



**St Oswald's
Hospice**

Adult Inpatient Service

Patient Information

Quality time for everyone

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Welcome to **St Oswald's Hospice**

We've put this booklet together to let you know what to expect, who you might meet and what services we have on offer here at St Oswald's Hospice.

If you've any questions or comments after reading this information please ask a member of your care team.

We want you to feel as comfortable and as at home as possible so if you've any requests please let us know.

Your stay with us

On your arrival to the Hospice, you will be greeted by the nursing staff who will help you settle in before a nurse and doctor will come to see you and ask you (or your relative, carer or friend) some questions, which will help them to plan your care.

You will be in the care of the same nursing team throughout your stay. Members of the nursing team will be introduced to you, along with your named nurse who will be responsible for planning your nursing care. You'll also be under the care of one of our medical consultants. We want you to feel comfortable and at home at St Oswald's Hospice so please feel free to bring small personal items such as books, games, photographs etc, with you..

During your stay

Our clinical team will make an assessment over the first week of your stay so that we can plan your treatment and future care with you, as we are not a long stay unit.

We're happy for relatives, carers or friends to help with your care if you would like.

Members of the clinical team are available to discuss your condition with you or your relatives and carers at any time.

All information shared with the clinical team will be treated in the strictest confidence (see 'Protecting your personal information' on page 13). Other professionals, outside of the Hospice, who have previously been involved in your care or may be in the future, are considered to be part of the clinical team caring for you.

Discharge

We will then provide support to enable your safe discharge home or to another health care provider.

When planning your discharge the team will work with you, your family and carers and your community support (if you have any), to make your discharge as smooth as possible.

The care team

Nursing staff

Anne Tuck, our Adult Inpatient Unit Matron, leads the nursing team. Anne can be identified by her navy blue uniform.

Some of the nursing staff work part time, others full time. There are always two or more qualified nurses on duty at any time, day or night and they're assisted by auxiliary nurses.

Our nurses work in two teams, Blue and Red. Each team is led by a Sister who has had extra training in palliative care. Your named nurse, who is responsible for planning your nursing care, will be introduced to you early in your stay.

All of the nurses wish to make your stay with us as pleasant and comfortable as possible. They will be constantly assessing your needs and aim to provide a very high standard of care to meet your requirements. Nursing staff are assisted at times by volunteer nurses who have all either been a nurse previously or have received training at St Oswald's Hospice.



Medical staff

During your stay you will be under the care of one of our medical consultants. You'll meet with them on their weekly ward rounds and at other times of the week.

Routine medical cover for the Inpatient Unit is provided by qualified doctors, some who are currently undertaking further training in palliative care and some who have completed their training. If you need to talk about your condition to a member of the medical staff, please ask one of the nurses who will be happy to arrange this for you.

Your care is discussed with the rest of the team, which includes nurses, physiotherapists, social workers, occupational therapists and complementary therapists.

Family Support Team

Our team of qualified and experienced social workers and bereavement support workers help people to deal with the emotional, psychological and practical aspects of life limiting illnesses. They are committed to working alongside patient and families.

The Family Support Team offer a space to talk, advice and assistance with practical, legal and financial matters, liaison with your community team and local authority and support and advice to carers and family. They can also offer pre and post bereavement support to you and your family.

If you would like to talk to one of the team please speak to a member of the medical team who can arrange this..

Spiritual Care

Our Spiritual Care team is available to everyone, those with religious beliefs and those of no particular faith. The team are here to help with your spiritual care.

As well as holding regular religious services in St Oswald's Hospice, the team spends time talking with patients, their families, carers and friends offering support during difficult times. Sometimes special services can be arranged including baptisms, confirmations and even weddings!

Your own clergy or religious leaders are welcome to visit at any time.

Physiotherapists

We have a team of physiotherapists at St Oswald's Hospice. Physiotherapy covers a wide range of services including:

- Developing exercise programmes to improve mobility
- Supplying appropriate walking aids
- Participation in rehabilitation planning and assessment
- Advice on moving and handling.

Our physiotherapists are also trained in acupuncture, which can be used to relieve certain symptoms.

Occupational therapists

We have occupational therapists and an occupational therapy assistant to offer practical advice to patients experiencing difficulties coping with everyday activities, e.g. bathing, getting dressed or pursuing a particular hobby or interest.

Although based at St Oswald's Hospice, the occupational therapists carry out home visits if needed, to give advice on adaptations that may be necessary to allow you to return home safely. The team can also provide advice about specialist equipment and moving and handling issues.

Complementary therapists

We run a Complementary Therapy Clinic on an appointment basis, from Monday – Friday.

Therapies are provided by qualified professionals and are available to patients and their carers. Prior to therapy you will be assessed, to ensure the treatments you receive are both safe and of maximum benefit.

Complementary therapies on offer include massage, aromatherapy, Indian Head massage, reflexology, Reiki and La Stone therapy. All of our therapists have a recognised qualification and are fully insured.

For further details about therapies and their benefits, and to book an assessment and treatment, please speak to a member of our team who can arrange it for you.

Volunteers

Last but most certainly not least, our volunteers.

At St Oswald's Hospice, we have over 1100 volunteers, who donate their time and skills to support staff in almost every aspect of our work.

Some volunteers work directly with patients, others provide crucial support behind the scenes or in our shops. Without the support of our volunteers, we simply couldn't provide all our vital services to local people.

You will see lots of volunteers on the ward; serving meals, helping with your care and picking patients up to take them to hospital appointments. Volunteers can also offer help with letter writing, reading, interpreting, hairdressing and are even available to just offer a listening ear or have a good old chat.

Please speak to a member of the nursing team if you have any specific requests.

Carer support

We want carers to feel supported from their very first visit to St Oswald's Hospice and throughout each stage of their journey with us.

We aim to provide support for carers which is appropriate to their individual needs, when they need it the most. Our services to carers include carers complementary therapy, carers drop-ins and counselling.

A carer of an inpatient said:

“A huge thanks to every single person who we came into contact with. They were absolutely amazing and helped in one way or another. They catered for every need for my Dad with dietary requirements and just made us totally at home. We found the garden to be an amazing place to get outside to give us a break from the pressures.

I have never had anything to do with the hospice before and only experienced hospitals. I was always recognised and called by my name. as were the rest of my family, and the treatment was second to none.”



Things for you to know

Meals

Most patients prefer to eat in their bedroom however meals can be served in the Day Room if you would like a more social setting.

Approximate mealtimes are:

Breakfast	8.00am to 9.00am
Lunch	12.30pm weekdays/12 noon at weekends
Evening Meal	5.30pm
Evening Snack/Drink	8.30pm

Each day you will be given a menu with a few choices. If, however, you fancy something different, our catering staff will always do their best to oblige. We are able to cater for many diets, including Kosher and Halal. If you've not yet done so, please let your nurse know if you require a special diet. Snacks or sandwiches can also be provided, if you prefer.

Families are also welcome to bring in your favourite foods. If these are stored in the ward fridge they should be clearly labelled with your name, room number and the date. If you require assistance with your meals, your meal will be served on a blue tray as a subtle reminder to the care team. One of the nurses, mealtime volunteers, family or friends can help you with this, whoever you prefer.

We also operate Protected Mealtimes which allow you to enjoy your meals without interruptions from the rest of the care team and visitors. Please speak to your nurse if you'd like to have Protected Mealtimes.

Visiting

Due to Covid-19, we have had to make some changes to visiting in line with safety and infection control guidance. As this is updated and changes regularly, please find the updated guidance on posters across the Unit, on our website at www.stoswaldsuk.org or please speak to a member of staff. In special circumstances, visiting will be reviewed for each patient and family, if you have any queries please speak to the nurse in charge on the Unit.

In normal times however, relatives, carers and friends can visit you at any time during the day. We would suggest, however, that most visitors come in the afternoon or early evening (up until 9pm) to allow you some time to rest. At 5pm the main door in Reception is locked so visitors are asked to leave via the side door (please ask a member of staff for directions to this exit).

Due to fire regulations, we ask that all visitors sign the Visitors Book in Reception when they arrive and leave.

If you feel tired or prefer uninterrupted meal times you can request visiting to be restricted; this will be discussed with your family and a notice to that effect will be left at reception next to the signing in book.

We ask that there are no more than four visitors at your bedside at any one time. Visitors can also stay overnight at the Hospice. Please ask a member of your nursing team about this and/or request our leaflet which provides more details about staying overnight.

We welcome and encourage children to visit. For health and safety reasons we ask that children are supervised at all times. Your pets are also very welcome to visit!

Across the miles

If you have family or friends who don't live locally, St Oswald's Hospice has the facility for you to speak to them virtually. Please speak to a member of your nursing team if you'd like to know more about this.

Relatives'/Visitors' meals

Relatives staying overnight with us can pre-order a hot lunch and evening meal from the daily patient menu, which is paid for at Main Reception. They will receive a meal token which they should give to the nurse serving their meal. The meal will be served at the same time as yours and may be eaten at the bedside (if appropriate) or in the day room if preferred. Overnight guests may also have cereal and/or toast for breakfast free of charge.

For all day visitors there is a selection of snacks and confectionary available to purchase from our reception. They can also help themselves to tea and coffee at the reception beverage bay or from the ward kitchen. There is no charge for drinks however if they wish to make a small donation, there is a collection box in the ward kitchen and at the beverage bay.



TV programmes (free)

Channel number

BBC 1	1
BBC 2	2
ITV 1	3
CH. 4	4
CH. 5	5
ITV 2	6
BBC 3	7
ITV 3	10
SKY 3	11
ITV 4	28
E4	29
Film 4	32
BBC NEWS 24	80
SKY SPORTS NEWS	83
BBC RADIO 5 LIVE	705

If you are in a communal bedroom we ask that patients use the headphones provided in order to minimise disturbance to other patients.

Valuables

If you 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 Hospice can't be held responsible for valuable items unless they're placed in our safe.

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.

IMPORTANT INFORMATION

Health and safety

We are committed to ensuring the health and safety and welfare of everyone who use our facilities, so far as is reasonably possible. We also fully accept our responsibility for other persons who may be affected by our activities.

If you or your visitors have any concerns or identify anything you feel maybe a risk to anyone, please let us know as soon as you can. We ask that you and your visitors treat other patients, visitors, staff and volunteers with respect. Physical or verbal harassment or abuse will not be tolerated and could result in you or your visitors being asked to leave St Oswald's Hospice. Thank you for your co-operation.

If you have an accident or experience a 'near miss' when at St Oswald's Hospice, however small or insignificant you feel it might be, please speak to your nurse who will follow this up for you.

Infection control

St Oswald's Hospice recognises the importance of infection control and uses standard precautions in tackling the spread of infection.

We have a number of information leaflets available which detail the most common infections, how to deal with them and help limit the viruses spreading. If you would like any of these leaflets, please speak to your nurse.

One of the main ways we can all help to stop the spread of infection is by regular and thorough hand washing. Washing our hands can prevent over 45% of infections from spreading.

We ask that all visitors wash their hands with soap and water, not just with alcohol gel, when they enter and leave the Hospice. The nearest sinks are in the Main Reception, straight ahead as you enter the building and to the left of the reception desk. Alternatively, you can wash your hands in the public toilets in the corridor through the double doors to the left of Main Reception.

To ensure we wash our hands as thoroughly as possible, there is a step-by-step guide next to every sink in St Oswald's Hospice.

Safe and sound

Due to fire regulations, it is important that all visitors sign the Visitors Book in Reception when they arrive and leave. Please be reassured that staff receive regular training on what to do should there be a fire.

For all of our security, CCTV and controlled access protect the building 24 hours a day.

Data protection

St Oswald's Hospice safeguards your personal information in line with the Data Protection Act 2018. A full copy of our Privacy Policy is available on our **website** or you can ask for a paper copy. We keep confidential personal and health information about you in both paper and electronic format and may share relevant information, with your consent, with other healthcare professionals involved in your care.

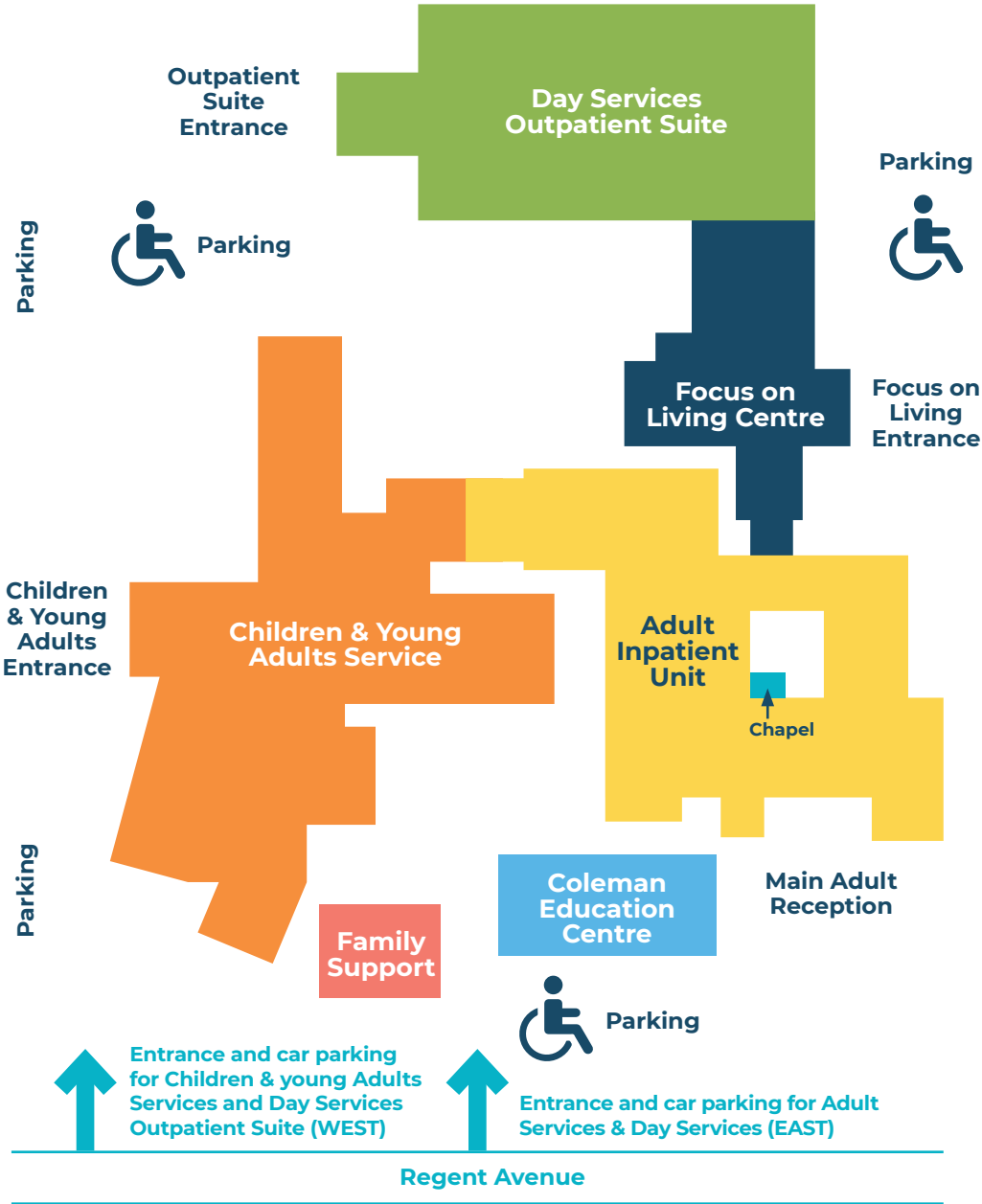
Please update us as soon as your contact details change. Please also let us know if there are other people you are happy for us to talk to you on your behalf such as a partner or other relative. We do not routinely share your information with the fundraising part of the hospice and therefore the fundraising team may not know that you are a patient as well as a supporter.

You have a number of rights under the Data Protection Act including access to the data we hold about you. If you would like access to your health records or have any concerns or queries about how we use and manage your information then please contact the data protection officer at **dataprotectionofficer@stoswaldsuk.org**

Accessing your information

You have a legal right to apply for access to health information or other personal data held about you. If you'd like to access your health records or personal data held by St Oswald's Hospice, you must do so in writing using our request form and send it to Helen Eadington, our Corporate Services Director, at the address on the back of this leaflet. A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to records should be met within 40 days. However, as per our policy, we aim to respond within 21 days where possible.

St Oswald's Hospice Site Map



Take care

Discharge

The clinical team will help to organise your going home arrangements, liaising with your family Doctor, District Nurse and Macmillan Nurse, all of whom will be informed of your discharge. They'll also be given a summary of the treatment you have received at St Oswald's Hospice.

Our social workers and occupational therapists will also liaise with community staff to ensure that you have the support you need once you're at home.

The nursing staff will ensure that you've a supply of medication/dressings for your immediate care at home.

If an Outpatient appointment has been made for you, you'll be given details of the date and time. If you've agreed to attend Day Services at St Oswald's Hospice, you'll be given details of when to attend.

Leaflets are available about all of our Day Services. If you would like any further information please ask your nurse.

A member of your nursing team and the Transport Co-ordinator will arrange transport to take you home if necessary.



Telling it like it is

Comments and suggestions

We are committed to providing quality services and are constantly seeking ways to improve the care offered to you, your family, carer and friends. Any suggestions or comments as to how we could improve our services are very welcome.

Feedback Banks are located at each Reception and at the ward seating area. Please complete the Feedback Bank slip with your comments and suggestions. All comments and suggestions are given consideration and if possible the suggested improvements will be made. Alternatively you can email your suggestions to **patientfeedback@stoswaldsuk.org**

Your opinion matters

From time to time we carry out patient surveys and gather feedback. This is to make sure we are providing relevant and quality services for you and to comply with Care Quality Commission standards.

If you are asked for feedback, although it is not compulsory to take part, we would be very grateful if you could take the time to give us your honest feedback and comments.

Complaints

Sometimes when you try to complain to an organisation, it feels as though you're talking to a brick wall. But at St Oswald's Hospice, we always welcome your feedback. We hope that you will not have cause for complaint but if you're unhappy with something, then please make sure you let a member of staff know. We'll always do our best to solve any problems or issues that you might have.

However, if you are not satisfied with this response, a formal written complaint should be made to our Chief Executive. We have a formal complaints policy which will be followed in the case of all written complaints. A copy of the policy is available from a member of the nursing team. A copy of the policy is available from a member of the nursing team.

Telling it like it is

Contact Information

To make a formal complaint, please contact:

The Chief Executive
St Oswald's Hospice
Regent Avenue
Gosforth
Newcastle upon Tyne
NE3 1EE

0191 285 0063
enquiries@stoswaldsuk.org

Or alternatively:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

0300 061 6161
enquiries@cqc.org.uk
www.cqc.org.uk



Our Story

We are St Oswald's and we're a hospice
We're much more than most people
think we are.

We are a place for living.
Our arms are open and inviting.
We don't focus on being morbid or sad,
our hope is for everyone to make the most
of the life they have.

We are the warmest of welcomes,
a hand to hold when you've lost your way,
joy and laughter on a good day.
When hearts are heavy, we're a listening ear,
practical support when the road ahead isn't clear.

Amazing things happen right here.
Support and kindness abound,
nature and peace are all around.

Growing and learning every day.
Experts in care, working together and
improving lives for the better.

We believe in quality time for everyone,
making memories and moments to share.
If death is to come, we provide dignity in end
of life care.

We're a home-from-home where families can stay,
respite for those struggling day-by-day.
We are a haven in the North East,
an open-minded community, a comforting space,
come in to our safe place.

Thank you

Thank you for taking the time to read this information. If you have any questions please ask a member of the team.

This leaflet can be made available in a range of formats. Please ask a member of staff 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.



**St Oswald's
Hospice**

**0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org**

St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne NE3 1EE. Reg Charity No. 503386