



In-Patient Unit Guide

St. Michael's Hospice

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Welcome to St. Michael's Hospice

Our aim is to provide skilled and compassionate care of the highest quality to people with life-limiting illnesses and support their families and friends.

We're unable to add more days to life but we strive to add more life to your days by offering symptom control advice, as well as emotional, social, and spiritual support when needed.

Your privacy and dignity are very important to us. To ensure this, we'll provide you with a private room, some of which have ensuite facilities. Additionally, we have a Family room and a children's area where you can relax and enjoy hot and cold drinks, as well as homemade cake. Our gardens also provide areas of peace, tranquillity, and privacy.

All our specialist Palliative Care, Family Support, and Living Well services are provided free of charge. We receive minimal NHS funding, the rest is raised thanks to the generosity and kindness of our community.

We hope the information in this booklet will help you and your loved ones get to know us better and that your stay at St. Michael's Hospice will be as comfortable as possible.

If you have any suggestions or feedback on how we can improve our services, please feel free to speak with any member of our staff at any time or complete one of our feedback postcards located in the main reception, or in the In-Patient Unit (IPU).



Meet the team

Our multi-professional team work together to look after your physical, emotional, spiritual, and practical needs. Each team member has expertise in a particular aspect of your care and works with others to ensure that you get the support you and your family need. We'll explain any treatment to you and discuss all aspects of your care.

We're proud to introduce you to the professional teams you may meet during your stay here:

Administrative, Catering and Housekeeping Team

The Administration team works to enable the ward to run smoothly. They arrange admissions, discharges, outpatient appointments, and transport and work alongside Adult Social Services to secure home care packages and ongoing support at home if needed.

We have a chef on site daily who cooks meals to order. More information about meals can be found on P.11. Our Housekeepers will co-ordinate your meals with the chef and are responsible for keeping the Hospice clean.

Complementary Therapy Team

Our Complementary Therapy team offer massage, Indian head massage, reflexology, and Reiki. These therapies can help relieve stress, tension, aid relaxation and may help with the relief of emotional and physical symptoms. Treatments can be provided to you and your loved ones in the comfort of your own room, or in a therapy room.

Counselling Team

We understand that living with a serious illness can affect many aspects of your life and the lives of your family. Your normal routines and ways of doing things may have changed and this may impact your relationships. You and your loved ones may be experiencing extra strains and stresses, feeling vulnerable or having practical difficulties. It can be helpful to share your concerns with someone who isn't personally close to you. We have qualified counsellors on site who are available for individual or family discussions.

Healthcare Assistants

Healthcare assistants provide a valuable link between you and the wider teams. They'll support your personal care, and work alongside the nursing and housekeeping teams for you.

Living Well Service

The service aims to provide a safe space for you and those important to you to access support and advice from Healthcare Professionals, skilled in delivering specialist palliative care. Our services are designed to enable you to remain as independent as possible, to manage the impact of your illness, and support you through any future changes. Our aim is to promote and improve overall wellbeing, so you can achieve the most out of life. Please speak to a member of staff for more information.

Medical Team

Led by a team of consultants and supported by palliative care specialty doctors and rotating resident doctors. They'll be working closely with you and the rest of the team to assess your symptoms, review your medication and discuss how to make you comfortable during your stay. Please note the doctors are on site from 9am to 5pm. Outside of these hours, the Hospice is supported by a remote on-call Hospice Medical team.

Palliative Care Nurses

The Nursing team specialises in providing holistic palliative care and will work alongside you and your family to ensure that your stay within the Hospice is as you want and need it to be.

Pets as Therapy

We understand the important part pets can play in your wellbeing. During the week, we have visits from registered Pets as Therapy dogs, who bring joy and happiness to our patients, staff, and visitors. Please ask a member of staff for more details.

Spiritual and Religious Team

We welcome everyone, of every faith and belief. We encourage people to express their spirituality or practice their religion in their own way. This team is available to provide a listening ear to you and your loved ones, as well as spiritual guidance and support. They also work closely with clergy and faith leaders from across the local community, and if you wish, can arrange for one of them to visit you and your family.

Students

We work with local universities to provide training opportunities for healthcare students working in a palliative care environment.

Therapy Team

The Therapy team provides a holistic approach to identify your personal goals, with an emphasis on maintaining independence for as long as possible.

It can be useful to visit your home environment to help plan changes or organise equipment that may be needed. We'll always discuss this with you and your family before and after a visit. If you need practical adjustments to your home, or additional equipment to help you to be discharged, we'll usually be able to arrange this for you. If required, we can visit your home and do a post-discharge review to see how you're managing at home.

The team gives advice and education on managing symptoms such as fatigue, anxiety, breathlessness, and ways of conserving your energy and increasing your confidence.

Volunteers

We have trained, security checked volunteers working in the IPU, providing drinks, company, and overall assistance. You can recognise them by the blue tabards they wear.

Our services

Family room

The Family room provides a calm home-from-home space for patients and their loved ones to spend time together. The small conservatory is situated off the Family room, and is a bright and warm area with games and toys for children. A reading corner is provided for children where books can be borrowed during your stay.

Our large conservatory has views of the garden and is big enough for a patient bed to be wheeled in if you'd like a change of scenery from your room.

Our gardens

The gardens are open to you and your visitors to enjoy, including a fishpond, a labyrinth area, a sensory area, picnic tables and benches. The gardens are accessible for wheel-chairs, so please speak with your Nursing team if you'd like assistance to visit them.

The Sanctuary

Located next to our Family room, the Sanctuary is available 24hrs a day for reflection, prayer, and worship. If you'd like your own faith leader to take a service for you, your family and friends in the Sanctuary, please ask your Nursing team to contact our Chaplain.



During your stay

Call bells

All rooms have a nurse call bell for use if you need assistance. When pressed, a screen shows the team which room needs assistance and they will come as soon as possible to help you.

Fire safety

On hearing the fire alarm, patients should remain in their room. Our Nursing staff will remain on the ward with you. If evacuation of any patient rooms is necessary, a team will be mobilised to assist with moving you.

All family members and visitors should leave the building via the nearest exit and convene in the carpark.

Please note the fire alarm is tested every Thursday at 11am.

Interpreting service

If English is not your preferred language, we can arrange an interpreter for you and your family. This service is free to you, but we'll need at least 24hrs notice to arrange this.

Meals

All patients are provided with breakfast, a hot lunch at 12.30pm and a light evening meal at 5.30pm, all free of charge. There is also a free snack trolley that circulates in the afternoon.

If you have any special dietary needs and preferences, please let us know.

A printed menu is available in your room, displaying the meal options on a four-week rotation. We offer a selection of specially prepared soft meals and all dishes on the menu can be served as a puree. If you'd like to order something which is not on our menu, please let us know and we'll do our best to accommodate it.

Food is ordered via the Housekeeping team or volunteers who will ask for your choices throughout the day.

In addition to the main meals, there are a range of items that are available 24hrs a day such as tea, coffee, soft drinks, ice pops, ice cream, and soups.

You're welcome to have food brought in from home, please note it will need to be named and dated if stored on site. Please speak to a member of staff to arrange this. You're welcome to order take-away food for delivery at any time, but you or your family will need to arrange this.

Alcoholic drinks are available for patients and can be requested via a nurse.



Personal property and valuables

To make your stay comfortable, we encourage you to use your own clothes. We ask that you make your own arrangements for your clothes and personal items to be laundered. Toiletries can be provided, but we understand most patients prefer to supply their own.

You're welcome to bring in electrical items, but all electrical items will need to be PAT tested on site. Please speak to a member of staff to arrange this.

We will not accept responsibility for damage, accident or loss of any personal belongings or valuables.

Private Health Insurance

All our services are free of charge for our patients and their families. But, if you have private Health Insurance, you may be able to claim, meaning we can care for more people who need us. Please speak with a member of our team and let us know or scan the QR code for more information.



Research and Audit

We encourage our staff to participate in research and audit activities.

Research: To find the best ways to provide care.

Audit: To check the way things are being done is working for you, your carers and friends.

If you're asked to participate in a study, you'll be given full information about its purpose and what would be involved. There is no need to take part if you do not wish, and this would not affect the quality of care you'll be given.

Smoking

The use of smoking paraphernalia, including vapes and lighting candles is prohibited anywhere in the Hospice building. Please speak to a member of staff about your smoking needs and we'll do our best to help.

Television and Wi-Fi

Each room has its own television with multiple channels. There is no charge to watch the TV or listen to the music channels.

There is free Wi-Fi throughout the IPU, the passcode is on a card in each patient room. The Hospice has some security measures to protect this service, including a firewall and restrictions to certain websites.

If you need advice or help with the TV or Wi-Fi, please ask a member of staff.

Ward rounds and updates for friends and family

There is a ward round Monday to Friday. This will be led by either the medical consultant or nurse consultant. Family members are welcome to be present during the ward round, please ask a member of the team if you need specific information about arranging this. Patients don't routinely have a medical review at weekends unless there is a specific medical issue that needs addressing urgently.

The IPU team will endeavour to keep you and your loved ones updated. Please nominate an individual who is the primary point of contact between our team and your family and friends. We have a very experienced Nursing team who'll be able to answer your questions or connect you with the person best able to provide information. Please be reassured that, should there be change in your condition, we'll contact your nominated next of kin.

Washing amenities

You'll be offered to wash every day, which will be assisted if required. The available options are washing in your room, in the shower or in the bath.

Whiteboards

We encourage use of the whiteboard in your room to tell us your likes or dislikes, information on your family's names, friends, loved ones and pets. Please feel free to bring photos from home to display too. It helps us to get to know you better. What matters to you matters to us.

Would you like to share your story?

Patient stories are one of the most powerful ways we can dispel hospice myths and the most effective way for us to share the work that happens every day at the Hospice. If you'd be interested in assisting us, please talk to the nurse looking after you.

Your room

All patient rooms have hospital beds with air pressure mattresses. Our Nursing team will help you to become comfortable with the bed functions. Our rooms have built-in storage for your belongings and seating for yourself or visitors. All patient rooms can be individually climate controlled to meet your needs, please discuss this with the nurse looking after you.



Discharge from the IPU

St. Michael's Hospice isn't a long stay unit, the average length of stay is around two weeks, but this will vary significantly between patients.

If additional care and support is needed upon discharge, we'll arrange this in consultation with you and your family.

The planning for discharge can take time, so we usually start these conversations soon after you arrive at the Hospice, we refer to this as parallel planning.

Upon discharge, you'll remain under the care of your GP and District Nurses. When discharged we'll write to your GP with a summary of your stay, and you'll be discharged with a two week supply of medications. Please contact your GP as soon as possible after your discharge to arrange any repeat prescriptions required.

If you need help or advice when you're home, please contact the Hospice team via our Hub Phone, which is operational 24hrs a day.

The Hub Phone Number: **01256 848863**

Community Palliative Care teams

In addition to your GP and District Nurse team, some patients will also require the additional support from the Community Palliative Care team and/or the Hospice at Home team. These teams are made up of specialist nurses, palliative care support workers, social workers and doctors who offer skilled advice and follow up care as outpatient reviews at the Hospice or at your home.

Both teams work closely together to support you and your family in the community, in person and via the telephone. Neither team provide personal care or equipment but can link to teams that do this.



“We cannot add days to life, but we can add life to days.”

**Dame Cicely Saunders,
Founder of the modern Hospice Movement**

End of Life care

If you're admitted to the Hospice for End of Life care we'll do everything to support you and your loved ones through this very difficult time.

We also have a Coping with Dying leaflet, available on the unit or by scanning this QR code, which provides additional information.



Visitors are very welcome to stay overnight should they wish to, and we have a relative shower available for anyone staying.

Care after death

When a patient dies at our Hospice the nursing staff will conduct Care after Death, formerly known as Last Offices, where there are no cultural objections. Our team will explain these procedures at the appropriate time for you and your loved ones.

We don't have facilities on site that allow us to keep patients for more than a few hours after they have died. Therefore, we ask families to contact the chosen Funeral Director within a few hours of the death to allow us to transfer the patient to the care of the Funeral Director in a timely manner.

If you don't have a Funeral Director already chosen, we're able to provide details of all the local directors in the area.

When a patient dies it can be overwhelming, please be reassured that we'll guide your loved ones through the next steps and necessary paperwork.

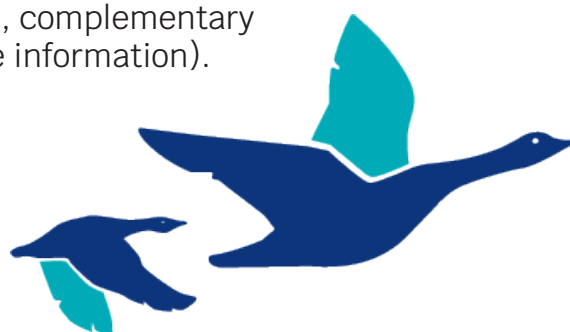
Organ and tissue donation

The gift of organ donation (organs such as kidney, heart, lung, liver) can only be made if someone dies in an intensive care unit.

However, the gift of tissue donation, such as corneas, can be made when someone dies in a hospice, at home or in a care home. If you'd like more information, please talk to a member of our team.

Bereavement support

Our Bereavement service offers support to anyone who's relative or friend was cared for by St. Michael's Hospice. A range of bereavement support services can be offered including counselling, bereavement support groups, complementary therapy, and chaplaincy support (see P.2-3 for more information).





Visitor information

Contacting by telephone

Families are very welcome to ring the IPU at any time, day or night, during your stay.

The contact number is **01256 844744**

Directions and parking

St. Michael's Hospice is located on the site of Basingstoke Hospital, but the entrance is opposite Parkland Hospital on Park Prewett Road. Please be aware that Satellite Navigation can mis-direct you into the hospital grounds. When driving to the Hospice, if coming from the A339 ringway, continue through the first two sets of traffic lights and turn left at the traffic lights at the top of the hill. St. Michael's Hospice is signposted and is the first left after the traffic lights, please follow the road around the hedge to the barrier.

Our address is: **St. Michael's Hospice (North Hampshire), Basil de Ferranti House, Aldermaston Road, Basingstoke, Hants, RG24 9NB.**

If using What3Words please enter: **shirt.actors.depend**

Free parking is available onsite for patients, relatives, and staff. A barrier system is in operation, please press the buzzer to speak to a member of staff to gain access.

Entrance

Between 9am to 5pm please enter the Hospice building via the main entrance where you'll be greeted by one of our Reception staff. Outside of those hours, please use the out of hours door which is signposted.

As part of our security and fire regulations, all visitors are required to sign in and out using one of the electronic pads situated in the main reception and at the out of hours entrance.

Infection control

We do everything we can to reduce the risk of infection. Patients and visitors play an important role in this too. We ask any visitors who feel unwell to please try to stay away until they have recovered, this helps us protect our patients, who are all very vulnerable to infections.

We ask all our visitors to use the gel dispensers before entering and after leaving the ward to avoid the spread of infection, and simply washing your hands with soap and warm water can be the most effective way of preventing infection.

Meals for visitors

Light lunches can be ordered from our main reception for a small cost for up to two visitors per patient. These need to be ordered by 10am on the day.

Other options are available across the road, including the Basingstoke Hospital main restaurant on B floor, the Ark Blue Café or the hospital shop and Costa situated in the main hospital entrance.

Smoking

There is no smoking in the Hospice buildings or gardens. However, a smoking shelter is provided in the carpark.

Visiting hours

We have no set visiting times. Friends and relatives may visit at any time, on any day of the week. However, we may at times request reducing the number of visitors to avoid overcrowding.

Children are always very welcome, but they should be accompanied and always supervised. Pets are welcome to visit, please speak with the IPU team to arrange this.



“Our girls saw the Hospice was a warm and caring place that helped their dad feel better.”

Tiffany, wife of our patient Matthew

Feedback

We hope that your experience at St. Michael's Hospice is positive in every way possible, whether as a patient, relative or visitor. However, if you've any comments or suggestions for how we can make improvements, please let us know. Your feedback can help us to make changes for the better and it's also helpful to know what we did right for you, so please pass on this feedback too. Feedback postcards are available in your room and the Family Room.

Gifts and donations

It may come as a surprise, but we receive minimal funding from the government. End-of-life care is an essential service, not a luxury, yet it is not funded like other care services. As a charity, we depend on the kindness of supporters to help us raise the additional funds needed to keep our services running.

There are many ways you can support the Hospice and make a real difference to someone living with a life-limiting illness, now and in the future.

You can make a one-off donation:

Online: stmichaelshospice.org.uk

Telephone: 01256 848848

At our donation station in the Hospice reception and the Family Room, or by sending a cheque to the Hospice. Cheques can be made payable to St. Michael's Hospice.

Gift Aid provides a great opportunity to increase the value of your donations to St. Michael's Hospice. If you're a UK taxpayer, using Gift Aid means that we can reclaim the tax you have paid from the Inland Revenue, helping your donation go further.

You may also consider leaving a gift in your Will to the Hospice. Last year, 1 in 5 patients received our compassionate care thanks to legacies.

The different ways to make a difference can all be found on our website:
stmichaelshospice.org.uk/get-involved/

Hospice User Group (HUG)

Our Hospice User Group (HUG) is a forum for Hospice patients, carers, family members and friends. The purpose of the group is to give those service users a voice in how we develop our services for the future and identify areas of improvement.



If you're currently using or have ever used any of our services, you're welcome to join our HUG and help make a difference to other people using our services here at the Hospice or out in the community. You can find more on our website by scanning the QR code.

Making a complaint

A complaint is an expression of dissatisfaction that requires an investigation and a formal written response. These issues may be about an act, omission or decision that has been made or the standard of service that has been provided. The formal investigation and response letter can take up to 25 working days to complete. If we believe that the investigation will take longer than this, we will discuss this with you.

If you'd like to make a formal complaint, please contact us using the following:

Telephone: 01256 844744

Address: Complaints, St. Michael's Hospice, Basile de Ferranti House, Aldermaston Road, Basingstoke, RG24 9NB

Email: complaints@stmichaelshospice.org.uk

Raising a concern

Please discuss any concerns with any staff member looking after you at any time, so we can address any issues immediately. We'll do our very best to answer your questions or to sort out any difficulty that you are having. If you feel unsatisfied with the response, please ask to talk to either the Clinical Director or the Medical Director.

St. Michael's Hospice Awards

If you feel a member of staff or volunteer has gone above and beyond in looking after you during your stay, you can nominate them for an award. These awards recognise our staff and volunteer's commitment to the Hospice values. Nomination cards are available in your room and the Family Room.

Your Information

We have a guide to what you need to know about why we collect information about you, how it is used to treat you and how we keep it secure on our website. Please scan the QR code for full details.



**“I didn't feel alone,
the Hospice became
my home for those
two weeks.”**

Luke, son of our patient Louise





**St Michael's
Hospice®**

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booklet by scanning here**

