

Information for carers of inpatients

Helping patients and their carers

Help and information for carers, when someone close to them is admitted as an inpatient to St Ann's Hospice.



St Ann's Hospice

Every day makes a difference

"The hospice is a wonderful place and I can't praise it enough."

"The staff made everything so comfortable and not a bit like being in hospital."

"I was so happy whilst in the hospice. I feel you can't improve on perfection."

"The staff should be told what a wonderful job they are doing and how much they are appreciated."

"When ill you couldn't be in a better place, in fact the only place to be when feeling poorly."

"As good as any five-star hotel!"

Helping the carers of inpatients

Serving Greater Manchester

We have two hospices, one at Heald Green and one at Little Hulton. Both hospices have a mix of wards with between 2–5 beds and some additional side wards. Beds are allocated to meet each individual's needs. There are facilities for families/carers to stay should the need arise; please feel free to discuss this with the nurses.

We're here to help carers, too

This leaflet is intended to provide help and information for carers, when someone close to them is admitted to the hospice. We know that this will be a difficult time for you as a carer: sometimes people have likened it to being on an 'emotional rollercoaster'. We hope that this leaflet will relieve some of your anxieties, by explaining how the hospice helps both patients and carers.

The hospice's staff

The hospice's team comprises doctors, nurses, physiotherapists, occupational therapists, social workers, chaplains, complementary therapists, a dietician and a psychological support nurse – all of whom may be involved in the care of your relative. The nurse team leaders wear navy blue uniforms while other nursing staff wear pale blue. We also have a team of volunteers, who wear yellow tabards. All staff wear identity badges showing their name and profession.



MORE ON OUR WEBSITE:
www.sah.org.uk/for-patients-and-carers

Admission

Reasons for admission to a ward

The hospice admits patients for a variety of reasons, for example: symptom control, rehabilitation following treatment (such as chemotherapy or radiotherapy, during which future care needs are identified), or for terminal care.

Health and safety information

The safety of patients and visitors is of paramount importance. On arrival and departure, you will be required to sign the visitors' book. Should the fire alarm sound, all visitors should leave the building immediately via the nearest fire exit and assemble in the designated area at the front car park. The nursing team will take responsibility for ensuring the safety of the patients.

Infection control

It's important that we both prevent and control infection, so we ask that you wash your hands both on arrival and departure – using the hand-wash dispensers which are located in the ward areas, next to the hand basins. There are also hand-gel dispensers at reception and throughout the hospice.



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www.sah.org.uk/for-patients-and-carers

"The hospice is run very well and is as comfortable as a home."

"The staff are kindness itself. This includes catering, cleaning staff and volunteers."

"Everyone was so kind and considerate."

"The staff were always ready to help. They always found time to listen, which meant a lot."

"The staff have a wonderful aura about them, they are truly nursing angels."

"The caring included interest, friendship, laughter, concern and time. I returned home relaxed and very impressed."

Visiting and enquiries

Visiting times

Hospice visiting takes place between 2:00pm–8:00pm; this routine allows the staff to provide care and treatment to the patients and ensures that their privacy and dignity is respected. It also allows for a rest period after lunch.

Visiting outside normal visiting times

There will be circumstances where visiting outside of the recognised visiting hours is either required or requested. These arrangements should be agreed on an individual basis with the nurse in charge. In cases where visitors experience difficulty in complying with the stated times on grounds of disability, religion/beliefs or other reasons, their requirements will be accommodated when it is reasonably possible.

Numbers of visitors per patient

We allow a maximum of three visitors per bed: large groups of visitors can be overwhelming – not only to your relative, but also to other patients. Additional visitors are very welcome to sit in the coffee lounge, or one of the sitting areas, and take turns in visiting a patient. We have limited facilities for relatives to stay overnight.

Young visitors

Children are very welcome but must be supervised at all times. Play areas are available and it may be helpful to bring crayons and paper, a favourite book or toy to help occupy them whilst visiting.



Speaking to patients by telephone

If you are unable to visit, telephone enquiries to the hospice are welcomed. Some telephone handsets are available for incoming calls – and can be taken to the patient so you can speak to them directly. Please ask a nurse if you wish to speak to a patient.

Enquiries: 0161 437 8136 (Heald Green)
0161 702 8181 (Little Hulton)

Payphones, mobile phones and cameras

As we would like to maintain a peaceful environment for patients, visitors are requested to switch off their mobile phones while they are within the hospice and, if you do need to make a call, we ask if could do so outside. In the interests of maintaining our other patients' privacy and dignity, camera phones, cameras and camcorders should not be used within the clinical area unless by prior arrangement with the nurse in charge.



"The staff always treated us with dignity, respect and humour, even the cleaning staff."

"The staff were great, very thoughtful and made us feel very comfortable."

"All the staff we came into contact with were outstanding"

"I thought they were all very approachable and listened to any concerns I had."

"Every person I came into contact with at the hospice was extremely kind and very supportive."

"They were very kind and gave you their full attention."

Discharge planning

What happens when patients go home?

It is not always widely known that many patients are discharged from the hospice. When discharge is being considered we aim to include family and carers in this process, however, this will always be at the discretion of the patient, whose wishes will always be central to our considerations. Patients can be discharged back to their own homes, to the homes of family or other carers, or to a care home if necessary. The hospice is unable to offer indefinite care.

Planning for discharge may start soon after admission. This will ensure that all arrangements can be in place when needed. Staff may ask you to attend a meeting so that all points of view can be considered.



Our facilities

Refreshments

There is a coffee shop which is open between 10:00am–8:00pm and which sells a full range of snacks, drinks and sweets. Drink-vending machines and water coolers are available at various points on the corridors.

Chapels and multifaith rooms

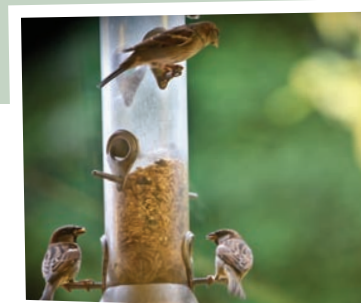
The chapels at Heald Green and Little Hulton, and the multifaith prayer and quiet room at Heald Green, are open at all times for those who would like somewhere peaceful to sit and reflect, meditate or pray. If you would like to speak to a chaplain or someone else from the spiritual care team, please ask a member of staff who will contact them for you.

Smoking

There are designated smoking areas outside of the building for relatives and carers. Within the hospice building there is a no smoking policy – apart from special areas, which are available for those patients who wish to smoke.

Any questions? Please ask

Please feel free to approach a member of the nursing staff on the ward, at any time, to discuss any concerns you may have. Where questions cannot be answered directly, our nurses may suggest that you talk to other members of the team – and they will arrange this for you. Should you wish to speak to a doctor or other members of staff, you will be asked to make an afternoon appointment, which will be arranged as soon as possible. This ensures minimal disruption to the patients' care.



MORE ON OUR WEBSITE:
www.sah.org.uk/for-patients-and-carers



St Ann's Hospice

Every day makes a difference

Find out more about us

You can find out more about St Ann's Hospice on our website, or by e-mailing us:

website: www.sah.org.uk **e-mail:** enquiries@sah.org.uk

Textphone users please prefix any of the numbers below with 18001

St Ann's Hospice, Heald Green

(Administration centre)

St Ann's Road North, Heald Green,
Cheadle, Cheshire, SK8 3SZ

Telephone: 0161 437 8136

Key telephone numbers

Charity shops FREEPHONE 0800 612 4679

Fundraising/donations 0161 498 3631

Lottery 0161 498 3642

Volunteering 0161 498 3653

St Ann's Hospice, Little Hulton

Peel Lane, Little Hulton, Worsley,
Manchester M28 0FE

Telephone: 0161 702 8181

Get more information

We have a wide range of information leaflets, available both in print and to download from our website. To get your copies, either go to our website or call one of the main hospice telephone numbers.



Neil Cliffe Centre

Wythenshawe Hospital, Southmoor Road,
Wythenshawe, Manchester M23 9LT

Telephone: 0161 291 2912

Comments and feedback

We welcome your feedback: go on line at www.sah.org.uk/feedback, talk to a member of staff or fill in a comments card (found near the red posting boxes around our sites). Formal complaints can be made in writing to our chief executive at our Heald Green address.



24-hour advice line

Patients, carers and healthcare professionals can get advice around the clock on 0800 970 7970 (Stockport area) and 0808 144 2860 (Salford and Trafford areas)

St Ann's Hospice is a registered charity, number 258085