



**Princess Alice**  
Hospice

# *Patient Information*

A guide to our care services



*Caring when it matters*

# Welcome to Princess Alice Hospice

# Contents

Princess Alice Hospice is a charity providing all patient care and support free of charge. We give outstanding end of life care to adult patients, and support to their families and friends across a large part of Surrey, south west London and Middlesex. As a leading UK Hospice, learning, teaching and research are also central to our work, and we deliver innovative care programmes to both local and national audiences.

Fundraising and community support are crucially important to our continued work as a charity and in supplementing our modest NHS grant. Further information on donations, legacies and other ways to help the Hospice is available at the back of this guide.

This guide aims to give an overview of Princess Alice Hospice care services. We hope this will answer most queries but please do not hesitate to ask any of the staff if you would like further information.

Upon request, we can create the guide in large print and on tape. We can also arrange access to interpreters for other languages.



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**A patient's referral to Princess Alice Hospice is through their GP, or occasionally by their hospital consultant. We accept patients with any diagnosis if they have needs that can be met by our specialist palliative care team.**

Specialist palliative care depends on multidisciplinary teamwork. Our team comprises doctors, nurses, physiotherapists, occupational therapists, a lymphoedema therapist, a speech and language therapist, complementary therapists, social workers, bereavement counsellors and a chaplain. Specially trained volunteers complement our work and we have access to other professionals outside the Hospice. Care provided by multi-disciplinary teams ensures that a patient's individual needs are met and appropriate support is available at all times.

The multi-disciplinary team provide specialist palliative care for symptom control, rehabilitation or terminal care, as well as planned respite to give carers a much needed break. The medical and therapies teams along with the Social Work and Bereavement Support team provide care and support across the Community, in the Day Hospice and on the Ward.

Volunteers support many of the Hospice services; they receive specialist training in the area in which they work. They provide patient transport, chaplaincy and bereavement support, serve tea and coffee on the ward, and in the coffee shop, maintain the gardens, arrange flowers and take books and audio tapes to patients. They also offer hairdressing, manicures and various therapies, all of which are provided free of charge.

We care for patients and we are here to care for and support carers of our patients. If you care for someone receiving support from Princess Alice Hospice's community team, in the Day Hospice or on the Ward, you are very welcome to join our Carers Group.

Carers are able to make use of a range of complementary therapies and can attend a support group.

There are meetings every Wednesday afternoon from 14:30 to 16:00.

The group offers an opportunity to share with others what it feels like to be in your situation. You will meet carers who are experiencing circumstances similar to your own and you will be able to talk about how caring affects you and the one you care for. You can come to as many or as few meetings as you wish.

We may be able to provide assistance with transport.

If you would like to find out more about the Carers Group, please call **01372 461 805**



Our Community Team of Princess Alice Nurses is one of the largest specialist teams in the UK. Working with GPs and District Nurses, our highly experienced team provides specialist care symptom control. They advise on how to deal with physical, emotional, social or practical difficulties that people face when they have a progressive illness. They offer support to patients, their families and their friends at home or in residential care or nursing homes.

The Community Team of Princess Alice Nurses provides a 24-hour on-call advice and support service, seven days a week.

In an emergency, you should contact your GP; you can also contact your Princess Alice Nurse or if out of hours the Princess Alice Nurse on call. The team offer visits between 09:00 and 17:00.

The Community Team can be contacted by telephone Monday through Friday from 09:00 and 17:00 on 01372 461804

In the evening and at weekends please call via Careline on

**020 8744 9414**

(telephone answering service) and ask for the Princess Alice Nurse on call.



## Who is the Community Team?

The Princess Alice Hospice Community Team is a Specialist Palliative Care team, comprising Princess Alice Nurses (all of whom are Clinical Nurse Specialists) and Doctors. They work in association with the Hospice multi-disciplinary team, which includes Social Workers, therapists and the Hospice Chaplain. A Princess Alice Nurse co-ordinates the care.

## Who is responsible for my care at home?

Your own GP is responsible for your treatment and prescriptions when you are in your own home. A Princess Alice Nurse will have agreement to visit you, and will be able to provide specialist advice. Your Princess Alice Nurse will liaise with your GP and District Nurse.

## How does the Community Team Work?

When first referred to the team you will be contacted by a triage nurse who will assess your needs. A Princess Alice Nurse (or Doctor) will usually visit you at home, but can see you at a clinic or at the Hospice. Patients' needs may be connected to practical and emotional issues, as well as to physical and medical problems. The team aims to help people be as independent as possible and advise on the choices available. Contact is made by telephone, and visits are always planned. As far as possible, the same team members will be available to help you while we are involved in your care.

## Does the Community Team provide home nursing?

No. If you need nursing care at home, you should discuss this with your local Community Services (District Nurses and Social Services) who will help you find suitable care.

A Princess Alice Nurse will work closely with them and can arrange this care on your behalf.

## Will I always have care provided at my home?

As an alternative to being seen at home, we may choose to review your care as an out-patient at the Hospice or alternatively at a Hospital by arrangement with your local care team. If you visit the Hospice, we can arrange for you to be shown around the Day Hospice and the Ward.

## What help is there for my carer?

Support and advice is available for carers from the community nursing team. Carers are welcome to join our Carer Support Group, which holds weekly meetings.

Further information is available in the Carer Section of this guide on page 3.

Alternatively, your Princess Alice Nurse can provide further details.

Open every weekday, the Day Hospice provides comprehensive medical and therapeutic services. Patients can take part in a wide range of activities that include art, craft, music and an internet facility, or patients can simply relax, enjoy our peaceful gardens and socialise.

The Day Hospice is a spacious purpose built area within the main Princess Alice Hospice building in Esher; the Day Hospice provides care and support to those with specialist palliative care needs.

Individual referrals to the service and attendance at the Day Hospice are for a variety of reasons.

- Symptom control and monitoring
- Palliative rehabilitation
- Emotional and spiritual support
- To enable carers to have a period of respite



## What will I do during the day?

The approach of the Day Hospice is to provide tailor made support and care to patients based on each individuals needs and interests. The team also involve Carers in the decision making process. Carers are invited to attend a joint assessment meeting on a patient's first day of attendance. This enables the team to gain a thorough understanding of both patient and carer needs. Through attending the service, you will be able to access a wide range of treatments and activities; the staff will discuss with you how you wish to spend your day.

## Are meals provided?

Morning tea, coffee and soft drinks are available on arrival. The Hospice's catering department provide a freshly prepared three-course lunch; the team are able to cater for any special dietary requirements that you may have.

## Who will be caring for me in the Day Hospice?

The team consists of nurses, physiotherapists, occupational therapists, lymphoedema therapist, complementary therapists, social workers and a chaplain. A team of dedicated volunteers complements the Hospice staff. At all times, you remain under the care of your GP; the team regularly liaises with your GP to ensure consistency of care. In the case of an emergency and for urgent assessment there are doctors on site.

## Can I visit the Day Hospice prior to attending?

Yes. Speak with your community Princess Alice Nurse who will arrange a visit.

## When can I attend?

The Day Hospice is open weekdays between 10:00 and 15:00 and normal attendance is once a week or once a fortnight. Additional individual and group clinics are available on an out-patient basis. These include complementary therapies, transfusions, a breathlessness group and a fatigue group. Attendance is arranged following consultation, with you, your family and your carers.

## How do I get there?

It would be helpful if you could arrange your own transport to and from the Hospice, perhaps your family and friends would be able to help you. If this is not possible, we may be able to arrange volunteer transport.

## What if I cannot attend?

Please contact us as soon as possible on **01372 461802** Monday – Friday 08:30 – 16:00 or leave a message on our 24 hour voicemail.

Email: [dayhospice@pah.org.uk](mailto:dayhospice@pah.org.uk)

With our innovative end of life care practices, our specialist doctors, nurses and social workers help relieve pain and control patients' symptoms. A patient's time here can give families and friends a break from the often-exhausting task of caring for someone seriously ill. Even in the last stage of illness, we aim to give our patients the best possible quality of life, whilst providing their families and friends with the support they need.

Princess Alice Hospice has 28 beds, 22 in single rooms and two 3-bedded areas. Nurses with advanced training in specialist palliative care staff the Ward 24 hours a day.

### **The Hospice does not offer long-term in-patient care.**

All rooms have en-suite facilities and have outside access through French doors to the garden, courtyard or moat decking. They are equipped with a small fridge in which to store drinks, food or other items. Each bed has an entertainment centre with access to TV, radio and the internet.

To ensure that patients and visitors are able to seek and receive help from the most appropriate person we have created a brief key to the uniforms worn in Princess Alice Hospice.

Matron - Navy with white spots

Deputy Matron – Navy

Specialist Practitioners – Navy

Senior Staff Nurses – White with a burgundy trim

Staff Nurse – White with a Navy trim

Healthcare Assistants – White with a green trim

Therapists – White polo shirt and navy trousers

Housekeeping Staff – Blue check tunics

Ward Volunteers – Blue Tabards

All non-uniformed staff and non-ward volunteers wear identity badges with coloured borders.

### Are meals provided?

Patient meals are served as follows:

Breakfast from 08:00, Lunch from 12:15 and Supper at 17:30.

Coffee and tea are served in the morning and afternoon, and are readily available for patients at other times on request.

The coffee shop is open for patients and visitors from 10:00 until 19:00 every day. Coffee, tea, soft drinks and hot and cold snacks are available for purchase.

### Will my carers and visitors receive meals?

Substantial meals are available in the dining room from 12:45 and 13:30. Visitors are advised to book with catering or coffee shop staff to avoid disappointment.

### Will I be able to drink alcohol?

We are able to offer alcoholic drinks to patients as appropriate. Visitors may bring alcohol into a patients' room by agreement with the nurse in charge. We are not licensed to sell alcohol on the premises.

### Will I be able to receive a newspaper?

If you would like a newspaper delivered to the ward, please speak to a nurse or the ward clerk. There

is no charge made for daily newspapers. We are able to order other publications; however, you will need to purchase these.

### Will there be a laundry service?

We would appreciate it if arrangements for personal laundry could be made at home. If this causes difficulties, please speak with a nurse.

### Will there be a TV in my room?

The entertainment centre above each bed provides TV, radio and internet services free of charge. A member of the nursing staff will be able to explain how to use the system.

### Will my family be able to telephone me?

The telephone number for the ward is **01372 461801** Enquiries may be made at any time, although it would be helpful if relatives could appoint one person to make enquiries.

Mobile phones may be used within the Hospice, but with consideration for other patients, visitors and staff.

### Is there a shop on site?

We have a small volunteer manned shop by the reception desk open between 10:00 and 16:00. The shop offers cards and gifts, with the profits going to the Hospice.

# Practical Points

## Visitors

Family and friends are welcome at any time, although mornings are often very busy times for staff and patients. For security and fire reasons all visitors must report to reception and sign in and out at every visit. Children are welcome and there is a designated, unsupervised, area with toys, games, TV, DVD and internet facility.

Well-trained pets are welcome to visit, but please speak with the nurse in charge before bringing them in.

## Useful things to bring

Pyjamas/nightdresses/sleepwear  
Dressing gown and slippers  
Day clothes and shoes – If dressing during the day  
Face flannel, soap, talcum powder, etc.  
TOWELS ARE PROVIDED  
Toothbrush and toothpaste  
Razor – If appropriate  
Hairbrush and comb  
Tissues

## Valuables

Please do not bring in valuables and only bring in a small amount of cash for personal use. If you have no alternative, when admitted to the In-Patient ward, please inform a nurse about the said items. In special circumstances, we can arrange short-term custody of valuable items. We do not accept responsibility for loss of or damage to personal property.

## Equipment

Patients should bring their own walking aids and wheelchairs, if used for indoor mobility. Please label equipment to ensure its return.

## Medicines

While in the Hospice, our own doctors will prescribe medicines; however, patients should bring their own tablets, medicines, inhalers, eye drops etc, which they have been taking at home and hand them to a nurse or doctor as soon as possible following admittance.

## Resuscitation

Patients, who are in the early stages of their illness, have the option of discussing Cardio-Pulmonary Resuscitation (CPR). For the majority of patients with an advanced life-limiting disease, CPR will not be offered, nor is it recommended. The main emphasis is on ensuring maximum comfort and the control of symptoms.

## Smoking

The Hospice is a no smoking building for patients, staff and visitors. There are designated smoking areas available in the grounds. Please ask the nursing staff for further information and directions.

## Beds

We try to create a relaxed, friendly atmosphere in patient rooms; however, our beds and mattresses are highly technical pieces of equipment, therefore we request that visitors do not sit on the beds. Please ask a member of staff for assistance should you require extra chairs in the room.

# Allied Care Services

## Social Work and Bereavement Care

Our Social Work Team plays a vital role supporting patients, their families and their friends with counselling, advocacy and advice on practical and financial matters and works with patients and families, at every stage of their contact with the Hospice. The team works individually with carers and families, including children. They also run special family and group sessions. If you would like to meet with a social worker, please speak with one of the nursing staff. The team manages a Bereavement Service supported by specially trained volunteers and led by a professional co-ordinator. Support is provided, to bereaved relatives through one to one counselling, bereavement groups, at monthly bereaved relatives evening and at the regular Wednesday afternoon Remembrance Service.

## Spiritual Care

The Hospice Chaplain and a group of specially trained volunteers offer spiritual, religious and cultural support to patients, relatives and friends of any faith, and support to those of none. Whatever your faith we are available to visit all patients and support you in fulfilling your religious and cultural needs whenever possible. Your own clergy or religious leaders are welcome to visit the Hospice at any time to see you and to follow any appropriate religious observances you may wish. In recognition of the Hospice's secular philosophy, the 'Sanctuary' is a room set aside for quiet reflection. It is located in the reception area opposite the main reception desk.

## Therapeutic Care

Our specialist Therapy Team is essential to our programme of care, working with patients at the Hospice and out in the community with patients at home. Providing physiotherapy, occupational therapy, lymphoedema therapy and speech and language therapy, the team's aim is to help maintain every patient's mobility and independence within the limits of their condition. Various complementary therapies are also available to patients and their carers.

# Useful Information

## Health and Safety

Whilst at the Hospice you are required to take reasonable care of your own Health and Safety (and that of other persons who may be affected by your acts or omissions). If you have any concerns about Health and Safety please let the staff know.

## Data Protection Act

In accordance with the Act, we hold some patient details on computer. We take every care to safeguard confidential information.

## Access to Health Records

Patients have a legal right of access to their own health records. Please ask the doctor or nursing staff for further information.

## Staff Records

The qualifications and details of all staff and volunteers are held on the Hospice's Personnel database. This information is submitted to our registering authority.

## Hospice Governance

Our Statement of Purpose can be obtained by contacting the Chief Executive.

## Princess Alice Hospice User Group

The Princess Alice Hospice User Group (PAHUG) is a group of people affected by cancer or other life threatening diseases, or who work with patients and their carers who have been affected. The group exists to influence and give advice on the End of Life Care Strategy, to provide managers at the Hospice with a viewpoint that represents the population it cares for, and to ensure that patients and carers are genuine partners in the care and treatment.

The group meet bi-monthly on a weekday morning for a maximum of two hours, If you would like to join or seek further information before making a decision, please contact the Chair of PAHUG or the Director of Clinical Services on 01372 461827.

## Compliments, Comments and Complaints

We welcome your comments on how we can improve our services. Your compliments let us know when we are getting things right and it is good to be able to tell staff that they are doing well. We work hard to deliver high quality services. Despite our best efforts, from time to time some things do not reach these high standards. When this happens, you may want to make a complaint. Your complaints are welcome; they help us to reflect on how we can improve.

We treat all complaints very seriously and have a formal complaints procedure, which you are welcome to see a copy of. Please ask any of the nursing staff. All complaints should be directed to the Chief Executive.

You may also complain to our registration authority, the Care Quality Commission.

Care Quality Commission National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone no. 03000 616161

The Commission regularly visits the Hospice to carry out an inspection.

A copy of the Commission's most recent inspection visit, the Trustee's report and the patient feedback report can be obtained from the Director of Clinical Services 01372 461827.

# Important Contact Details

Princess Alice Hospice - Main Switchboard:  
**01372 468811**

Community Care Team:  
**01372 461804**  
Monday - Friday from 09:00 to 17:00

In the evening and at weekends please call via Careline  
(telephone answering service) and ask for the Princess Alice Nurse on call.  
Careline: **020 8744 9414**

Day-Patient Care Team:  
**01372 461802**  
Monday – Friday from 08:30 – 16:00  
Alternatively leave a message on 24-hour voicemail

In-Patient Care:  
**01372 461801**  
(Ward Clerks Office)

Social Work and Bereavement Care / Chaplain:  
**01372 461805**

Therapeutic Care:  
**01372 461970 / 01372 461972**  
Monday – Friday from 08:30 – 16:00  
Alternatively leave a message on 24-hour voicemail

Carers Group: **01372 461805**

Users Group: **01372 461827**

Your Princess Alice Nurse is



## Research

At the Hospice, we continually strive to maintain the highest possible standards of care. Good standards are based not only on clinical experience and expertise, but also on the best available research evidence.

We are aware that taking part in research is not always something people want or feel able to do. We therefore make every effort to ensure that no one feels obliged to participate in any study. For those who do wish to take part, we are very careful to make sure that our studies are explained in a straightforward manner and that full formal consent is obtained.

## Tissue Donation

Tissue Donation is something you may have considered and you may already be carrying a donor card or be registered on the National Organ Donor Register. At the Hospice, we would hope to support your wishes to help someone after your death through the generous donation of tissue. Tissue donation includes heart valves and corneas. To ensure your wishes are known please speak to your next of kin, or if you have any questions speak to a member of the medical or nursing staff.

## Private Health Insurance Contribution

It may be possible for patients with private health insurance to claim a contribution towards the cost of care provided by the Hospice (without any change to policy contributions). Please ask a member of staff for details as soon as possible, even a short delay can prevent a successful claim. See form opposite.

## Private Health Insurance Contribution

If you have private health care insurance, it may be possible for you to claim a contribution towards the cost of the care we provide for you.

**Please complete the details requested and return the form to:**

Princess Alice Hospice, FREEPOST KT4498, West End Lane, Esher Surrey, KT10 8BR

Name: .....

Address: .....

.....

.....

.....

Telephone No: .....

Health Care Insurance Company: .....

Branch: .....

Address: .....

.....

.....

.....

Membership / Policy No: .....



Princess Alice Hospice is a registered charity no. 1010930 and a company guaranteed in England and Wales no. 1599796

# Donation Form

As a charity over 75% of our income must be generated through fundraising and voluntary donations from the community. This is crucial to the continuation of our work and supplements a modest NHS contribution. Thank you for your help.

**YES, I want to support Princess Alice Hospice by making a donation of .....**

I want to give:

£10  £20  £50  £100  £250  Other £ .....

**I enclose a cheque made payable to Princess Alice Hospice**

**OR**

Please debit my  Visa  Mastercard  Amex  Delta  Maestro  CAF Card

Card Number

Security Number     Start Date  /  Expiry Date  /

(The last 3 digits on the signature strip on the back of your card or the last 4 digits if you are paying by Amex)

Maestro issue number

Signature ..... Date ..... *Thank You*

*giftaid it*

Gift Aid makes your gift worth 28% more at no extra cost to you. Simply tick the box below and add today's date.

I am a UK taxpayer and I want Princess Alice Hospice to gift aid this donation and to treat all previous donations for the charity's current financial period and the previous four until I notify you otherwise, as Gift Aid donations.

I am currently paying UK Income Tax or Capital gains Tax that is at least equal to or more than the tax that Princess Alice Hospice reclaims (currently 25p for each £1 you give) in the current tax year

Date / /



**Please complete both sides of the form before returning it to us.**

Title ..... Name.....

Telephone .....

Email .....

Address .....

..... Postcode.....

### Please send me information on how to:

- Set up a regular donation
- Leave a gift in my will
- Become a regular lottery player

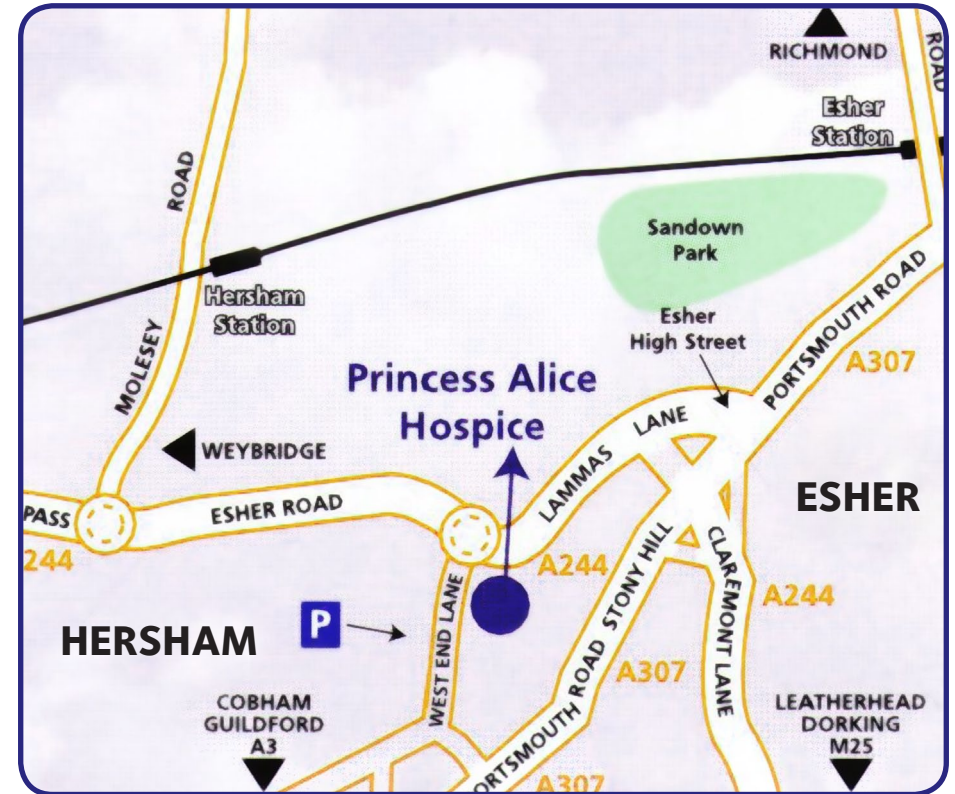
We will write and thank you for your donation. If you would, rather we save money on our administration costs and not write to you, please tick this box

We will never release your personal details to any company or charity outside of Princess Alice Hospice for mailing or marketing purposes.

We like to keep supporters in touch with our work by post, telephone or SMS. If you do not wish to receive this information, please tick the box

Email is a cost-effective way of communicating with supporters. If you are happy to receive emails from us, please tick this box.

Please complete this form and send it, with your donation, to; Fundraising Department,  
Princess Alice Hospice, FREEPOST KT4498, West End Lane, Esher, Surrey, KT10 8NA



Princess Alice Hospice  
West End Lane  
Esher  
Surrey  
KT10 8NA  
[www.pah.org.uk](http://www.pah.org.uk)

