

Strathcarron Hospice

Information for Ward Patients



Randolph Hill
Denny
Stirlingshire
FK6 5HG

Reg Charity No: SC006704

Welcome to Strathcarron Hospice

A warm welcome awaits you at Strathcarron Hospice. Strathcarron is a small, friendly hospice, dedicated to providing the highest quality of care for patients with cancer and other serious illnesses. Our specialist team of doctors, nurses and support staff will do everything they can to make your stay as comfortable as possible.

Our hope is that this leaflet will help you to prepare for your time at Strathcarron and answer the main questions you may have regarding your stay with us. Remember that everyone at Strathcarron is here to help and will be pleased to provide any further information you may require.



***Lesley Ferguson, Ward Sister,
Inpatient Unit***

Your Care at Strathcarron

The care we provide is as individual as you are, and we will regularly discuss with you the support we are able to offer. (We will also discuss this with your relatives if you wish).

On the day you arrive at the hospice you will be seen by a nurse and doctor, who together will listen to your account of your illness and clarify any necessary details to enable us to plan your care appropriately.

You will have the opportunity to ask any questions or discuss any issues which may concern you at this time, or at any point throughout your stay.

You will be looked after by one of our three nursing teams, so that you usually come into contact with the same staff. You will have the opportunity to be seen by a doctor every weekday and when needed at the week-end.

Your care will be supervised by one of our consultants, who will also visit you during your care.

Other members of the professional team that you may come across during your stay include the family support team, chaplain, physiotherapist, occupational therapist, complementary therapist and pharmacist.

Symptom Control

One of the main reasons why patients come to Strathcarron is to get some help with symptoms caused by their illness.

Pain, nausea, breathlessness are some examples of the kind of problems that many patients struggle with.

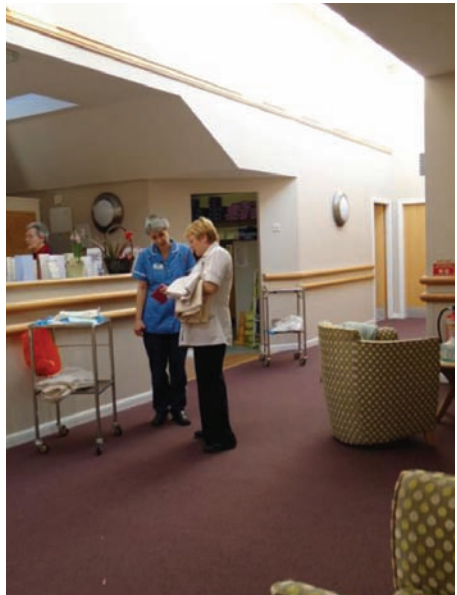
We will take time to identify and assess what symptoms are troubling you and work with you to relieve them.

We can use a range of methods that can then control their impact on your daily living. This may include changing your medication or introducing new medicines to make you more comfortable.

End of Life Care

Some people require extra help and support from our specialist service towards the end of their illness, and this is an important part of our work.

This can be a difficult time and we will do as much as we can to ensure your comfort by relieving pain and other symptoms, and also providing support to your family.



Investigations and Treatments

Although Strathcarron is a specialist unit, we do not have the range of technical facilities that are used in hospitals. However, we have close links with local hospitals which can provide procedures such as X-rays, scans and surgical procedures when this is required.

Intensive resuscitation facilities are not available at Strathcarron. Should resuscitation be required, basic life support measures would be initiated, whilst awaiting a paramedic ambulance for transfer to a local hospital.

Please discuss this with your Strathcarron Community Nurse Specialist or doctor before coming in, if you have any specific wishes.

We will also be happy to discuss any wishes you have for the latter stages of your illness (such as a Living Will) when you are at Strathcarron.

Preparing for your stay

Items to Pack

You may find it helpful to bring the following items with you.

- Toiletries, including toothbrush, shaver etc.
- Nightwear, dressing gown and slippers
- Comfortable indoor clothing, which you are encouraged to wear whenever possible
- Shoes and outdoor jacket
- A small amount of money for phone or newspapers
- Details of any hospital clinic appointments
- We would encourage you to bring in small personal items that are important to you such as family photos and books, or other pastimes that you might like to pursue.

It is important that all clothing is marked with your initials. This can be done with you on your arrival. We are not able to take responsibility for loss or damage to your belongings.



Current Medicine

It is important that you bring with you any form of medicine, tablets or pills you are currently taking. We will use any medication that you bring in for your own personal use. If these cannot be used, we will return them to you to be destroyed by your local Chemist or alternatively by our hospital pharmacy service.

Allergies

It is very important that you let us know if you have or think you may have any allergies to anything. This might include medicines, latex, foods etc.

Personal Property

We cannot accept responsibility for personal property and strongly recommend that valuable items are left at home. Should you need to bring valuables with you, they can be handed for safe keeping to the nurse in charge, who will issue you with a receipt.

Pets

Please try to make arrangements for someone to look after your pets as we are unable to accommodate pets staying at the hospice. However they are welcome to visit you during your stay.

During your Stay

Accommodation

The In-patient Unit, in which you will be staying, is in keeping with our small and friendly nature. It includes three multiple bedded rooms and a number of single rooms and has 24 beds in all.

The room that you are allocated to when you come into the hospice will depend on your own particular needs and also what is available at the time. You may also be asked to change rooms during your stay.

Sitting areas

There are several rooms for patients and visitors to use apart from the bedrooms. There is a large quiet conservatory for patients and families which has beautiful views. Next to it is a sitting room designed particularly for younger patients or visitors, which has a range of electronic equipment including TV, DVD player, play-station and computer.

A smaller sitting room is available if more privacy is required. There is also a family sitting room with toys for younger children. We encourage patients and relatives to use these various facilities to spend time together.

Overnight Facilities

There is some accommodation available at the hospice for your family or close friends to stay overnight if this is appropriate. This can be arranged with any member of the ward staff.

Chapel/Quiet room

At the hospice we recognise that some people consider their religious or spiritual beliefs to be of deep importance. Our Chaplaincy Team is available to support you, your family and friends whatever your beliefs. Ministers and representatives of your own faith or community are welcome to visit if you wish. The non-denominational hospice Chapel is a room you may wish to use for peace and quiet at any time.



Keeping in Touch

While you are in the hospice, we will support you by helping you keep in touch with people and organisations that are important to you. If you or your family have a need for interpreters, this can be arranged.

Telephone

You can use your mobile phone at anytime during your stay. There is a cordless phone in the ward which can be used for any incoming calls, should your family/friends wish to telephone the hospital directly. If you need more privacy while making calls, please speak to a member of staff who can facilitate this for you.

Post

Any letters sent to the hospice will be delivered to you personally on the day they arrive. It is helpful if you can encourage your family/ friends to write your full name and the full Hospice address on any mail. The full address is: Strathcarron Hospice, Randolph Hill, Denny, Stirlingshire, FK6 5HJ

Email

We have a wireless facility for internet use, so please feel free to bring in your own lap top to access this facility. There is also a laptop available for use in the ward area.

Newspapers

You can purchase a newspaper each morning by placing an order with the staff the previous evening.

Food and Refreshments

A wide range of meals, snacks and supplements is available for you throughout the day and night. Small items of cold food can be brought in for you, and stored in a designated fridge.

However, all food must be labelled with your name and the date of storage. For Health and Safety reasons, it is not possible for us to store food for more than 24 hours.

There are meals, light snacks and drinks available for visitors in the Hospice café from 1pm – 6.30pm.

Alcohol

An alcoholic drink is offered to patients before lunch and in the evening (please note this will be from a limited selection). You may bring in the alcoholic drink of your choice and we can store this for you.

Smoking

Strathcarron Hospice offers a smoke-free environment – both in the buildings and in the surrounding grounds. We appreciate that this may be difficult for some people and you can talk to the nurse or doctor about what support is available to you. The policy applies to all staff, patients and relatives whilst they are in the building or the grounds.

Laundry

Please try to make arrangements for relatives or friends to launder your personal clothing. Where this is not possible please speak to a member of staff. All bedding and towels are provided by the hospice.



Visiting

Visits from family and friends are important and we encourage open visiting while you are in the hospice. We also recognise that sometimes your energy may be low, and we promote a time of quiet from 1.00 pm – 3.00 pm for those who need it. Visitors may be asked to leave for short periods during meal times or when staff are attending to your personal needs. Children are welcome but they must be supervised by their carers for safety reasons whether in the building or grounds. Should you wish some support in explaining your illness to younger children, our family support team have a range of books which may be useful.

Shopping

A volunteer will be available each day to purchase any small items you may require.

Donations

Please remember that individual hospice staff cannot accept individual gifts.

Other Information

Confidentiality

We will ask you for information about yourself so that you can receive proper care and support. We keep this, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons – for example audit, quality control and planning the service for the future. Whenever we can we will remove details that identify you. Everyone working for us has a duty of confidentiality. We only use or pass on information about you if people have a genuine need for it in your and everyone's interest.

You are entitled to have access to your health records. Please ask a member of staff for further information, or if you wish to discuss the contents of your records.

Safety and Security

We are eager to maintain a safe and secure environment within the building and grounds. Routine testing of our fire alarm system takes place every Monday morning. Many of the rooms have patio doors, but these are alarmed to prevent unidentified intrusion. If you want to use the patio doors, please speak to a member of staff.

If anything in the environment causes you concern we would be grateful if you would bring this to our attention so that it can be addressed as soon as possible.

Service Quality

The quality of the services we offer is regularly reviewed, and we welcome your views. We're always pleased to receive suggestions (including any complaints) from you and your family or carers, as these help us to improve our service.

Strathcarron has its own complaints procedure and this is available to anyone on request. You may speak with any member of staff looking after you about any aspect of your care or use the form opposite. We also welcome comments about this leaflet.

General Information

Strathcarron Hospice is a registered charity providing care and support for people from across the local area with cancer and other serious illnesses. Our dedicated team offers high-quality care for patients, and support for their families and helpers. Our catchment area covers the whole of Forth Valley, and the areas of Cumbernauld and Kilsyth in North Lanarkshire.

We care in a variety of ways according to the patient's individual needs.

Services at the hospice include an In-Patient Unit, Day Care, bereavement support and a Lymphoedema Clinic.

Support is also provided in patients' own homes where Strathcarron Nurse Specialists make over 5000 visits each year.

There is no charge to patients or families for the specialist services we offer. We receive some funds from the NHS but primarily we rely on fundraising activities, voluntary contributions and legacies. If you would like further information on our work, please ask one of our staff.

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