



St Oswald's  
Hospice

# Welcome to St Oswald's Hospice

*Come into our safe place...*



*Quality time for everyone*

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# Welcome

*to the Hospice*

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

**Hello,**

I'd like to welcome you to our Adult Inpatient Unit where we strive to do our best for our patients by putting your needs at the forefront of what we do.

Since 1986, we've been providing expert, specialist care to patients with progressive, life-limiting conditions across the North-East.

Over those years, we've continuously grown and developed to meet the changing needs of every patient and family who walk through our door.

But it's much more than that...it's all the joy, laughter, tears and inevitably, at times sadness and grief. It's the listening, holding hands and sharing cups of tea. It's the practical support and the just being there.

It's many years of providing **'Quality time for everyone'** who needs us most. So, you are in excellent hands with our wonderful multi-disciplinary team, who I know will take good care of you, not just of you, but your family and friends too.

Best wishes,

**Angela**

Angela Egde  
Director of Care Services



## Quality time for everyone...

It's the foundation of everything we do.

It's what we strive to provide for everyone, whoever you are, whether you're cared for by us, visiting us, employed by us, volunteer for us or support us in any way.

For our patients, we hope for you to make the most of the life you have by providing you with expert, specialist care, but also a listening ear and a hand to hold.

As a charitable hospice, all our services are provided free of charge to you – and to all patients and their families who come to us.

The Adult Inpatient Unit where you are now, specialises in caring for adults, however, in other areas of the hospice we offer a wide range of day services and a Children and Young Adults Service too. We also work in the community delivering outreach services. This means that we provide specialist palliative care for babies, children, young adults, and adults, with progressive, life-limiting and incurable conditions from across the North East.



Our patients and their carers  
are at the **heart** of everything  
we do!

## Our Vision Statement

**Together,** with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East who are living with a progressive life-limiting condition, and for their families and carers too.

**Mission: Together,** with the vital support of our staff, volunteers, donors, customers and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when and where they need it.

# Let's get you settled...

You've arrived and you're probably feeling all kinds of emotions about what happens now. That's only natural, but our team is here to make sure you settle in quickly.

My name is Anne Tuck, and I'm the Matron who leads the nursing team here in the Adult Inpatient Unit.

You've come to us so that you can get the specialist care and support you need, all in one place. We've put this folder together to let you know what to expect, who you might meet and what services we have on offer at St Oswald's Hospice.

We want you to feel as comfortable and as at home as possible so if there's anything you need, just let us know. And please feel free to make your room your own – you're welcome to bring in small personal items such as books, games and photographs.

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

We're here to help.

Warm wishes,

**Anne**

Anne Tuck  
Matron, Adult Inpatient Unit





# Your stay with us...

## Getting to know each other

Once our nursing staff have settled you in, 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 medical consultant and nursing team throughout your stay. Members of the nursing team will be introduced to you and they will be responsible for planning your nursing care.

## 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 loved ones and carers at any time.

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.

All information shared with our clinical team will be treated in the strictest confidence. (Please see the 'Keeping you safe' section for more information on data protection.)

## Discharge

We provide support to ensure your safe discharge home or to another health care provider. We take a multidisciplinary approach to discharge which will usually involve working with other departments and teams, including our social workers and occupational therapists. When planning your discharge the team will work with you, your family, carers and your community support (if you have any), to make your discharge as smooth as possible.

## What to bring with you...

- Nightwear
- Clothing
- Well-fitting, comfortable slippers and shoes
- Warm coat / waterproof (for visits to the garden)
- Toiletries and toothbrush (towels will be provided)
- Small personal items (e.g. phones, books, photos, games, radio etc)



# Meet

*your care team*

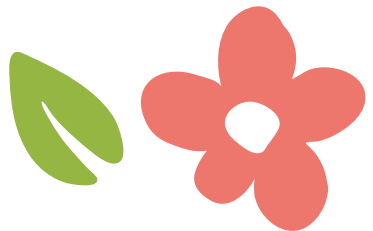
**You'll find the  
warmest of  
welcomes and  
safest of hands with  
your care team at  
St Oswald's Hospice**

## **Your Nursing Team**

Anne Tuck, our Adult Inpatient Unit Matron, leads the nursing team. You can identify Anne by her burgundy uniform trimmed in white.

Our nurses work in two teams, each led by a Sister who has had extra training in palliative care:

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.



## You can identify the nurses by their uniform:



Matron



Sister and Junior Sister



Medicine Management Sister



Staff Nurse



Nurse Associate



Auxiliary Nurse



Volunteer Nurse



Bank Nurse

All of our nurses wish to make your stay with us as pleasant and comfortable as possible. They will be constantly assessing your needs and our aim is 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.



Our arms are open and inviting.

## Your Medical Team

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 during the week.

The Unit has 24/7 medical support – so there's always a fully qualified doctor on hand to meet your medical needs.

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 multidisciplinary team, which includes nurses, physiotherapists, social workers, occupational therapists and complementary therapists to ensure your needs are met.

Experts in care,  
working together and  
improving lives for the better.



Consultant Jo Brown



Consultant Andrew Hughes



## Your Family Support Team

Your Family Support Team is made up of qualified and experienced social workers and bereavement support workers. They can help you to deal with the emotional, psychological and practical aspects and impact of your illness. They will work hand-in-hand with you and your family to ensure you all get the support you need.

## Your Social Workers

Our social workers will offer you a space to talk, give advice and assistance with practical, legal and financial matters. They will liaise with your community team and local authority. They will also give support and advice to your carers and family members.

Our social workers believe in making the most of the time you have while you are at St Oswald's Hospice and will help you to spend quality time with your loved ones and mark special occasions if you'd like to.

## Your Bereavement Support Workers

Our bereavement support workers can offer pre and post bereavement support to you and your family or loved ones.

If you would like to talk to one of the team, please let your nursing team know and we will arrange this for you.



*"We've spoken to social workers and the bereavement team at the Hospice, who will support family members before my death. It's something I want to look in to for my children because I want this to make them strong so they have the courage and determination to push through life. I want them to fight as hard as I'm fighting now."*

**Stacey Pentland, 37, who spent time in Adult Inpatients for pain and symptom management.**

When hearts are heavy, we're a listening ear,  
practical support when the road ahead isn't clear.

## Your Physiotherapists

Our team of physiotherapists are here to support you from Monday to Friday.

They can help you with a range of things including:

- Exercise programmes to improve mobility
- Supplying appropriate walking aids
- Rehabilitation planning and assessment

## Your Occupational Therapists

If you're experiencing difficulties coping with everyday activities (e.g. bathing, getting dressed or pursuing a particular hobby or interest) – you can get practical advice from one of our occupational therapists or our occupational therapy assistant.

They can also 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.



*"The type of patients we now treat have much more complex conditions so we've had to adapt to that and learn. We have a lot more non-cancer patients and younger patients now. Our care and culture has remained the same – patient focused and always striving to make a difference during difficult times."*

**Anne Tuck, Matron of Adult Inpatient Unit**

**Our hope is for everyone to make the most of the life they have.**



## Your Complementary Therapists

We have a small team of qualified complementary therapists who are available to you to help boost your physical and mental wellbeing.

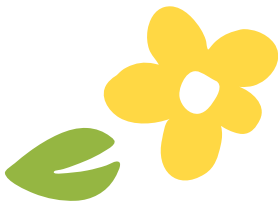
Complementary therapies on offer include:

- Massage
- Aromatherapy
- Indian head massage
- Reflexology
- Reiki

Before having any therapy, you'll be assessed to make sure the treatments you receive are both safe and of maximum benefit. All our therapists have a recognised qualification and are fully insured.

We know that caring for someone with a palliative care need can be challenging – both physically and emotionally – so we offer complementary therapy to your carers and loved ones too.

If you'd like further details about complementary therapies and their benefits, and to book an assessment and treatment, please speak to a member of your care team who can arrange it for you.



# Your Music Therapist

We have a brilliant music therapist who comes to the Hospice every Thursday to support your wellbeing and will pop into your room to see if you'd like to take part individually or as a group. You don't need any musical/singing ability or special talents to join in.

## What is Music Therapy?

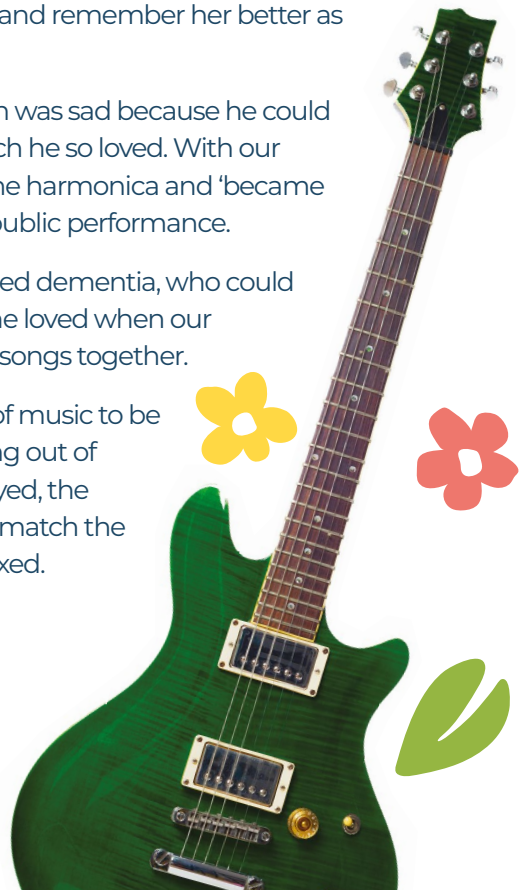
Music can mean different things to different people. It can energise or calm us. It can be a way to get in touch with parts of ourselves and it can build connections between people. Music therapy uses music to promote physical, psychological and social wellbeing of individuals and groups. Every music therapy session is different.

## Some examples of how music therapy has helped patients and families:

- A young Mum recorded her Desert Island Discs, telling her life story in music, to help her children understand and remember her better as they grow up.
- A Hospice patient and former musician was sad because he could no longer physically play the guitar which he so loved. With our therapist's support, he learned to play the harmonica and 'became himself again' as he worked towards a public performance.
- The husband of a woman with advanced dementia, who could no longer speak, re-found the woman he loved when our therapist helped them to sing favourite songs together.
- One family asked for a favourite piece of music to be played when their loved one was slipping out of consciousness. When the song was played, the patient's breathing pattern changed to match the music and everyone became more relaxed.

**"Where words fail,  
music speaks."**

**Hans Christian Anderson**



## Your Spiritual Care

Your spiritual care is important to us here at St Oswald's Hospice. Our Volunteer Chaplain, Fiona Boyd, is available to you, whatever your religious beliefs are, including those of no particular faith.

Fiona is happy to spend time talking with you, or your family, carers and friends to offer support during difficult times.

Our Chapel is available as a quiet space for reflection time, prayers, or gathering with loved ones. Sometimes special services can be arranged to suit your needs and beliefs – we've even had weddings!

And of course, your own clergy or religious leaders are welcome to visit you at any time.

Please ask your care team if you'd like to talk to our Chaplain.

## Support and kindness abound...



## Your Volunteers

Last but most certainly not least, you'll meet some of our wonderful volunteers during your stay.

At St Oswald's Hospice, we're proud to have more than 800 volunteers, who donate their time and skills to support us in almost every aspect of our work.

Some volunteers work directly with patients, others provide crucial support behind the scenes at the Hospice 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 volunteers on the ward – serving your meals, helping with your care and taking you to hospital appointments if you have any.

**John has been volunteering as a ward helper since 2001. John loves getting to know patients and serving up breakfast.**

*"It's amazing to know you're making a difference and it's an honour to share in someone's life at such a difficult time."*



# Your Visitors

# Visitors Welcome

*We're a home-from-home where families can stay...*

We know that it's important for you to spend time with your relatives, carers and friends, so our team is on hand to help support you with this.

## When can visitors come?

Your visitors can come to St Oswald's Hospice any time during the day. We would suggest that most visitors come in the afternoon or early evening (up until 9pm) to allow you time to rest.

## Signing in and out to keep you and your visitors safe

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

At 4.30pm, the automatic double doors at the Main Reception Entrance are locked. After this time, visitors are asked to arrive and leave via the Patients' Entrance to the left of Main Reception (please ask a member of staff for directions if needed). Please ensure that you and/or your visitors still sign in and/or out in Main Reception on arrival and when leaving. Main Reception can be accessed from the ward at all times.

## Who can visit?

Anyone you want to visit is welcome here. We also welcome and encourage children to visit (but for health and safety reasons please ensure that they are supervised at all times).

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

Your pets are also very welcome to visit you!

(Please speak to a member of your care team before bringing any pets to ensure the comfort and safety of all patients.)



Visitors  
Welcome

## Can visitors stay overnight?

Visitors can 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.

## What if there's a time I don't want visitors?

If you feel tired or prefer uninterrupted mealtimes...or you're just not feeling up to visitors, you can request visiting to be restricted.

We will discuss this with your loved ones and a notice will be left at reception to let people know if you're not receiving visitors.

## 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.

*"To all staff at St Oswald's Hospice, thank you ever so much to each and everyone involved in caring for our Mum throughout her 6 weeks with you. We were very grateful for you arranging Christmas Day, getting Mum mobile enough to enjoy trips out, particularly to Scotland. Thanks also for allowing the dog to visit as it meant the world to her. Your outstanding care made a difficult time easier to bear for our family."*

**Feedback from family of patient**



# Your Spaces



# Your Room

When you arrive, you'll be given your own private room or a bay in a shared room.

We want you to be as comfortable as possible, so please make your space your own and ask us if there's anything you need.

The TV is there for you to use as and when you wish. To access the main TV channels, you can use your remote to navigate to the 'menu' button. From there, you can use the arrows to browse through the channels – there are approximately 100 – so lots of choice! **(You'll find a list of channels in the back of this folder.)**

**If you're in a bay, please be considerate to patients in other bays.**

Please ask us for games, dvds or jigsaws - or if you'd like some company from staff or volunteers.

# Bathrooms

Some of our rooms have their own ensuites but we also have a beautiful new shower room and a spa bathroom (see top, right) that you are welcome to use whichever room or bay you're in.

Please ask a member of your care team if you'd like to use the Jacuzzi spa bath – you can relax with music and even a glass of bubbly if you wish!





## The Family Room



*We believe in quality time for everyone, making memories and moments to share.*

Our fantastic Family Room offers a relaxed space away from your bedside. It has already seen much laughter, story-swapping and reminiscing... at special events such as birthdays, Mother's Day celebrations, afternoon teas and Jubilee and Coronation parties.

The room even transforms into a cinema with a large cinema screen and starlit ceiling for nights at the movies.

Opening out into our beautiful garden, it's the perfect setting for you and your family to spend time together and make memories.

You're free to pop into the Family Room whenever you like. But if you'd like to book it for a private get-together or celebration, please speak to one of your nurses.

We'll also let you know if we're planning any events while you're staying with us, that you and your loved ones might like to come along to.



# The Gardens

If you feel like getting some fresh air, then our gardens offer the chance for you to do that in beautiful surroundings, whatever the season.

You can listen to the birds sing, breathe in the fresh air, smell the flowers, watch the sunset or gaze at the stars. The space is yours to enjoy as you wish.

Each bedroom opens out into Chan Park with the wonderful pond as its centre piece.

Please feel free to take a stroll or sit a while on one of the garden benches. Or you may like to visit our smaller Japanese courtyard garden for some peace and tranquillity.

You can enjoy the gardens alone, with loved ones or you can ask us to take you out.

If you're not able to walk outside, then your bed can be wheeled out or you can use a wheelchair. Please speak to one of your nursing team who will be happy to help and advise.

**Nature and peace are all around...**





# Quality time for everyone

*"There are so many benefits to being at St Oswald's Hospice – my husband, children, and other family members can all visit; the peaceful and tranquil environment; and the specialist staff who know exactly what I need. The care is holistic and treats the whole person, and their family too.*

*"Being at the Hospice has meant that as a family we're able to resume our normal roles and allows us to spend quality time together. We've had takeaway and games nights, and we were even able to have lunch with our extended family in the Hospice's family room."*

**Patient, who stayed with us for end of life care.**



# Your Food and Drink

# Your Meals

We serve a wide range of meals, all freshly made on site by our friendly catering team.

Each day a member of the catering team will come to your room and share the daily menu with you. You can choose from the menu or you can request something different if there's nothing you fancy.

If you have special dietary requirements or specific requests, please talk to the catering team or one of your care team.

We always do our best to make sure your catering needs are met.

Meals are usually served in bedrooms, but you are welcome to sit in the Family Room if you wish.

We encourage protected meal times, so you can enjoy your meals with no interruptions from your care team.



## Meal times are:

- Breakfast 8.30am
- Lunch 12.30pm/ 12noon on Saturday and Sunday
- Evening meal – 5pm

## Bringing food from home

If you're missing some of your home comforts, your family and friends can bring in your favourite food/drinks and these can be stored and/or heated in the Ward Kitchen, labelled with your name and room number.

## Snacks and drinks

Feeling peckish? No problem. Snacks are available all day as requested – please just ask what we have.

# Your Drinks Menu

Drinks are always available and your fresh iced jug of water is changed twice a day. Please ask if you'd like any of the following:

- **Tea**
- **Coffee**
- **Cappuccino**
- **Mocha**
- **Latte**
- **Hot chocolate**
- **Fruit juices**
- **Milkshakes**



# Foods and Drinks for Visitors

## Fancy a cuppa?

Visitors are welcome to make themselves a tea or coffee available in the Ward Kitchen. There is no charge for this, however, donations are welcome.

## Feeling peckish?

Vending machines in reception offer snacks and hot/cold drinks to purchase. using cash, card or contactless payment.

Feel free to use the fridge and microwave in the ward kitchen. Please label anything stored in the fridge with a name and date. Please put crockery and dishes in the dishwasher after use.

There are lots of shops and cafes close by and you are welcome to arrange take away deliveries (our postcode is NE3 1EE).

## Meals for overnight visitors

Visitors who are staying for 24 hours/extended periods will be provided with complimentary meals including:

- Breakfast: Cereal/porridge and/or Toast
- Lunch: Soup, Sandwich or Jacket potato
- Evening meal

Catering staff will be around each morning to ask for choices and meals will be served at the same time as patient meals.

You are welcome to eat your meals in one of various seating areas available for example, the family room.





## Family Meal or Special Occasion?

Family meals and special events can be organised via the social work team or speak to a member of your nursing team.



# Keeping *you safe*

# **Please read through the important information in this section and let us know if you have any questions.**

## **Health and safety**

We are committed to ensuring the health and safety and welfare of everyone who uses 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 may be a risk to anyone, please let us know as soon as you can.

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.

## **Treating everyone with respect**

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.

## **Safe and sound**

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

## **Signing in and out**

Due to fire regulations, it is important that all visitors sign the Visitors Book in reception when they arrive and leave. In the event of a fire, we would use this to do a fire register and ensure everyone is safely out of the building.

## **Fire alarms and exits**

Please be reassured that staff receive regular training on what to do should there be a fire.

### **If you hear a CONTINUOUS ALARM SOUND:**

- Staff will advise and assist you to leave the building by the nearest available safe exit (usually via the Patient Entrance or the Japanese Garden next to the ward office).
- Shut all doors and windows if time to do so – do not stop to collect personal belongings.
- Alert anyone in nearby rooms.
- Proceed to the fire assembly point at the main car park exit.

### **If you hear an INTERMITTENT ALARM SOUND:**

- Stay calm and carry on what you're doing – the fire is in a different area of the Hospice.
- Await further instructions and/or be ready to proceed with fire procedure should the alarm sound change to continuous sounding.

**Please note:** the fire doors on the ward corridor close on activation of the fire alarm, including the patient bedroom doors. However, you can still open them if it's safe to enter or exit a room – please ensure you close the door after 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.

## 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 health and social care 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 on your behalf such as a partner or other relative.

We do not routinely share your information with the fundraising and retail part of the hospice and therefore, if you are on their database as a supporter/customer, the fundraising and retail teams 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 have any concerns or queries about how we use and manage your information then please contact the data protection officer at **[dataprotectionofficer@stoswaldsuk.org](mailto: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 can do so in writing using our request form, which can be downloaded at **<https://www.stoswaldsuk.org/who-we-are/being-accountable/access-to-records/>** and sent to:

**Data Protection Officer**  
**Corporate Services Director**  
**St Oswald's Hospice**  
**Regent Avenue**  
**Gosforth**  
**Newcastle upon Tyne**  
**NE3 1EE**

A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to personal data should be met within a month (unless they are particularly complex in which case we may need longer to respond, but we will ensure you are informed of any delay and the reasons for this.)

## 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.

## Washing your clothes

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.

## Your Safeguarding Leads

You can also ask to speak to one of our Safeguarding Leads if you have any questions or concerns:

Marisa Woodward - [marisawoodward@stoswaldsuk.org](mailto:marisawoodward@stoswaldsuk.org)

Claire Turner - [claireturner@stoswaldsuk.org](mailto:claireturner@stoswaldsuk.org)



Marisa  
Woodward



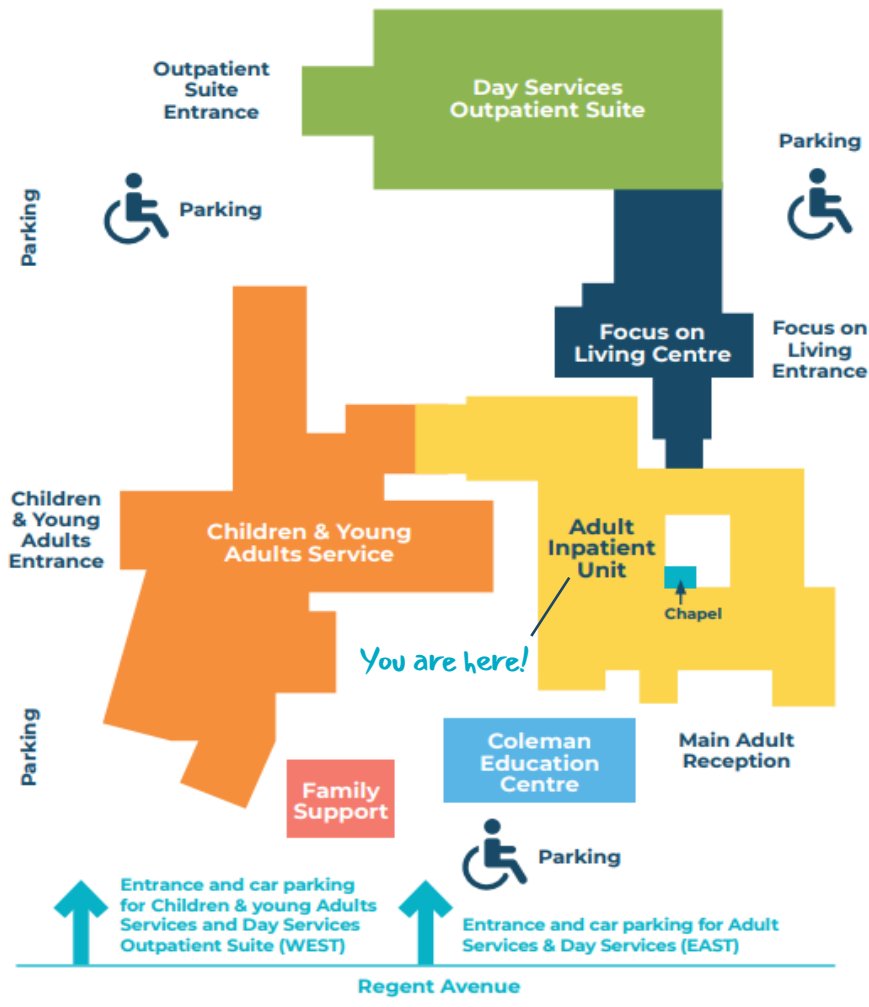
Claire  
Turner

# Finding

*your way around*

# Finding Your Way Around

## St Oswald's Hospice Site Map





# Your feedback matters



# Your feedback matters!

**Got something to say about how we do things? Tell us!**

**We'd love to know what you think so we can keep doing the good stuff – and change the not-so-good stuff.**

We're committed to providing 'Quality time for everyone' and are constantly seeking ways to improve the care offered to you, your family, carers and friends – so we're open to your ideas on how we can do that.

All comments and suggestions are given consideration and, if possible, the suggested improvements will be made.

Got no suggestions but just want to share something with us? Great – we'd love to hear your feedback, so please share your thoughts.

# 5 easy ways to share your comments, suggestions and feedback...

## 1. Tell one of your care team

## 2. Fill in a comment slip and pop it in one of our Feedback Banks

There should be a slip tucked in the back of this folder (but just ask if there's not!) and you'll find Feedback Banks (like little post boxes) at each Reception and at the ward seating area.

## 3. Drop us an email to [patientfeedback@stoswaldsuk.org](mailto:patientfeedback@stoswaldsuk.org)

## 4. Fill in our online form...

Simply scan this QR code with your smartphone camera and it will take you straight to our feedback page (Magic!)



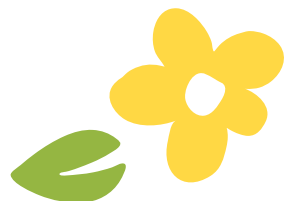
## 5. Complete our patient survey

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

If you're asked to fill in a survey, it's not compulsory to take part, but we'd be very grateful if you could take the time to give us your honest feedback and comments.

**If you just did any of that – a huge thanks to you!**

**Your feedback really does help us to know what to continue to do or where to make improvements if needed.**



## **We love getting your feedback!**

***Here's some that was popped in the Feedback Bank...***

*"I cannot leave without talking about the place that changed my life – St Oswald's Hospice. The minute I was wheeled into this wonderful haven, everything changed. I felt an overwhelming feeling of calmness, peace and reassurance. Something I'd not experienced for a long long time. It was like the building enveloped me in a huge comforting hug – suddenly I was where I wanted and needed to be."*

*"Thank you for taking the time to get to know my mam and caring for her in a way in which is only possible when you see and value the individual – with their foibles and all. Your warmth, humanity and compassion allowed my mam to have such an amazing final few weeks and months – and at the time she really was living her best life. This ultimately allowed her to have such an incredibly positive end of life."*



# Making a Complaint

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 and that includes complaints.

Of course, 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 that will be followed in the case of all written complaints. A copy of the policy is available from a member of your nursing team.

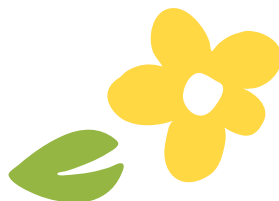
## Contact Information

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](mailto:enquiries@stoswaldsuk.org)**



# Feedback directly to the Care Quality Commission

If you're not sure about sharing your feedback directly with us, that's no problem. You can submit feedback (good or bad) and complaints to our regulating body, the Care Quality Commission (CQC).

Please note that any feedback you provide to the CQC is confidential and will not be shared with us at St Oswald's Hospice unless there is a significant concern.

## Contact Information

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**0300 061 6161**  
**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**  
**[www.cqc.org.uk](http://www.cqc.org.uk)**

There is also a link on our website that will take you to the relevant page on the CQC website.

**Simply scan this QR code  
with your smartphone  
camera and it will take you  
straight to our feedback  
page**



# Your story matters



## Share Your Story

Hospice care is sometimes hard to understand and explain to people who have not experienced it. And that's why your story matters.

With your help we can spread awareness of what we do, and dispel fears and misconceptions about hospice care. You can show people how we might be able to help them if they, or a loved one, need us. And you may even encourage people to become a supporter of the Hospice.

So, if you feel comfortable talking about the care you or your loved one have received, or how your family have benefitted from coming to St Oswald's Hospice, then we would love to hear from you.



## 4 easy ways to share your story with us...

**1. Tell one of your care team you'd like to share your story and they'll ask someone from the communications team to contact you.**

**2. Fill in a 'Share Your Story' slip and hand it to a staff member who will pass it to the communications team.**

There should be a slip tucked in the back of this folder (but just ask if there's not.)

**3. Drop the Communications Team an email to [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)**



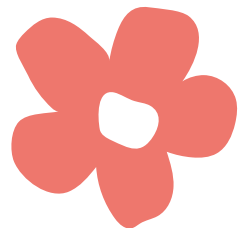
**4. Fill in our online form...**

**Go to <https://www.stoswaldsuk.org/share-your-story/>**

Or scan this QR code with your smartphone and it will take you straight to our **'Share your story'** page.



**If you decide to share your story – thank you so much – it really means the world to us and allows us to reach more people.**



# Amazing things happen right here...

Doug Melbourne stayed with us in summer 2022. During his stay, Doug's family praised the care and support they had received.

*"It's a rollercoaster going through something like this – for the whole family. And being able to spend time with each other at the Hospice is everything."*

*"From the warm welcome at reception, to the endless patience and care from the nursing, support staff and volunteers, to the expertise and guidance of the doctors and consultants – you really do provide outstanding support"*

**Anne, Doug's daughter**



If you'd like to read Doug's full story, visit

<https://www.stoswaldsuk.org/dougs-story/>

For more news and stories like Doug's visit

<https://www.stoswaldsuk.org/news/>

Or scan the QR code with your smartphone and it will take you to the story.



# How

you can help us

# We are a haven in the North East...

## How do we do it?

St Oswald's Hospice is a registered charity (number 503386).

As a charity, we need to raise around £13.5 million a year to continue providing our services to local families. Around £9 million of this is raised through voluntary giving by our wonderful community of supporters. The rest is funded through statutory authorities such as the NHS and local council services.

As the cost of living rises for everyone, we feel the impact on the cost of running the hospice too. Please help us to keep costs down and be more sustainable by turning lights, tvs, taps etc off when not needed.

If you'd like to support St Oswald's Hospice, there are lots of ways you can get involved. Voluntary giving doesn't just mean donations of money, it can also mean donations of your time (volunteering), or donations of your items to our shops to re-sell. And as mentioned earlier, it might mean helping us to tell your story so more people understand what St Oswald's Hospice does, and for who.

But perhaps the easiest way you can help, is just to talk about us – we don't have huge marketing budgets so talking to people about us and your experiences is priceless to us.

The next few pages will give you some ideas about more ways you can support us.

*Please remember however, that the service we provide is **free of charge** and we're not suggesting that you need to make a donation of any sort.*

The following information is exactly that – information for you to use as you wish.



# Help us Spread the Word!

As well as sharing your story, our Communications Team would love you to help us spread the word in any way you can...

## Talk to people about us

Share your experience of St Oswald's Hospice and the services we provide. Tell your friends, family, work colleagues, doctors - anyone! You'll be helping us a great deal. If you'd like some information leaflets to outline what we do in more detail, please ask a member of staff.

## Follow us on social media...

If you're on social media, we'd love you to like or follow our pages. You can keep up to date with what's happening and help us to spread the word by liking, commenting and sharing our posts.



**St Oswald's Hospice**



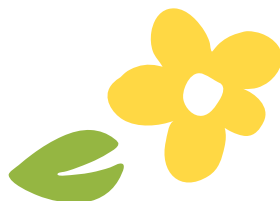
**@stoswaldsuk**



**@stoswaldsuk**



**St Oswald's Hospice**



# Support St Oswald's Retail

## Donating goods

Whether you have any unwanted gifts, clothes you don't wear, household items you no longer use or you'd like to donate a box of chocolates, we'll find a good home for them!

Please drop donations into one of our charity shops, or alternatively for larger items, such as furniture, we can collect them from your home.

Please call our collection line on **0191 246 8123** for further details or email **[retailhelpdesk@stoswaldsuk.org](mailto:retailhelpdesk@stoswaldsuk.org)**

**You can also follow our Charity Shops on social media at:**



Retail Facebook

**St Oswald's Retail**



Retail

**@stoswaldsretail**



Heaton

**@stoswaldsheaton**



Jesmond

**@boutiquebystoswalds**



Bridal

**@poshfrocksbystoswalds**



## Visit our Ebay store

If you want a bit of online retail therapy, then look no further than our amazing Ebay Store and grab yourself a bargain.

Check it out at **[www.ebay.co.uk/str/stoswaldshospice](http://www.ebay.co.uk/str/stoswaldshospice)**



# House Clearance Service

**As part of our wider support services we offer a professional full house clearance service to anyone who needs it across the North East.**

Our professional team will manage your house clearance quickly, efficiently and sensitively.

*"The service provided such a massive relief and was a huge weight off my shoulders. It took less than 3 days to complete and was the best experience we could have hoped for. I was so pleased that my dad's belongings could help raise money for such a worthy charity and be re-sold as opposed to going to landfill.*

*St Oswald's made a very stressful and upsetting job as straight forward as possible. It was efficient, professional, handled with great care and sensitivity, nothing was too much trouble. A first class service which I'd highly recommend."*

**House Clearance Customer**



**Scan the QR code to find out more about our House Clearance Service or visit**

**[www.stoswaldsuk.org/  
contact-us/house-  
clearance](http://www.stoswaldsuk.org/contact-us/house-clearance)**



# Support our Fundraising...

## Playing our Lottery

For just £2 per play, per week, our weekly lottery gives you the chance to win up to £10,000 while supporting our hospice care.

Your entry entitles you to a unique game number. Every Friday numbers are drawn at random from our paying members. There is a guaranteed weekly top prize of £1000 as well as 17 chances to win £10. You'll also be in with the chance of scooping our top prize - a rollover jackpot of up to £10,000!

If you would like to join, please speak to a member of staff, call Supporter Care on **0191 246 9123** or **visit our website [www.stoswaldsuk.org/lottery](http://www.stoswaldsuk.org/lottery)**

**Or scan the QR code  
with your smartphone  
and it will take you to  
our Lottery Page.**





# Make a Donation...

St Oswald's Hospice is a free service for all and you don't need to make a donation for any of our services.

However, if you feel you would like to make a contribution, we would be extremely grateful.

There are a number of ways in which you can make a donation, should you wish:

- Speak to a member of your care team who will arrange for someone to speak to you.
- Call or email our Supporter Care Team on **0191 246 9123** or **supportercare@stoswaldsuk.org**
- Visit our website: **[www.stoswaldsuk.org/get-involved/make-a-donation/](http://www.stoswaldsuk.org/get-involved/make-a-donation/)**

**Or scan the QR code  
with your smartphone  
and it will take you to  
our Donation Page.**



# Gift Aid it!

Gift Aid is a scheme set up by the government to help charities claim the maximum amount of money possible from HM Revenue & Customs.

Gift Aid allows St Oswald's Hospice to receive over £500,000 a year in addition to your donations, at no extra cost to you, all by just ticking the box to confirm that you are a UK tax payer.

Help us to maximise your donations and raise even more money towards supporting patients and their families by choosing to Gift Aid your donations, if you are eligible.

You can fill out a Gift Aid form online at [www.stoswaldsuk.org/contact-us/gift-aid/](http://www.stoswaldsuk.org/contact-us/gift-aid/) or you can ask a member of staff who will be able to contact the Fundraising Team for you.



# giftaid it

Scan the QR code with your smartphone and it will take you to our Gift Aid Page.



# Leaving a Gift to St Oswald's Hospice in your Will

We offer year-round free Wills, in person, online and via telephone and video call, thanks to our partnerships with online Will experts and local high street solicitors.

We are always touched when someone decides to leave a legacy gift to us in their Will. To have been in their thoughts while preparing their Will means so much. The difference that gift makes, no matter what the size, has a big impact.

Did you know, Gifts in Wills fund 1 day per week of invaluable care to our patients and their families? This incredible generosity keeps our doors open to everyone who needs us.

By making a charitable gift in your Will, you could substantially reduce the amount of inheritance tax payable on your estate as all gifts to charity are tax-free.

Through leaving a gift to St Oswald's Hospice in your Will you could make a lasting impact on the care and services we provide.

## If you'd like to find out more:

- Speak to a member of your care team who will arrange for someone from Fundraising to speak to you.
- Call or email our Supporter Care Team on **0191 246 9123** or **[supportercare@stoswaldsuk.org](mailto:supportercare@stoswaldsuk.org)**
- Visit our website: **[www.stoswaldsuk.org/get-involved/in-memory/free-wills-for-charity/](http://www.stoswaldsuk.org/get-involved/in-memory/free-wills-for-charity/)**

**Watch our video  
about Gifts in Wills**



# Stay Up To Date

Keep up to date with our work, events and much more...

**Scan to sign up to our  
Newsletter or visit our  
Website**

**[www.stoswaldsuk.org/newsletter-signup/](http://www.stoswaldsuk.org/newsletter-signup/)**

Or email: **[enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)**



To make sure you receive communications that are relevant and interesting to you, you can complete our **'Help us to communicate with you in the right way' leaflet**. These are available from your nursing team.

And don't forget to keep an eye on our **social media**.



# About

*St Oswald's Hospice*

# Equity, Diversity and Inclusion

Equity, Diversity and Inclusion are essential to our organisation and our vision is to make them part of our every day at St Oswald's Hospice.

At St Oswald's Hospice, we aim to be an organisation of people who are led by our Values. A place where everyone feels welcome whoever they are, whether they are cared for by us, visiting us, employed by us, volunteer for us or support us in any way.

St Oswald's Hospice has an Equity, Diversity and Inclusion Steering Group which was created in early 2019.

**To find out more please visit**

**<https://www.stoswaldsuk.org/who-we-are/being-accountable/equity-diversity-and-inclusion/>**

Or scan this QR code with your smartphone and it will take you straight to our **'Equity, Diversity and Inclusivity'** page.



# 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.

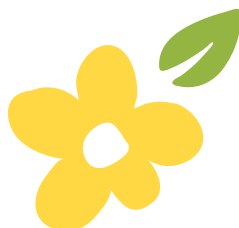
Amazing things happen right here.  
Support and kindness abound,  
nature and peace are all around.

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

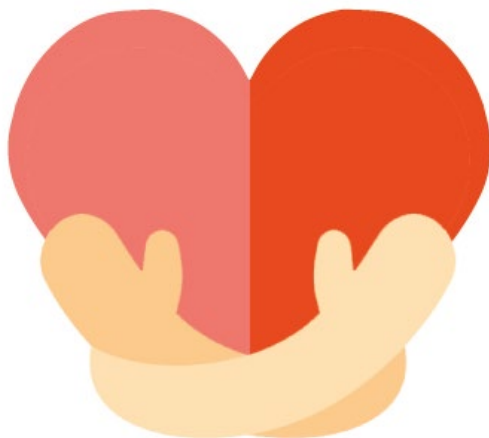
We believe in quality time for everyone,  
making memories and moments to share.  
If death is to come, we provide dignity in end  
of life care.

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.

**Watch 'Our Story'  
Here**



# Thank You



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



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

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**St Oswald's  
Hospice**

**0191 285 0063 | [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)  
[www.stoswaldsuk.org](http://www.stoswaldsuk.org)**

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