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**St Barnabas
House**

{ Hospice }
{ Care }


In-patient Unit Information Booklet



Contents

- 3 Introduction
- 4 In-patient Unit
- 4 What to bring in
- 4 Nursing team
- 5 Medical team
- 6 Physiotherapy
- 7 Complementary therapies
- 7 Family services team
- 8 Artist-in-Residence
- 8 Volunteers
- 8 Menus and meal times
- 9 Postal services
- 9 Newspapers
- 10 Telephones
- 10 Entertainment system
- 10 Smoking
- 10 Self-medicating
- 10 Computer access
- 11 Information regarding visitors
- 11 Children
- 11 Breastfeeding
- 11 Pets
- 11 Staying the night
- 12 Meals for visitors
- 12 Data Protection
- 13 Confidentiality
- 13 Maintaining standards
- 13 Your views
- 14 Complaints
- 15 The scope of treatment available at St Barnabas House
- 15 Tissue donation

The photographs contained in this publication were taken by some of the In-patient Unit patients at the Hospice, as part of a project to enable people with life-limiting illnesses to explore their experiences of living with their condition through various art forms.



"From the moment we walked through the doors that first day, we were greeted with smiles and warmth."

Introduction

The St Barnabas House team would like to warmly welcome you to the hospice.

We provide palliative care for adults with advanced life-limiting illnesses. Our aim is to achieve the best possible quality of life for you and to support your family, friends and carers. Palliative care cannot cure your disease but aims to provide relief from the symptoms you may be experiencing.

Our Statement of Purpose describing our service and its purpose is more detailed and is on display at the information point, or can be requested from a member of staff.

In-patient Unit

We currently have 20 beds all of which are in single rooms. Five of these rooms are larger so that they can accommodate patients who may need to have somebody staying here at night or for families with very young children. Please feel free to discuss your requirements with the team at any time.

The care team aim to offer a friendly, warm and calm environment that will help with your relaxation and symptom relief. We encourage you to dress as you would at home and to make use of our gardens if you wish.

You are very welcome to go out of the hospice for visits if you want to. Please inform the nursing team if you plan to leave the unit.

What to bring in

You will need to bring toiletries, a shaver or razor if you use one, tissues, night wear and clothes to wear during the day. It is helpful if items are labelled with your name as we have some laundry services in-house where we can wash your clothes for you. If you have not been able to label your clothes before getting here, a nurse or volunteer can help you with this. You will also need to bring in your current medication in order to make sure we are aware of all the medication which you normally take.

It might also be useful to pack a reading book, magazines and favourite CDs or DVDs as we have equipment available for you to play them. Also please bring any favourite drink, squashes etc. Feel free to bring in anything from home which may make your stay more comfortable, such as a favourite pillow.

The nursing team

We have a large team of nurses, many of whom are very experienced and have specialist knowledge of palliative care here at St Barnabas. The team is lead by our Director of Adult Nursing. The sisters wear a grey striped uniform and are responsible for the day to day running of the unit. The trained nurses, called Staff nurses (navy blue striped uniforms) and our nursing assistants (lilac striped uniforms), work together with you to provide you with high quality care.

In order to be able to care for your individual needs and to provide as much continuity as possible, we use a 'key worker' system. You will be allocated two key workers when you are admitted



to the In-patient Unit. Between them they will work closely with you and the other hospice professionals to ensure you receive the best possible care during your stay.

Due to our shift patterns it is not always possible for your key workers to care for you every shift, but a trained nurse will always be allocated to you. Your key workers will continue to co-ordinate your care during your whole stay, including planning for discharge.

We have three shift changes per day, at 7.30am, 1pm and 8pm. During this time your nurse will 'hand over' your care to the next shift.

We aim to have five trained nurses and five nursing assistants on duty during the day and four trained nurses and two nursing assistants on duty in the evenings. We would encourage you to use your nurse call bell if you require any assistance.

The night team consists of a team leader (grey striped uniform), staff nurses and nursing assistants. There are usually three trained nurses and two nursing assistants on duty at night. The shift is from 8pm to 8am.

We aim to provide a secure, relaxed and flexible environment where you are encouraged to be yourself and maintain your individuality as much as possible.

Please feel free to discuss specific needs or concerns with any of the team – for example:

Are you allergic, or do you react to any medicines, foods or other substances? If so, please inform staff before receiving any treatment. If you think of anything which may make you feel more at home, such as a pair of bed socks or a duvet, please ask and we will do our best to help.

Medical team

The medical team usually consists of:

- Consultants in Palliative Medicine
- Speciality Doctors in Palliative Medicine
- Specialist Registrar in Palliative Medicine
- Doctor seconded from GP training scheme on short term placement at the hospice

Patients are usually reviewed daily by one of the medical team and seen weekly by one of the consultants. The only exception to this are patients who are receiving nurse-led care. If you are appropriate for this type of care, the staff will explain how it works. In the evenings and at the weekends, one of our medical team is on call from home and is able to review patients, if

requested by one of the nursing team.

The doctor's review will involve assessing your condition and making any changes or suggestions which will be discussed with you. Our philosophy is to involve you in all discussions regarding your medical care, giving you as much choice and time as you need to make decisions and understand what is happening. Please feel free to ask any questions and we will do what we can to answer them.

With your consent, we are also happy to discuss your condition and care with your relatives or carers.

Communication with other healthcare professionals who are caring for you.

While you are in the hospice, we are responsible for your care. If need be, we may contact your consultant or GP to gain additional information to help us plan your care. When you are discharged home, we

will write to your GP and consultant to let them know what has happened during your admission and any changes that we might have made. You can have a copy of this letter if you wish. Please let one of the team know if this is the case. We also make sure that the St Barnabas community nurse or Day Hospice nurse, with whom you are linked, is up to date with what has happened during your stay.

Physiotherapy

Our physiotherapists are contracted from Western Sussex Hospitals NHS Trust, which means they work within the community as well as in the hospice. They are usually available every weekday morning covering the In-patient Unit and the Day Hospice.

The aims of physiotherapy are to enhance your quality of life by:

- helping you to maintain independence and mobility
- identifying realistic goals with you
- teaching you how to cope with specific problems e.g. breathlessness
- contributing to pain relief, including the use of acupuncture, where appropriate

Referrals are accepted from you or any member of the medical or nursing staff. All treatments are carried out only with your consent. The physiotherapist will assess your needs with you, which will then be regularly reviewed.

Complementary therapies

We have a team of qualified and experienced complementary therapists offering a choice of therapies including:

- massage
- Indian head massage
- aromatherapy
- reflexology
- reiki
- relaxation
- creative visualisation

These aim to relieve stress and tension, to aid relaxation and promote a sense of well-being, working on all levels of mind, body and spirit. The therapies can be used alongside medical treatment, helping with the management of symptoms such as breathlessness, pain and constipation. All treatments are gentle and are tailored to your individual needs and stages of illness. They can be carried out with little or no disruption, whilst you are in bed or reclining in a chair or alternatively in our relaxing treatment room. Please let one of the nurses know if you would like to have one of these therapies.

Family Services Team

The Family Services Team can offer you additional support with the wide range of emotional responses including sadness, anger, fear, frustration and loneliness, which might occur when living with a life-limiting illness. Practical

and financial needs might have to be addressed and decisions taken. The team can help with these and includes the following:

Social Workers

The social workers can offer you emotional support as well as a range of practical services, including the arrangement of your care following a stay as an in-patient in the hospice. They can also advise you about benefit entitlements and grants.

Counsellor

The hospice counsellors can provide on-going emotional support or counselling to you and/or your family, meeting with you either in your home or in the hospice. This is a free and confidential service.

Chaplaincy

St Barnabas has a full-time chaplain who is available to all patients, their families and friends, regardless of religious beliefs. The chaplain is happy to be a listening ear to those who need it, or maybe to offer particular spiritual support, if there are any specific areas of concern or worry. If you already belong to a particular church or faith community, the chaplain can be a link between the hospice and that community, if you would like him to be. The chaplain is always happy to be called out of hours. Please let the nursing staff know if you want to see him.



The hospice chapel and Reflections Room are available as quiet spaces for quiet reflection or prayer at all times, day or night. They can accommodate people of any faith. You may find the leaflets in the chapel entrance helpful. A number of books and sacred writings are also available. Some of these are on or inside the cupboard outside the chapel, but should you require something else do please ask the chaplain or, if unavailable, a member of the In-patient Unit staff. There is a weekly service in the chapel each Friday at 1.45pm, to which all are welcome. This varies between Holy Communion, hymn services and services offering anointing and prayer. On most other weekdays a short time of reflection takes place in the chapel from 11.50am-12 noon.

Artist-in-residence

Everyone has a story to tell – from everyday incidents to life-changing moments. There may be memories or aspects of your life that you would like to capture on film, in a poem or book, through music or photographs. We have an artist-in-residence who can help you tell your story. He works alongside patients on the unit, in the Day Hospice or in their own homes. Celebration events are held regularly with friends and family to share the work people have produced.

Volunteers

St Barnabas House benefits from a large group of volunteers who supplement

the service offered. They will normally be identified by “Volunteer” on their name badge and may, in some areas, wear a coloured tabard.

Volunteers

They would be delighted to:

- write a letter for you
- play a game e.g. cards, draughts, Scrabble
- read with you
- label your clothes for laundry purposes
- chat with you

Flower volunteers

- They will water your plants and care for your flowers

All volunteers are bound by our Confidentiality Policy.

Menus and meal times

We have our own kitchen and catering team here at St Barnabas House. In order for the kitchen to plan the meals, during the afternoon a member of the nursing team will collect your choice of menu for supper and the meals for the following day.

We are able to provide different sized meals for example a ‘tea plate’ size if your appetite is small up to a large dinner plate size as required.

Meals can be provided to suit cultural or medical requirements. Please discuss



“The care provided has been in excess of anything I expected and for this I will be eternally grateful.”

any requests you have with the nursing or catering team, along with any other dietary preferences, and we will try to accommodate them.

If you wish to have your favourite foods or drinks brought in, you will have a fridge in your room where they can be stored. Food can be stored for you in the In-patient Unit kitchen.

Supplementary nutritious drinks are available on request and we keep a variety of flavours. If we do not have your favourite flavour in stock we may be able to order it.

A variety of hot and cold drinks are served throughout the day and are always available on request.

Ward mealtimes are:

Breakfast	8.00am
Lunch	12.15pm
Afternoon Tea	2.45pm
Supper	5.30pm

If you are not ready for your meal at the time it is served, it can be kept for you. We operate a protected mealtime policy to ensure that you are not

interrupted during meals. If you would like a glass of wine with your meal then you are welcome to ask to have some brought in or we have a limited stock of alcoholic drinks from which you can choose.

Postal services

Post is delivered to the hospice once a day, Monday to Saturday. The administrator will deliver your post and your newspaper, if you have ordered one.

The out-going post is collected at approximately 4.30pm Monday to Friday (not on Saturday). A member of staff or a volunteer will be happy to put your letter in the box. Stamps can be purchased from Reception.

Newspapers

During your stay you will be able to order daily newspapers and magazines. Payment is required at the time of ordering. New orders are placed every Friday but we can add to that order at any time.

Telephones

There is a telephone available which you can use in your room that you can both make and receive local calls on. Anyone phoning the hospice will automatically come through to our switchboard when the switchboard is staffed. At other times the call will come directly through to the unit and a nurse will answer it. The call will then be transferred to you if one of your family or friends is asking to talk to you.

The use of mobile phones within the hospice is permitted provided they are set on silent mode but we would request that you always consider the impact on others when making and receiving calls.

Entertainment system

Television and radio can be accessed through the entertainment system. This is operated using the touch sensitive screen. There are instructions to help you to use it but if you need any further help please ask any member of staff.

Smoking

There is no smoking allowed within the hospice or grounds. There is a designated area for patients who are staying in the hospice to smoke outside

in the In-patient Unit gardens. A family member or friend can take you to it if you need assistance. There is no smoking for visitors.

Self-medication

If you prefer to continue to manage your own drugs whilst in the hospice, we can arrange for this to happen, allowing you to carry on with your usual routine. Alternatively, you may wish to manage your own tablets and medicines for a few days before going home, in order to ensure you have had a chance to fully understand any changes that have been made during your stay. If you wish to do this at any time please discuss it with the nurse caring for you. Your bedside locker will contain a lockable drawer where your medication can safely be stored.

Computer access

We have access to the internet via the patient entertainment system. This means that you can email friends and family at any time or read emails sent to you.

You may want to look up health information or other subjects of interest to you on the internet. We have created

some links to health information sites on there which may be of interest.

Visitors could bring or send digital photographs for you to view. You may want to write a letter to someone or play a computer game. We also have Wifi so you or your visitors can use your laptop on the IPU as a guest user.

Information regarding visitors

We will support your wishes regarding visiting on the In-patient Unit. However, we would recommend that visiting before 2pm is avoided where possible in order to ensure fewer interruptions to your care. During office hours and on weekend mornings, our receptionists will ask your visitor to wait before going to your room whilst they check with the nurses that it is an appropriate time to visit.

Sometimes it is necessary to limit the number of visitors or visiting times and this is done at your request.

We would ask that visitors who have experienced vomiting, diarrhoea or flu-like

symptoms within the previous 48 hours do not visit.

Children

We try to encourage a peaceful, family environment and supervised children are very welcome to visit. We have a selection of toys for them to play with. There is a television in the family lounges at the end of each wing.

Breastfeeding

We have private areas where a mother can breastfeed. Please ask a member of staff if you need to make use of this.

There is a toilet just by reception with nappy changing facilities.

Pets

During your stay, please feel free to ask family or friends to bring your own pets to visit you if you wish.

We would ask that you discuss bringing your pet into the hospice with the nursing team so that other patients can be considered and arrangements made accordingly.

Staying the night

We have facilities for close family and friends, including supervised children, to



"The atmosphere there is so incredibly positive. Everyone – nursing staff, cleaners, receptionists, caterers – even the lady who came to arrange the flowers – were so friendly and supportive."

Data protection

Following your admission, a nurse and doctor will carry out an initial assessment, when essential information will be obtained from you so that we can give you the most appropriate care. We can also use this time to talk about what you hope to gain from your stay in the hospice. Besides asking about relevant medical details, we will give you the opportunity to talk about any emotional, financial, and spiritual concerns you might have. We will also ask about relevant family members in order to find out their needs.

The person carrying out the assessment will explain how this information will be used to provide your care, and that it may need to be shared with other health professionals to provide you with the best care. You will be asked for your consent for this to happen.

All patient and client records held by the hospice will comply with the

stay the night, either by the bedside or in a family guest room. Please discuss your needs with the nursing team.

Meals for visitors

We are sorry but we can only provide meals for visitors under exceptional circumstances. If you have stayed the night we will be pleased to provide you with some toast and a hot drink.

We have a Coffee Shop in the reception area that sells sandwiches, cakes and snacks. Opening times are Monday to Friday, 10am to 5pm.

Please feel free to make hot drinks at any time. Tea and coffee making facilities are available in the family lounges from a vending machine for a small charge.

requirements of the Data Protection Act 1998. Further information can be obtained by speaking to a member of hospice staff, or via the Data Protection website: www.dataprotection.gov.uk

Confidentiality

The hospice respects the need for privacy and maintains its legal and ethical obligations with respect to confidentiality. All patient and client information remains confidential to the hospice, even after a patient ceases to be under our care.

If visitors enquire as to whether someone has been admitted to the hospice, it is our usual policy to let them know. If you do not wish this information to be released, please inform a member of staff on admission.

Hospice staff are happy to have discussions with relatives or carers about your care, providing you give your consent.

Maintaining standards

St Barnabas House is required to comply with standards set as a result of government legislation. These are monitored by the Care Quality Commission, which is an independent body that has a statutory duty to regulate health and social care, including

hospices. We are registered with the Care Quality Commission, which means that we are inspected regularly and any complaints are monitored.

You are able to read the report of our annual inspection on their website: www.carequalitycommission.org.uk or request a copy from a member of staff.

Your views

We are always keen to hear about your experiences of St Barnabas – what has worked, and what hasn't. This helps us to improve and develop the service. If you notice anything which could be a risk to patients, visitors or staff, please report it to a member of staff.

We regularly seek feedback from people that use our survey and publish the results on our website www.stbh.org.uk. Please feel free to make your views known by speaking to a member of staff, completing one of our feedback forms available within the unit or by letter. There are also opportunities to contribute to meetings about development of the service, reviewing information leaflets we produce and to be involved in the education we offer to other healthcare professionals. Please let us know if you are interested in any of the above.

We are also keen to encourage you to challenge any member of staff involved in your care if you are unsure about their hand washing practice.

"Words cannot express the benefit that staying as a patient with you gave me."

Complaints

We always welcome comments regarding the care and services we provide. If we have got something wrong or you are unhappy with your care we would wish to hear about it quickly.

Any complaint is taken extremely seriously as the hospice aims to provide an excellent service at all times. In the first instance, ask to speak to the nurse in charge or another member of staff.

If they cannot resolve the issue, you will be invited to write formally stating your concern. The hospice follows a procedure when responding to complaints, which is explained in our 'Points of View' leaflet.

We will acknowledge the complaint within two working days and aim to carry out a full investigation and provide a response within 20 working days, or keep you informed of progress if it is likely to take longer. If the investigation into the complaint has not been managed to your satisfaction, you will have opportunity to discuss this with one of the hospice Trustees.

The scope of treatment available at St Barnabas House

The doctors and nurses at St Barnabas House have the skills needed to control difficult symptoms in patients with limited life expectancy. Our goal is to achieve comfort and maintain your quality of life within the limits of what is realistically achievable.

The medical care is therefore quite different to that available in hospital, in that we do not undertake intensive technical procedures that require complicated monitoring. However, if you develop a serious but treatable problem, and would benefit from intensive medical treatment, we will discuss this with you, and if necessary arrange for you to be admitted to hospital.

The hospice has limited resuscitation facilities to cope with a sudden unexpected collapse such as a cardiac arrest. (Resuscitation involves thumping your chest, or delivering electric shocks to restart your heart and breathing). The majority of patients under our care are approaching the end of life, and would not survive this procedure, so we do not offer it as a matter of routine, as it would only result in an undignified death. We will discuss our policy with you, and any concerns you may have – further written information is available.

Hospice staff will readily discuss your treatment and care with you, giving you opportunities to express your wishes and address your concerns. We appreciate that this is a difficult time for you and your family, and that you may find some things difficult to talk about. We aim to be sensitive and supportive in our conversations with you.

Some patients find it helpful to express their wishes in the form of a 'Living Will', otherwise known as an Advanced Directive, so that we can respect your wishes should you no longer be able to make decisions for yourself. It's often also helpful to share your wishes with those closest to you, as we will usually ask them to represent your views if you are unable to tell us yourself.

Tissue donation

This may be something you have considered and you may already be carrying a donor card or be registered on the National Organ Donor Register.

At St Barnabas House we would hope to support your wishes to help someone after your death, through the generous donation of tissue.

Tissue donation includes heart valves and corneas.

To ensure your wishes are known or if you have any questions, please speak to your next of kin or a member of the medical or nursing staff.





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