting thought, so we are happy to show you or your family around beforehand; we find that this often helps to allay anxieties – please telephone the ward office on **01243 755808** to make an appointment with a nurse. If you are admitted, please bring in your nightclothes, dressing gown, slippers and toilet requisites. Do bring your clothes if you feel able to get dressed during the day. It is important that you bring in about a week's supply of all medications you are currently taking.

We provide towels and can launder your clothes if you wish. Please do not bring in large amounts of cash or valuable jewellery, as we cannot be responsible for their safe keeping, unless you would like us to lock them in our safe. If you wish to bring in your own electrical items please do, however we do need to check their safety before they are used in the Hospice.

All rooms have digital television, radio, DVD player and Wi-fi access. If you would like help please ask a member of staff. There is also a telephone in every room so that patients can make and receive calls – the phone number for relatives and friends to call is the ward office on **01243 755808**.

Patients are not permitted to smoke in their rooms. Patients and visitors can smoke in the gardens and grounds. If you have any concerns about this please ask your CNS or another member of staff.

We have a visiting hairdresser. The Hospice reception shop carries a small stock of sweets, snacks and items you may require during your stay. Newspapers can be delivered daily.

LASTING POWER OF ATTORNEY AND ADVANCE DECISIONS TO REFUSE TREATMENT

We will always support your right to make your own decisions. If this becomes more difficult for you because of your illness, we will make every effort to support and involve you in making any decision that affect you. It is important to tell us if you have created a Lasting Power of Attorney or if there are specific wishes which you would like us to follow such as an Advance Decision to Refuse Treatment or if you have set out a Statement of Your Wishes and Feelings.



THE WARD NURSING TEAM

There is a large team of nurses working on the ward who are led by the Lead Nurse Inpatient Services, and supported by senior nurses. If you are admitted, you will be allocated to a team of nurses. On admission your care needs will be assessed by a doctor and a nurse and a plan of care will be discussed with you. Trained nurses wear blue uniforms and nursing auxiliaries wear green uniforms. All nurses are here to help you.

VOLUNTEERS

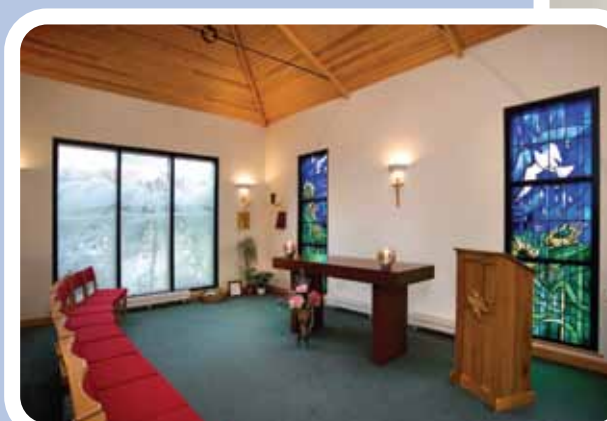
We have many volunteers who help the patients and staff in a number of ways, including working on the ward, reception, gardening and transport. If a member of your family has difficulties getting to or from the Hospice, please contact our Volunteer Co-ordinator team on **01243 755815**.

PSYCHOSOCIAL TEAM

A member of the Psychosocial Team is available to discuss any concerns you and your family may have with the emotional and social difficulties you could face during your illness. This may include helping you support children and other family members. They can see people in the Day Hospice, on the inpatient unit or at home. Please ask if you would like to a member of the team.

CHAPLAINS

If you wish to see our chaplains to discuss spiritual or other matters, please ask a member of the team. If you have your own priest or spiritual adviser, they are welcome to visit. There is a short prayer service at 12 noon on Monday and 12.30 pm on Tuesday and Friday. The chaplains are happy to bring Holy Communion to a patient's room. The Hospice chapel is available as a quiet space for reflection or prayer at all times, day or night.



PHYSIOTHERAPY AND OCCUPATIONAL THERAPY

Our physiotherapist can advise on ways to remain as independent and mobile as possible, as well as offering help with breathing exercises. Our occupational therapist is available to help to make daily activities easier and safer and offer advice. They work closely together and with other community agencies and teams and often help with getting patients home after a stay in the Hospice.

COMPLEMENTARY THERAPIES

We use complementary therapies to help relieve stress and tension, to aid sleep and promote a sense of wellbeing. The therapies are used alongside the medical treatment provided by our doctors. Therapies available are body massage, Indian head massage, aromatherapy, reflexology, Reiki, Bach Flower Remedy consultations, hypnotherapy, acupuncture and ear candling. All treatments are provided free of charge and provided by trained volunteer therapists. If you would like to have more information or receive a treatment please ask your CNS or a member of the ward team.

CLEANING AND CATERING

Our housekeeping and catering teams ensure the comfort of patients, visitors and staff by maintaining a clean, calm environment and providing good quality meals.

CONFIDENTIALITY

We operate a strict confidentiality policy, which protects information given to staff and volunteers by patients and families. All personal data related to patients and families will be stored and processed in accordance with the Data Protection Act. Your medical records will be used to support your clinical care and shared amongst the health care and supporting team as necessary. Some anonymised data may be used for clinical audit or research purposes or shared with NHS commissioners for the purpose of service planning and provision.



PERMANENT RECORD OF CONSULTATIONS

In some clinical settings patients are invited to ask for copies of clinical letters sent, for example, from their consultants to their GP. This is not done routinely at St Wilfrid's, but if you would like a copy of the letters please ask your CNS or doctor. If you would like a written record of any consultation with any member of the team, please ask.

ACCESSING MEMBERS OF THE MULTI-DISCIPLINARY TEAM

As the Hospice staff contains several different professionals we call the team a multi-disciplinary team (MDT). Every week, members of the MDT meet to discuss, assess and plan the care of patients who are inpatients or community patients. You are welcome to ask more about this process and to receive verbal or written feedback. Please ask your key worker (your CNS) if more information about this is needed, or you would like to speak to a specific member of the multi-disciplinary team.

ADMISSION TO THE INPATIENT UNIT

The Hospice provides a welcoming and pleasant environment as well as a high standard of care and consideration to patients, their families and friends. Patients are accommodated in single rooms with en-suite toilets/bathrooms which help to provide privacy. The sole criteria for admission is the need for specialist palliative care. All care is free of charge. Many patients are discharged home after an admission to relieve symptoms or give respite. We are not able to offer long-term admission as we have a limited number of beds available.

RESUSCITATION

St Wilfrid's Hospice is a specialist palliative care unit and offers a different sort of care to an acute hospital. We do not have the facilities of specifically trained staff to offer advanced cardiopulmonary resuscitation whether you are an inpatient or attending the Day Hospice as an outpatient. Please ask a member of the ward team if you would like to discuss this further.

