

# St Oswald's Hospice

Quality time for everyone

## Pre-admission booklet



st oswald's   
hospice

quality time for everyone

celebrating #30yearsofcare

We hope you find this leaflet helpful.

If you have any comments or queries  
please don't hesitate to contact us.

**We look forward to meeting you.**

Many thanks.



# All about Us...

## Welcome!

As you are reading this booklet, it's probably been suggested that St Oswald's could be of benefit to you.

We're experts in pain and symptom management and we follow a holistic approach, which means that, during your stay, we'll strive to address not just your physical symptoms, but also your emotional and spiritual needs too.

We also realise the impact an illness has on the whole family, therefore, we aim to provide support and care for your relatives and friends too.

We have a multi-disciplinary team of professionals on hand to support your needs. Our team includes consultants, doctors, nurses, physios and occupational therapists, social workers, chaplaincy and complementary therapists.

**St Oswald's is not a place to fear.** Indeed, many of our patients will tell you that it's quite the opposite:

One patient said:

*“St Oswald's is like an oasis of calm, right in the middle of Gosforth. It's like someone has just put their arms around you and taken the weight off your shoulders.”*

Here, you'll find:

- a warm welcome
- a home-from-home environment
- light and airy surroundings
- an expert team who put you first and tailor all your care around you
- well-tended gardens with flowering shrubs and water features
- a safe place, offering you time and space to simply 'be'

We're not a 'private' organisation, but a registered charity and we provide all our services free of charge. In doing so, we aim to make sure our care is available to everyone who needs us.

If you would like a better idea of what we're about before you stay with us, you are welcome to come in and have a tour of the Hospice. You can arrange this by calling 0191 285 0063 and ask for our Adult Inpatient Unit

## Where to find us

We're situated on Regent Avenue, just off Gosforth High Street and behind the Virgin Money buildings.

Your visitors can reach us by Metro (Regent Centre) or bus routes from across the region.

We offer free parking – specially allocated to visitors – situated outside the Adult Service Reception. We also have two disabled bays.

## What to bring

You'll need to bring personal toiletries, night-clothes and a small selection of day clothes with you. We want you to feel at home, so please feel free to bring small personal items, such as books, games and photographs. Unfortunately, due to health and safety requirements, we can't wash patients' personal clothing. However it can be bagged up for you so that it can easily be transported home.

Please give any medication you're currently taking to a member of the nursing team on admission to the Unit. Where possible we will use your medication during your stay. If it is not possible to use it, we will dispose of it safely with your consent.

## Accommodation

The Ward consists of two four-bedded bays, ten single rooms and two communal day areas. Due to demand the single rooms are not always available and patients may have to share the four-bedded bay.

## Valuables

If possible, please don't bring items of great value or large sums of money with you. However, if you do have items of value, please ask a member of the care team to place them in our safe. You'll receive a receipt for your items and they'll be returned to you when you go home.

Please be aware that St Oswald's can't be held responsible for valuable items unless they're placed in our safe.

## Who you'll meet

When you first get here, you'll be greeted by a member of our nursing team, who'll help you settle in. A doctor will then ask you and your carer to help them undertake an initial assessment – so together we can plan your care.

You'll be cared for by the same nursing team during your stay and they'll all be introduced to you – including your named nurse – as soon as possible. Throughout your stay, you'll be under the medical care of one of our Consultants.

## Visitors

Relatives and friends can visit whenever you want. We would suggest however, that most visitors come in the afternoon or early evening (up until 9pm), to give you some time to rest.

We ask that there are no more than four visitors at the bedside at any one time.

However, if at some point you're not feeling up to visitors, just let a member of your care team know and we'll be happy to explain to your guests.

Children, grandchildren and even your pets are welcome to visit. Please note that children should be supervised at all times.

## Patient enquiries

Relatives and friends wanting to know how you are, should ring **0191 285 0063** and ask for our Adult Inpatient Unit. If you've a large family or circle of friends, we'd be grateful if you could you ask just one or two to ring in and then update everyone.

Alternatively, you may wish to use your mobile phone, if it's more convenient.

## Smoking

There is a designated smoking room, **for patients only**, where you are welcome to smoke.

We ask visitors not to smoke in St Oswald's buildings and grounds.

For further information about us please visit:

[www.stoswaldsuk.org](http://www.stoswaldsuk.org)

Follow us on



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**Fundraising:** 0191 246 9123

**E-mail:** [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

**Registered Charity No:** 503386

This leaflet can be made available in a range of formats on request. Please ask a member of our team if you require a different format. Thank you.

We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.