

**Eden Valley
Hospice** 

and



Cumbria's Children's Hospice

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Patient Information

Eden Valley Hospice

Durdar Road, Carlisle, CA2 4SD

Tel. No.: 01228 810801 Fax. No.: 01228 817601

www.evospice.org.uk

Registered charity: 1008796

A company limited by guarantee: 2677824

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The Queen's Award
for Voluntary Service



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Introduction

We would like to welcome you to Eden Valley Hospice. We are an independent charity providing specialist palliative care for patients with advanced and incurable illnesses. The Hospice provides twelve adult beds, day care, out-patient facilities and a Children's Hospice.

A Hospice is more than a building; it focuses on a philosophy of care that encompasses the physical, emotional, social and spiritual aspects of each person's life.

The philosophy of the Hospice is to provide a safe environment for those suffering from life limiting illnesses and to provide the highest standard of care to each patient and the family. We are committed to enabling patients to live within the limits of their horizons with comfort and dignity.

At Eden Valley Hospice, we try to promote a relaxed and peaceful atmosphere that is conducive for everyone involved. All the staff aim to be friendly and helpful and will be happy to answer any queries. Please do not feel a "nuisance" for asking, as we would prefer you to voice your concerns. We would appreciate any comments for improving the service and environment and hope your stay is restful and therapeutic.

Under the requirements of the Care Quality Commission we have a 'Statement of Purpose', which gives further details about our aims, staffing, access, complaints procedure and stresses the right of patients to privacy, and maintenance of dignity. If you would like to see this, please ask a member of staff.

Feedback and comments

Eden Valley Hospice is continually striving to ensure that patients and relatives receive quality of care during their stay. We have produced a satisfaction questionnaire for you to complete (can be found in your 'Patient Information' folder), which will provide us with information to identify where improvements can be made.

Specially trained volunteers also visit the ward to interview some patients about the services we provide and you may be asked to have a chat with him/her, if you feel well enough.

Comment forms are also available around the Hospice and in the reception area and we ask that completed forms be placed in the designated box in reception. If patients are unable to get there, please ask a member of staff for assistance. There are no right or wrong answers, only honest and truthful ones. All information received will be confidential and remain anonymous.

If you feel that you wish to complain or comment regarding the services offered at Eden Valley Hospice, please discuss your concerns with the Head of Care, and the utmost will be done to resolve any issues you may have.

If you wish to make a formal complaint you may do so at any time by asking to speak to her or writing to:

Bill Mumford
Chief Executive
Eden Valley Hospice
Durdar Road
Carlisle
CA2 4SD

Staying the night

We have facilities for close family or friends to stay the night. This may be in the patient's room on a sofa bed or recliner, or in the visitors' room depending on availability. We will try to accommodate everyone, but as you can appreciate, it is not always possible. Therefore, immediate family will be given priority.

Children

Children may visit if desired and we actively encourage this as children are part of the family and we can discuss aspects of illness with children if wished. All children should be accompanied at all times by the visiting adults and it is the responsibility of the accompanying adult to ensure their safety and supervision at all times.

We appreciate that children do get bored easily during visiting, but we ask that children are not allowed to run up and down the corridors unaccompanied at any time.

Local amenities

Post Office/Newsagent: Blackwell Road (turn right at main entrance – follow the road to Carlisle – situated on left hand side).

Local Pub: Black Lion Public House (left at main entrance – follow the road out of Carlisle). Situated - left hand side of the road.

Local Bus Service: Bus stop outside Hospice main entrance
Time table for bus route available at Reception

Train Station: Carlisle (approx. 2 miles).

Local Park: Hammonds Pond
(turn right at main entrance approx. 100 yards on the right hand side).

Day Hospice

The Margaret Dunne Day Hospice is a popular facility at Eden Valley Hospice. We can currently take up to 15 patients per day, 4 days per week. This facility offers time to the patients' families as well as helping patients themselves.

There is a separate more detailed leaflet about these services.

Some patients may also be seen by medical staff on an out-patient basis, using Day Hospice facilities.

Medical staffing

There are doctors in attendance Monday to Friday at the Hospice from 9:00am to 5:30pm. Other members of the team work throughout the week to provide medical cover.

At the weekend a doctor usually visits on Saturday morning and thereafter is on call for the remainder of the weekend. A doctor will visit at the request of the nursing staff.

Patients and their relatives will be involved in the care at the Hospice and the doctors will be happy to discuss any concerns that a patient or relative may have.

Every week, the staff from the Hospice and other agencies, hold a Multi-Disciplinary Team Meeting. At this meeting, the doctors, nursing staff, Macmillan Nurses, Hospice at Home and Social Workers and any other professionals review patients with palliative care needs within the Hospice and the community. There is a short daily meeting to evaluate the care you are receiving.

Medication

Medications are prescribed at the following times:
8:00am; 12:00 mid-day; 4:00pm; 8:00pm and 10:00pm.

If patients require medication outside these times to control symptoms i.e. pain, nausea etc, medication can be given as required.

Policy regarding treatment decision for patients – Resuscitation

It is the policy of the Hospice that all treatments offered to patients under our care will at all times be appropriate for the individual patient. If you have any concerns regarding resuscitation please discuss these with a Doctor.

Nursing care

You will be able to identify staff by their name badge. The team consists of:

Head of Care

Clinical Sister

Staff Nurse Team Leader

Staff Nurse

Enrolled Nurse

Health Care Assistant

Housekeeping Staff

Medical volunteers

All information given by a patient will remain confidential to the Hospice. Information about your care may be given to another professional i.e. District Nurse/GP, but this is only to ensure that care can continue at home if required. If friends phone, we will only be able to confirm you are here, no details will be divulged on your condition without your permission.

Patients are able to access health records held by the Hospice in line with the provisions of the Data Protection Act 1998. Patients should ask the Senior Nurse on duty to access these records as per Hospice policy and procedure.

Family and friends

We welcome all family and friends and hope the following information is useful.

Visiting times

We have an open visiting policy. On entering the Hospice, you will be asked to sign in and out at reception in accordance with our fire policy. Visitors are requested not to leave or enter the premises via the patients' patio doors. Patients may also request that their visitors are limited. Please do not be offended by this request.

Meals

We can only cater for immediate family due to our commitment to patients, but our restaurant offers a variety of freshly cooked food, Monday to Friday lunchtime from 12.30pm to 1.30pm.

If your visitors are likely to require lunch on a Saturday or Sunday it would be helpful if this could be pre-ordered by Friday lunchtime with the nursing staff and paid for at reception.

We can also offer, if arranged with the nursing staff, evening meals subject to availability.

If a family member has stayed all night, or has had to come to the Hospice by emergency phone call, the catering staff will strive to accommodate them at other times, and in situations where all family members are present an assorted platter of sandwiches can be provided. All meals and snacks are to be ordered via the nursing team and again paid for at reception.

Hot drinks may be made by visitors in the ward kitchen, at a nominal charge/donation or are welcome to use the facilities in the coffee lounge next to reception again at a nominal donation.

We regret that due to health and safety reasons we are unable to reheat food brought in by your visitors.

Visiting during mealtimes other than immediate family, is generally discouraged so that patients can enjoy their meals without disturbance.

Please do not hesitate to speak with a member of the nursing staff if you have any questions.

Complementary therapies

There are a variety of free therapies available to the patients at Eden Valley Hospice, which help to ease tension and discomfort and focus on your well-being. Your consent will be needed and a doctor's approval sought before the therapies are performed. Please ask a member of staff if you would like a complementary therapy treatment.

Therapies include:

Aromatherapy

This uses essential oils extracted from plants that aim to enhance a feeling of well-being through the sense of smell and absorption through the skin when being massaged. It is a very gentle massage and very soothing.

Massage

This can help to ease tension and discomfort and enhance relaxation.

'M' Technique

This involves a series of stroking movements performed in a set sequence and at a set pressure to aid relaxation. This treatment does not necessarily involve the removal of clothes.

Reflexology

This is the massage of the feet or hands and by using gentle pressure on reflex zones, encourages calmness and natural sleep.

Reiki

This is a gentle therapy, suitable for people of all ages, to relax your body and calm your mind. You remain fully clothed and can sit in a chair or lie on a couch. By placing their hands on, or near your body, the Reiki energy flows through the therapist's hands to help boost your own energy levels.

Hairdressing

We have an experienced hairdresser who is available for a small donation. An appointment can be made for you, please ask a member of staff to do this.

We have a **Family Support Team** consisting of two Social Workers, Chaplain and Counsellor.

Social workers

We have two Social Workers based at Eden Valley Hospice. The social worker's role involves:

- Arranging extra practical help at home if desired by the patient and family
- Advising on sources of funding and financial assistance related to benefits that patients are entitled to and may not be presently receiving
- Follow up visits after discharge from the Hospice to monitor and review the patient at home to meet changing needs
- Emotional support for patients, family and carers
- Working closely with other members of the team i.e. GP, district nurses, day care, Hospice staff, physiotherapists and occupational therapists
- Act as an advocate on behalf of the patient
- To provide information, advice and support with legal issues

Referrals to the Social Worker will be discussed with patients on admission to the Hospice. If patients do not wish to be referred to Social Worker support this will be respected.

Counselling

Support is available to talk over your concerns and to provide bereavement support to families and carers.

Chaplaincy, Spiritual Care and The Chapel/Quiet Space

The Chapel/Quiet Space offers a quiet safe haven for those wanting time to reflect, pray or simple “be”.

It has been an integral part of the building from the beginning. The beautiful stained glass windows were donated to the Hospice from the old Presbyterian Church on Fisher Street in Carlisle. The circular window is known as the rose window, depicting white roses, which symbolise love and compassion. The male and female volunteers in the chaplaincy team within the Hospice is ecumenical but we recognise that spiritual care goes beyond any religious beliefs. The team offer “listening ears” for all.

Our Chaplain, Pauline Steenbergen, is more than happy to spend time with you and your family offering support, or if you wish, the Chaplain will contact your own Minister of Religion or religious leader. Her part-time hours are variable but she can be contacted via nursing staff if necessary. There are short services held during the week mostly Tuesdays, Wednesdays and Fridays. Anyone wishing to attend is made very welcome. Holy Communion is available on request at any time.

The Chapel/Quiet Space can accommodate both wheelchairs and beds. There is a message book to write or draw in for all ages. There are peace pebbles to hold, a holding cross, candles to switch on and a Compassion Tree with hearts to hold or take away.

Our Books of Remembrance are kept in the Chapel/Quiet Space arranged A-Z and in date order.

Newspapers

There are one or two daily papers available in the Conservatory but if you wish to order a paper for your personal use, please ask a member of the ward team the previous day. (You must pay for paper at the time of ordering).

Smoking

Eden Valley Hospice has a NO SMOKING policy for relatives, visitors, staff and volunteers, which must be adhered to at all times to prevent any fire hazards and to comply with Legislation introduced in July 2007. We would ask that a relative escorts you outside to a designated smoking place. There are **no** facilities to enable a patient who cannot get out of bed to smoke. However, we have made provision in the grounds of the hospice for a patient's only smoking area for those who find this difficult.

Postal service

Post is delivered to the Hospice Monday to Friday and any mail for you will be brought to your room. If you wish to send mail out, please ask a member of staff to take it to reception no later than 3:30pm on weekdays in order for it to be included in the last post. A small selection of stamps can be purchased at reception. Please ask a member of staff who will be happy to help you.

Telephones

There is one pay phone in the Hospice; it is situated half way down the ward main corridor on the right hand side, past the four-bedded room. The pay phone may be brought to you, as there are telephone sockets by each bed. We would ask that when using the phone consideration is shown as it is usually in high demand by both patients and relatives.

Mobile phones may be used but again we would ask for them not to be used in the corridors so that they do not disturb other patients and their relatives. Please ask a member of staff to show you a suitable place to use a mobile phone.

Pets

During your stay, please feel free to ask your family or friends to bring your pet in to visit you. There is an expectation that your pet will be well behaved and house trained during the visit. Please discuss this with a member of staff before making arrangements. Pets will not be allowed to stay overnight with you in your room.