What to Expect if you are a Day Hospice Patient

For your peace of mind, we want to let you know as much as possible about what to expect if you’re coming to the Day Hospice as a patient. Although your first time coming to the Day Hospice can be an anxious one, we’d like you to feel as relaxed and informed as possible.

We try to offer a bespoke service to everyone who attends the Day Hospice; we believe that every patient is an individual and as such has individual needs. We keep this in mind when we work out a plan of care for you, based on your specific healthcare needs.

We hope that you’ll feel comfortable during your visits and want you to know that if you have any worries or concerns, questions or comments, our staff are keen to respond to your needs and be of help. If you have any questions prior to coming to the Day Hospice, feel free to call on 01228 817 623 or email care@edenvalehy hospice.org and we’ll provide an answer as soon as possible.

What should I do before I come to the Day Hospice?

What’s often a good idea to arrange a visit to the Day Hospice before you start coming on your day. This way you can get to know the place and the people before you “officially” start. It’s great for peace of mind to know what you’re walking into beforehand! If you’d like to arrange a visit please give us a call on 01228 817 623.

You also need to make sure you bring all your current medication with you, so the medical team know what you’re taking and that you have enough to keep you going.

What happens when I arrive?

Normally you will be met by a nurse or healthcare assistant upon your arrival at Reception. They will take you through to the Day Hospice, get you situated and have a cup of tea if you wish one. There will be a plan for the day which the staff will talk through with everyone,
At Eden Valley Hospice we try to promote a relaxed and peaceful atmosphere for everyone. All the staff aim to be friendly and helpful and will be happy to answer any queries. Please don’t feel you’re being a nuisance for asking – we prefer you let us know your concerns. Anything we can do to improve our service and environment we are happy to hear about.

Who will be taking care of me?

You’ll be able to identify Day Hospice staff by their name badge. Our team consists of:

- Head of Care
- Doctors
- Clinical Sister
- Staff Nurses
- Activities Coordinator
- Housekeeping Staff
- Day Hospice Volunteers

Our assigned doctor is present at the Day Hospice on Tuesdays and Thursdays. On other days we will have

What happens with medication and treatments?

As mentioned above, please bring any medication you are currently taking with you when you come to the Hospice. The Day Hospice does not stock medication so you’ll need to have any medication taken between the hours of 10am and 3pm. Also, if you may need extra pain killers, please bring these as well.

If there has been any change made to your medication, please let the Day Hospice nurses know; we may ring your GP for clarification. If you need any assistance with medication we can certainly help you.

It is the policy of the Hospice that all treatments offered to those 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. It is important that you make your wishes known to the staff.

What extra support is available?

If there is any extra support needs identified for you or your family, the Day Hospice staff point you in the right direction for the type of help you need, be it referral to the Hospice @
Home or MacMillan Cancer Support service, contacting the Citizen Advice Bureau, offering complementary therapies, or any number of help and support facilities we have available. **Just ask!**

Here at the Day Hospice we have a Family Support Team which consists of three Social Workers, a Chaplain and a Counsellor.

**Social Workers**

The Social Workers’ roles involve:

- 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
- **Follow up visits** after discharge from the Hospice to monitor and review the patient at home to meet changing needs
- **Emotional support** for patients, families and carers
- Working closely with other **members of the Care Team**, i.e. GPs, district nurses, Day Hospice, Hospice Staff, physiotherapists, occupational therapists
- Acting as an **advocate** on behalf of the patient
- Providing **information**, advice and support with legal issues.

Referrals to a 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 for families and carers.

**Chaplaincy**

Our Chaplain 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. Their working hours are variable but they can be contacted via the nursing staff if necessary. There are short services held during the week and everyone is welcome to attend. Holy Communion is available on request at any time.

The Hospice Chapel (also known as The Quiet Place) offers a quiet, safe haven for those wanting time to reflect or pray. It can accommodate both wheelchairs and beds, so please don’t feel restrained by a lack of mobility. There is a prayer book where you can leave a message for someone to be remembered in our prayers during services.
Other information

Smoking

Eden Valley Hospice has a strict no smoking policy for everybody except patients. This 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 the designated, patient-only smoking place.

Postal Service

Post is delivered to the Hospice Monday to Friday. If you want 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 is available for purchase at Reception; please ask a member of staff.

Mobiles & Wi-Fi

Mobile phones can be used in the Hospice, although we do ask that they are not used in the corridors so as not to disturb other patients and their relatives. A member of staff can show you a suitable place to use your mobile.

The Hospice has Wi-Fi available to all patients and visitors should you need it. While there isn’t great coverage across the whole Hospice, the Day Hospice should be covered. To get access just ask for the Wi-Fi password.

Pets

At the Day Hospice we have a volunteer who comes in with a certified Pets As Therapy (PAT) dog, providing therapeutic visits as needed. Having a visit from our friendly, temperament tested and vaccinated dog is a great way to experience companionship and home comforts during your stay. If you’d like to see our PAT dog, just have a chat with a member of staff.

Complementary Therapies

There are a variety of therapies available to patients at the Day Hospice, which help to ease tension and discomfort, and focus on your wellbeing. These therapies are performed only with the consent of you and a doctor. Just ask a member of staff if you’d like a complementary therapy treatment.
Therapies include:

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

- **Massage**
  This can help ease tension and discomfort, and enhance relaxation.

- **Reflexology**
  This is the massage of the feet or hands, and by gentle pressure on reflex zones, encouraging calmness and natural sleep.

**Hairdressing**

We have an *experienced volunteer hairdresser* who is available for a small donation. An appointment can be made for you, just ask a member of staff.

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**Eden Valley Hospice**

**Durdar Road**

**CARLISLE**

**CA2 4SD**

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Email: care@edenvaleynys Hospice.org