

Patient Guide

Welcome

We very much hope that you will find your time with us beneficial. We would like to help you to feel comfortable, relaxed and at home with us. We have set out some useful information in this patient's guide, however, please do not hesitate to ask if there is anything further that you wish to know.

What to bring

We suggest that patients have the following items, as appropriate: Night wear, day wear (two sets), dressing gown, slippers, shoes. Towels and flannels are provided. Personal toiletries should include: hand wipes, tissues, soap or shower gel, tooth brush and tooth paste, comb or brush. The Hospice can, if your family are unable to do it, launder your clothing but please ensure it is clearly marked with your name.

Valuables

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.

Meals

Patient's meal times are as follows:

Breakfast	8.00am
Morning Coffee/Tea	10.00am
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 available.



Visiting

We do not have any set visiting hours. However, we ask visitors to avoid early mornings if at all possible. Visitors are asked to report to Reception or the Nurse in Charge on entering the building. If a member of family or close friend needs to stay overnight this can be arranged. Children are welcome, however, please ensure that they are supervised at all times in order to guard them against hazards.

Patient Care:

The nurses and doctors will agree with you a plan 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.

If you would like any information held about you, e.g. reports, NHS number – please ask.

Complaints

If you have any complaint or comment 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 enclosed with this guide. 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 a copy is also available on line at www.cqc.org.uk.

Welfare Benefits

You may be entitled to financial help such as Attendance Allowance or Disability Living Allowance. Please ask to speak with one of our Family Support Team who will be able to advise you; or you can have an appointment with a Welfare Rights Worker who visits the Hospice each month.

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 Family Support Team is here to help and support you in this area. If you have any special requirements please do not hesitate to let them know.

Communication

Laptops or electronic notepads may be connected to the internet via wireless connection or hard wired by contacting St Catherine's IT Department. If you do not have the correct equipment, the IT



Department will provide all the necessary facilities. We can also help set up Skype – either via a laptop or your Smart TV (see more information below).

Hairdressing

A hairdressing service is available which includes a wig fitting service. Please ask a member of staff if you wish to use this service.

Hospice Shop

The Hospice Shop is situated in the front entrance, adjacent to reception. The shop stocks various items, including various confectionary, greeting cards and assorted gifts.

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. In addition to this, there is Smart TV functionality, to use this functionality, you will need the Smart TV remote control (please ask for one if you do not have one in your room).

The Smart TV function features 6 categories containing the following apps:

Hospice Info

[Links to our website](#) / [Meals](#) / [Events](#) / [Family Support](#) / [This patient guide](#)

News & Sport

[BBC News](#)

[Google News](#)

[BBC Sport](#)

[Lancashire Evening Post](#)

Media & Radio

[FilmOn](#)

[BBC iPlayer](#)

[Radio.de](#)

Social & Online

[Skype](#)

[Facebook](#)

[Twitter](#)

Games

[Solitaire](#)



Angry Birds

The Hospice has Sky, however, only one channel can be viewed at a time throughout the wards. If you would like to watch a DVD our IT department will endeavour to provide a laptop for you to view it on.

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.

Statement of Purpose (summary)

St Catherine's Hospice provides specialist palliative care to the adult people of Preston, Longridge, Chorley and South Ribble. Care is provided unconditionally regardless of age, gender, sexual orientation, religious or cultural belief. The essence of hospice care is improvement in quality of life.

This is achieved by the relief of pain and distress through specialised medical and nursing care, together with the provision of social and spiritual support for patients and their carers.

The full Statement of Purpose is enclosed with this guide.

Summary: We are here to help and support you and those close to you at this time. If there is anything that you need, just ask. Please also let us know what you think of this guide – is it helpful or could it be improved? Any comments that you have would be welcome.

With my best wishes.

Jimmy Brash

Director of Care

