



Your stay at St Catherine's Hospice

A guide to our In-Patient Unit



**www.stcatherines.co.uk
01772 629171**

Reg. Charity No: 512186



Welcome

We warmly welcome you to St Catherine's Hospice and would like to help you feel comfortable, relaxed and cared for. We have set out some useful information in this guide to staying at St Catherine's Hospice, however, please do not hesitate to ask if there is anything further that you wish to know.



About St Catherine's Hospice

We're a local charity that is here to help people experience quality of life, to the end of life. Our approach is to listen carefully to all of the details big, and small, to get to know our patients and your loved ones, taking into account your individual needs, wishes and concerns, and to help you achieve what really matters to you.

Our personalised care not only focuses on pain management and symptom control; we also offer emotional support, and encourage independence and choice at every stage of your journey.

St Catherine's Hospice provides specialist palliative care to adults in Preston, Longridge, Chorley and South Ribble. Care is provided unconditionally regardless of age, gender, sexual orientation, religious or cultural belief.



What to bring

We suggest that you have the following items, as appropriate: night wear, day wear (two sets), dressing gown, slippers, shoes, personal toiletries, and any items that you use that help with your care, e.g. walking stick or clinical equipment that you use. Towels and flannels are provided.

The Hospice can, if your family is unable to do it, launder your clothing, but, please ensure it is clearly marked with your name.

Please do not bring valuable jewellery or large amounts of money.

The Hospice cannot accept responsibility for the loss of personal items that are not deposited in the safe. If you bring any items of personal equipment, please note that any electrical items must be tested prior to use. Thank you.



Visiting

Visitors are welcome 24 hours a day, seven days a week, unless stated otherwise through discussions during your admission.

Visitors are asked to report to reception or the nurse in charge when they arrive. If a member of family or close friend would like to stay overnight, this can be arranged.



Meals

Meal times are as follows:

Breakfast	8.00am
Morning Coffee/Tea	10.30am
Lunch	12noon
Afternoon Tea	3.00pm
Evening Meal	5.00pm
Supper Drink	8.30pm

Our chef will be pleased to visit you to discuss your diet and will arrange for any special requests or favourites to be made available.



Our care

The nurses and doctors will agree a plan with you for your personal care. All aspects of your care, and any proposed changes to it, will be discussed with you. Please do not hesitate to ask a member of nursing staff or doctor if you or your family have any concerns about your condition or treatment.



Laptops, tablets and mobile phones

Laptops, tablets and mobile phones may be connected to the internet via wireless connection or hard wired by contacting the St Catherine's IT team. If you do not have the correct equipment, the IT team can provide a laptop; e.g. to help set up video calling. If you require further information about our mobile phone policy, please speak to a member of staff.

If you require access to the Wi-Fi, please use 'Guest_Access' and ask a member of staff for the password.



Entertainment

In your room, you will find a fully featured hospitality TV system. For your enjoyment, the TV features a range of Freeview TV channels.



The Mill café and shop

The Mill café in our grounds is open for all, and you and your loved ones are most welcome to visit for a delicious breakfast, lunch, afternoon tea or a small treat such as coffee and cake, during your stay at the Hospice. Please book a table in advance where possible (speak to our reception team or visit www.themillatstcatherinespark.co.uk), or please speak to a member of nursing staff if you would like to arrange a visit at short notice; we will do our best to accommodate you.

You can also order meals free of charge from The Mill to eat in your room. Please see a member of staff or the menu in your room for details.

The Mill Shop next door to the café sells a great range of clothing, books, homeware, gifts, handcrafted items, greetings cards and more. The small shop in the Hospice's reception area also sells books, confectionary, and greetings cards.



St Catherine's Park

Our award-winning gardens are open to the whole community, and offer a peaceful and tranquil place for you and your visitors to enjoy some time away from your room. Please speak to a member of staff if you would like any assistance visiting our grounds. Children are also welcome to play in the garden and on the lawn, supervised by an adult.

Throughout the year, we host a range of fundraising and community events in our gardens, which you are most welcome to attend.

Our calendar of events can be viewed at www.stcatherines.co.uk, or please speak to a member of staff for details.



Welfare benefits

You may be entitled to financial help such as Attendance Allowance or Personal Independence Payment. Please ask to speak with our Support Team who will be able to advise you.



Private health insurance

Our care is provided free of charge, however, most private health care insurers will make a payment to the Hospice under the terms of a private health insurance policy. Please let us know if this is applicable.



Religious care

For people with a religious belief, we will ensure that you have the space and time you may need for your religious observance. Our Support Team is here to help and support you in this area. If you have any particular requirements, please do not hesitate to let them know. A Roman Catholic service is held in the Hospice chapel every Thursday at 11am which you are invited to join.



Hairdressing

A hairdressing service is available one afternoon per week, which includes a wig fitting service. A complimentary therapist also provides a type of therapy to patients and carers, one afternoon per week. Please ask a member of staff if you wish to use either of these services.



Discharge

It is our aim to improve levels of comfort and quality of life for our patients so that they feel able to go home or to another care environment. Discharge from the Hospice is planned carefully following discussion with patients, carers and multi-disciplinary professional carers so that the transition from the Hospice will take place smoothly and effectively. Nursing staff will supply you with written information about your discharge. If you would like to read a more detailed booklet about our discharge process, please ask a member of staff for a copy.



Complaints

If you have any complaints or comments about the service or treatment provided to you, please do not hesitate to speak to the nurse in charge. A copy of our Compliments, Comments and Complaints leaflet is available on request. If at any time you are not satisfied, the leaflet details agencies to contact.

The Hospice is inspected by the Care Quality Commission. You may ask to see a copy of the report, or visit www.cqc.org.uk.



What we do with information about you

Doctors, nurses, and other members of the healthcare team collect essential information about you to help provide care for your individual needs. This may include data such as your address, medical treatment, diagnosis, test results, important people in your life, etc. The palliative care team at Lancashire Teaching Hospitals also have access to the electronic system we keep medical notes securely stored on.

If you do not want information about you shared outside of palliative care services, please inform your doctor or nurse. We will never share your data with any third parties. If you would like more information, please ask for a copy of our booklet entitled 'What we do with information about you' or visit our website at www.stcatherines.co.uk.



Useful contacts

Please let our nursing team know if you would like anyone from the following teams to come and see you during your stay at St Catherine's, or please send them an email directly:



Support team (for emotional, psychological, and spiritual support, plus guidance on issues such as welfare benefits, religious care, and support for carers).
e: supportteam@stcatherines.co.uk



Marketing team (if you would like to share your experience of St Catherine's to help us raise awareness and inspire support from our communities).
e: communications@stcatherines.co.uk



Community Engagement (to discuss opportunities for fundraising and donations).
e: fundraising@stcatherines.co.uk

St Catherine's Hospice

Together With Compassion

