

In-Patient Unit




THE
PRINCESS ALICE
HOSPICE

Welcome to **The In-Patient Unit**

The Princess Alice Hospice In-Patient Unit provides 24 hour care for patients every day of the year. The Ward has 28 beds in 22 single rooms and two 3-bedded wards, all with en-suite facilities.

The multi-disciplinary team provide specialist palliative care for symptom control, rehabilitation or terminal care, as well as for planned respite to give carers a much needed break. The team comprises nurses, doctors, physiotherapists, occupational therapists, complementary therapists, social workers and chaplain.

Support is extended to carers, families and friends of patients. The Social Work Team also offer bereavement counselling.

Trained volunteers support the Ward as well as staffing the coffee shop, Westender gift shop, patient library and maintaining the Hospice garden.

The Princess Alice Hospice provides these services **FREE OF CHARGE** to any patient on referral.

Some services available

▶ **Meals and Refreshments**

Meals are served as follows:

Breakfast	from 08:00
Lunch	from 12:00
Supper	17:30

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

▶ **Coffee Shop**

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

▶ **Meals for visitors**

We regret we cannot feed family and other visitors, but a limited number of more substantial meals are available in the dining room from 13:00 - 13:30 and 18:00 - 18:30. Visitors should book at least two hours in advance. Please ask the Duty Volunteer in the coffee shop to make arrangements.

When the coffee shop and dining room are closed, drinks can be made in the beverage bay, in the Ward kitchen.

▶ **Newspapers**

If you would like a newspaper delivered to the ward please speak to a nurse or the Ward Clerk who will arrange this for you; we can order other publications, however, you will need to purchase these.

▶ **Laundry**

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

▶ **Volunteers**

Volunteers support many of the Hospice services and are trained in the area in which they work.

They provide transport, bereavement and chaplaincy support. They also serve tea and coffee on the Ward and in the coffee shop, arrange flowers and take books and audio tapes to patients. Hairdressing, manicure and various therapies are offered by fully trained volunteers.

▶ **Westender Shop**

We have our own shop by the reception desk manned by volunteers and open between 10:00 - 16:00. The shop offers cards, gifts and personal toiletries, with the profits going to the Hospice.

▶ **Telephones**

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.

There is no charge for the telephone which is part of the Entertainment Centre and you are able to receive incoming calls. These calls are connected via the Ward telephone to protect you from disturbance when you are resting.

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

▶ **Entertainment Centre**

The Entertainment Centre above each bed provides TV, radio, internet and telephone services free of charge. A member of the nursing staff will be pleased to explain how to use it.

Some practical points

▶ **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 (towels are provided)
- Toothbrush and paste
- Razor (if appropriate)
- Hair brush and comb
- Tissues
- Soft drinks

▶ **Valuables**

Please do not bring in valuables and only bring in a small amount of cash for personal use. If you have no alternative, please inform a nurse when you are admitted. In special circumstances, we can arrange short term custody of valuable items.

We do not accept responsibility for loss or damage of personal property.

▶ **Visitors** are welcome at any time, although mornings are often very busy for both patients and staff. For security and fire reasons all visitors are asked to report to reception and sign in and out at every visit.

▶ **Children** are welcome and there is a designated, *unsupervised*, area with toys, games and videos.

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

▶ **Beds**

We try to create a relaxed, friendly atmosphere in the patient rooms, but our beds and mattresses are expensive and highly technical pieces of equipment. We therefore request visitors not to sit on the beds.

▶ **Smoking**

The Hospice has a no smoking policy for patients, staff and visitors.



Equipment

Patients should bring their own walking aids and wheelchairs, if used for indoor mobility. Please label such equipment to ensure it is returned.



Medicines

While in the Hospice, medicines will be prescribed by our doctors, but patients should bring their own tablets or medicines, including inhalers, eye drops etc which they have been taking at home and hand them to a nurse or doctor as soon as possible.



Resuscitation

Patients who are in the early stages of their illness are given the option of discussing Cardio-Pulmonary Resuscitation (CPR). For the majority of patients with an advanced life-limiting disease CPR is not offered or recommended. The main emphasis is on ensuring maximum comfort and the control of symptoms.



Uniforms

Uniforms are worn in the Hospice as follows:

Dark Blue - Ward Manager

White & Blue striped - Senior Nurses

White with Blue trim - Staff Nurses

White with Green Trim - Nursing Assistants

Burgundy Red - Day Hospice Manager
& Nurses

White Polo shirts, navy trousers - Therapists

Blue check tunics - Housekeeping staff

White, Grey, Blue or Pink Tabards -
Volunteers

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

Blue - Staff

Red - Volunteers

Green - Trustees

Yellow - Friends of the Hospice

▶ **Social Work and Bereavement Support**

The Social Work team provide emotional and psychological support and counselling, advocacy and advice on sources of practical and financial help to patients. They also work individually with carers and families, including children. They run groups and special children's days. If you would like to meet with a Social Worker, please speak with one of the nursing staff.

The Bereavement Service provide support to bereaved relatives through one-to-one counselling, bereavement groups, at the monthly Bereaved Relatives evening and the regular Wednesday afternoon Remembrance Service. The service relies on committed volunteers who have been trained by, and receive regular support, from the Bereavement Service Co-ordinator and the Social Workers.

▶ **Spiritual Care**

The Hospice accepts patients of any religious faith or none. Whatever your faith, we will support you in fulfilling your religious, cultural and dietary needs, wherever possible. The Hospice has its own Chaplain and the assistance of specially trained volunteer Chaplains who are available to visit all patients.

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 secular philosophy of the Hospice, the room set aside for quiet reflection is called The Sanctuary and is located opposite the main reception desk.

The telephone number for the Ward is:

01372 461801



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Registered Charity No: 1010930

UPDATED JAN 2008