



St. Clare's
Hospice



Patients Guide

Contents Page



Welcome to St. Clare's Hospice	4
Patient Promise	5
In-Patient Care	6
o Your room	7
o Visiting	7
o Belongings	7
o Meal Times	7
o Smoking	8
o Alcohol	8
o Going Home	8
Services available during your stay	9
o Physiotherapy	9
o Lymphoedema Clinic	9
o Complementary Therapy	9
o Counselling	9
o Spiritual Support	9
Compliments/Comments	10
Mangement, Regulation and Inseption	10
Useful Contacts	11

Welcome to St. Clare's Hospice

St. Clare's Hospice is an independent, charitable organisation that aims to provide Specialist Palliative Care to the people living in the south of the Tyne area. The Hospice shares the same site as Primrose Hill Hospital, but it is an independent unit owned and maintained by the charity. The care that we provide is free to those who need it but we rely on donations, legacies and other fundraising income to pay for these vital services.

The aims and objectives of St. Clare's Hospice are to provide Specialist Palliative Care to the patient with a progressive and advanced illness, and give support to their loved ones. We are committed to achieving the aims of the independent Hospice movement which are to meet the patient's physical, psychological, social and spiritual needs. We endeavour to strive to make the Hospice a warm and welcoming place and aim to make your stay as restful as possible.

The Hospice consists of 8 In-Patient beds (1 of these being dedicated to respite). Each room is single occupancy, all with en-suite facilities of a

bath or shower, TV and French window leading into the gardens. A guest room is available to relatives who are required to stay overnight.

We have a dedicated team of staff with specialist skills that includes doctors, nurses, physiotherapist, lymphoedema team, complementary therapist, counselling and chaplaincy teams and administration staff.

The Hospice has a Day Care facility which caters for up to 20 patients per day Monday to Friday 10am-3.30pm.

There is good wheelchair access and ample free car parking.

Should you wish to make a donation or are interested in fundraising, please contact the fundraising team on **(0191) 4516400** or email: [**fundraising@stclarehospice.co.uk**](mailto:fundraising@stclarehospice.co.uk)

As our guest here at St. Clare's it is our privilege to be able to look after your needs in the comfort of a warm and friendly atmosphere.

We respect your opinions and know that your life experiences are unique to you. We would be happy for you to share these with us so that we can maintain your individuality and lifestyle and make sure you receive the care that you want.

We are here to communicate openly and honestly and to listen to your hopes and fears about your future.

We will give you all the information necessary for you to remain in control and make decisions that will allow you to live your life as you choose.

We recognise that the contribution made by your family and friends may be important to you with regards to your care and we will support them to continue.

We will not "take over" your life but shall support you all by enhancing its quality.



In-patient Care

The average length of stay in the In-Patient Unit is around 1-2 weeks. The Hospice is not able to offer long term care but offers short term admissions for symptom or pain management, psychological, spiritual or emotional support. The In-patient unit is also able to support the patient and their family for those nearing their last few days of life.

Respite is also available to allow you and your carer to have a break. This is planned in advance and can be for 1 or 2 weeks at a time for up to 6 weeks in the year. We ask you to sign a 'contract' to agree that once respite is over you return to your previous care.

Your Room:

Each bedroom is single occupancy. There is either a bath or shower in each en-suite bathroom. There are French doors which lead out to either a garden or patio area. There is a wardrobe and chest of drawers to store your clothing and personal belongings. A freeview TV is available for your use and there is a nurse call system to ask for staff assistance.



Visiting:

Visiting at the Hospice is between 10.30am – 12 noon, and 2pm – 8pm. This is to allow the patient to have rest periods especially after meal times.

If you need to visit outside of these times please discuss this with the staff on duty who will let you know if it is okay to visit the Hospice outside of the normal visiting times or if you need to stay overnight. There is a guest room available for this purpose.

Children are welcome to visit, but young children must be supervised at all times especially if accessing the garden where there is a large water feature. There is a small box of toys in the conservatory, you may like to bring pens and paper in for them to keep them occupied.

We like to promote a peaceful environment for the patients, so we request that visitors switch off their mobile phones or turn onto silent whilst visiting. If your visitor needs to make a call we ask that they go outside into the Hospice grounds.

There is a comfortable lounge for visitors to use and an activity kitchen where your family/ friends are free to help themselves to tea or coffee while they visit.

Small well behaved pets are welcome to visit, please arrange in advance with the nursing staff.

Telephone enquiries can be made on (0191) 4516384

Belongings:

You will need to bring your own toiletries, towels, night wear, day clothes and slippers. You are welcomed to bring in a few small items from home such as photographs, mobile phone, CD's, DVD's and books. Please don't bring in large sums of cash or anything valuable; you won't need much money whilst you are here. There is a lockable bedside cabinet in your room but staff cannot take any responsibility for anything that goes missing.

Meal Times:

Breakfast is served whatever time you wake up but other catering is supplied from the local Hospital and is served at approximately 12pm for lunch and 5pm for tea. We have a small shop in reception where you can buy sweets and soft drinks.

In-patient Care

Smoking:

The Hospice follows a 'No Smoking Policy' but does allow those patients who are physically able, to go to the designated smoking room. This room is for patient's use only; visitors may sit with you but are not permitted to smoke and under no circumstances are children allowed in this room. Visitors will need to leave the Hospice grounds if they wish to smoke.

Alcohol:

The patient's are allowed to have a small 'tipple' if they fancy, please speak to the staff on duty to discuss this further. We ask that visitors please refrain from consuming alcohol whilst in the Hospice.

Going Home:

Many patients go home from the Hospice once medically stable. Patients can be discharged back to their own homes, to the home of a family member or possibly to a care home. Planning for discharge may therefore start soon after admission. This is to ensure that all possible arrangements that are needed can be put in place. Occasionally you and your carer may be asked to attend a meeting to consider all points of view.

To support your discharge the Hospice team works closely with the Macmillan Nurses, Social worker and Occupational Therapist as well as your District Nurse.





Services Available During Your Stay

Physiotherapy:

You may be referred to the physiotherapist during your Hospice stay. Our physiotherapist can aid you with rehabilitation, helping you to set realistic goals and support you to achieve them. The physiotherapist can also offer support with breathlessness, gentle exercises and alternative pain treatments such as acupuncture. You will be given an assessment first before any treatment commences.

Lymphoedema Clinic:

Lymphoedema is a chronic condition, which results in swelling, usually of the limbs. Some people are born with a faulty lymph drainage system, but it can also be caused by damage to the lymph system, following infection, trauma or sometimes cancer treatments. It can also affect those with non cancer conditions. Treatment ranges from advice and support to intensive treatment, depending on the condition of the patient.

You may be referred to the Lymphoedema service during your admission if you need treatment for any of the above conditions.

Complementary Therapies:

Massage, aromatherapy, reflexology and reiki are a few of the therapies we can offer you to help ease muscular problems and to alleviate stress and anxieties aiding relaxation.

Counselling

If you are a patient of the Hospice you can ask your nurse about counselling or they may suggest it to you.

You are assured of the highest standard of confidentiality at all times. Your counsellor will talk to you about this.

Spiritual Support

All religious beliefs are respected and recognised by our Hospice Chaplain and the chaplaincy team, and all efforts will be made to meet your spiritual needs whatever your faith. A daily service is held in the Hospice Chapel or a member of the Chaplaincy team will visit your room if you prefer. We also have an on-call system whereby a member of the clergy can be contacted day or night. You are, of course, welcome to invite your own priest, vicar or other religious leader, to visit you at the hospice. The chapel is available at any time should you wish to access it.

Services Available During Your Stay

Compliments/Comments

We value all comments made about your stay at the Hospice either good or not so good. There are suggestion books placed around the Hospice for patients and visitors to make comments/suggestions. All comments/complaints are audited and taken to the Clinical Governance Group.

Please take a few minutes to complete the questionnaire, you can find a copy in the welcome pack in your room.

Complaints

We make every effort not to give any cause for complaint. However should you feel you need to complain we will aim to resolve any issues as best we can to ensure we continue to provide a high standard of care.

Level 1. Please speak to a member of staff who will try to resolve any issues for you.

Level 2. If you are not satisfied with the outcome, the complaint may be taken to the Clinical Nurse Manager who will investigate the complaint.

Level 3. If you are still not satisfied with the outcome you have the right to the complaint being heard by the Board of Trustees, who are represented by the Complaints Committee.

Management, Regulation and Inspection

As a charitable organisation, St. Clare's Hospice is governed by a Board of Trustees, who are responsible for the correct management of the Hospice and all of its related funds. On a day to day level the Chief Executive and the Clinical Nurse Manager manage the Hospice. Both of these positions are accountable to the Board of Trustees, and also the Care Quality Commission. St. Clare's and all other independent Hospices are regulated and inspected by the Care Quality Commission to ensure Essential Standards are met.



Useful Contacts

St. Clare's Hospice:

Reception	0191 451 6378
Day Care	0191 451 6382
In-Patient Unit	0191 451 6384
Fundraising	0191 451 6400
Fax	0191 451 6356

Community Palliative Care Team

Community	0191 451 6396
Hospital via	0191 404 1000
South Tyneside Foundation Trust switchboard	

The Care Quality Commission

CQC National Correspondence, Citygate,
Gallowgate, Newcastle upon Tyne, NE1 4PA

If you would like to make a comment about this brochure, please contact:

Clinical Nurse Manager
St. Clare's Hospice
Primrose Terrace
Jarrow
Tyne and Wear
NE32 5HA

Tel: 0191 451 6378

Names of the Registered Provider and Registered Manager

Registered Manager

Vicky Bracey
Clinical Nurse Manager

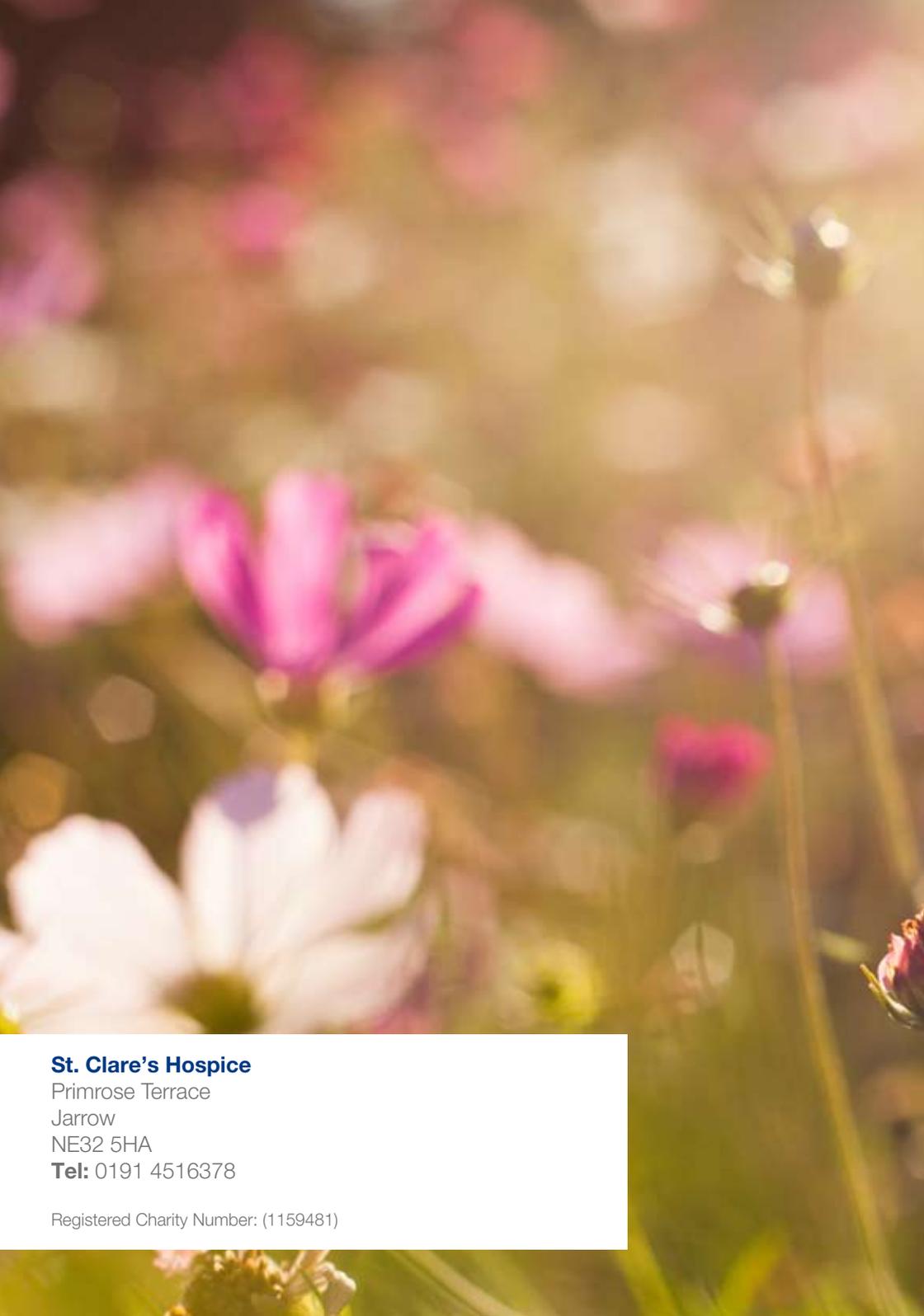
Registered Provider

David Hall
Chief Executive Officer

Both can be contacted at the address below:

St. Clare's Hospice
Primrose Terrace
Jarrow
Tyne and Wear
NE32 5HA

Tel: 0191 451 6378



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Registered Charity Number: (1159481)