What to Expect if you are an In-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 stay with us as a patient. We’d like you to feel informed and prepared during what can be a very anxious time.

We hope that you’ll feel comfortable here 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 Hospice, feel free to call the Hospice on 01228 810 801 or email care@edenvaleynhospice.org and we’ll provide an answer as soon as possible.

What should I do before I come to the Hospice?

When you’re coming to stay at the Hospice, please ensure you bring enough clothes, nightwear and toiletries with you; all your washing is to be taken home.

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 In-Patient Unit and get you situated in your bedroom and have a cup of tea if you wish one. They will go through the Patient Information Pack which contains all the information you need for your stay and explain what happens next. They will then let you know when one of our doctors will come and see you for a chat.

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 Hospice staff by their name badge. Our team consists of:

- Head of Care
- Doctors
- Clinical Sister
- Staff Nurse Team Leader
- Staff Nurse
- Enrolled Nurse
- Healthcare Assistant
- Housekeeping Staff
- Medical volunteers

There are doctors at the Hospice Monday to Friday from 9:00am to 5:30pm. On weekends a doctor normally visits on a Saturday morning and thereafter is on call for the remainder of the weekend.

You (and your relatives) will be fully involved with the care you receive at the Hospice and the doctors are happy to discuss any concerns you may have. There is a short daily meeting to evaluate your care where you can do this.

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.

Medication is prescribed at the following times:

- 8:00am
- 12:00pm (midday)
- 4:00pm
- 8:00pm
- 10:00pm

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

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.
What extra support is available?

Here at the 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

Newspapers

There are one or two daily papers (Monday to Friday) available in the Conservatory. If you wish to order a paper for your personal use, please ask a member of staff the previous day.

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 and any mail for you will be brought to your room. 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 and the pay phone

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 In-Patient Unit should be covered. To get access just ask for the Wi-Fi password.

There is one pay phone in the Hospice; it’s situated halfway down the main corridor on the In-Patient Unit, on the right hand side past the four bed room. The phone can be brought to you as there are telephone sockets by each bed. Please be considerate of others though, as there is usually high demand for the pay phone by patients and family members.

Pets

While you are staying with us, feel free to ask your family or friends to bring your pet in to visit you – so long as they are well behaved and house trained! Please discuss with a member of staff before making arrangements. Unfortunately your pets will not be allowed to stay overnight with you.

At the Hospice we have a volunteer who comes in with a certified Pets As Therapy (PAT) dog, providing therapeutic visits to our Day Hospice as well as to our In-Patient Unit 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 Eden Valley 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.

If you have any questions or queries before coming to the Hospice, by all means please get
in touch. We can discuss with you what you need to bring with you and any issues or
concerns you may have.

Eden Valley Hospice

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