

## Facilities at St Rocco's Hospice

We try to go that extra mile to help our patients and their families, as we realise the importance of being close and comfortable together.

There is a fridge that is stocked daily that visitors can utilise, and next to the fridge is a donation box if anyone wishes to donate.

### Family Room

We have a patient and family room which is shared by all our patients where you are welcome to sit with your loved one and watch television or chat. You can also enjoy your meal together in the dining area. There is also a beverage area where you can make a drink, if there are volunteers available they will be happy to do this for you.

### Gardens

We have beautiful gardens, with many interesting flowers and features, please feel free to spend time outside exploring them. Our gardens are wheelchair accessible and our beds can be wheeled outside too.

### Chapel

Whatever your religious view, you are welcome to spend time in this peaceful space for quiet reflection as well as a prayer.

### Smoking

Please note that the Hospice is a non smoking site, including e-cigarettes. Should you wish to smoke please speak to a member of staff.

### Property & Valuables

If you would like to bring in personal belongings such as photographs for your bed side locker, please feel free to do so, especially if they help you feel more at home. Whenever possible we would request that you leave valuable items such as jewellery, money etc. at home. St Rocco's Hospice cannot accept liability for any loss or damage to personal items of patients or visitors unless it has been handed to the Nurse-in-Charge for safe custody and a receipt obtained.

## St. Rocco's Hospice

Lockton Lane  
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Tel. 01925 575 780

# Welcome to the Inpatient Unit



Review Date 22/01/24



Care Quality Commission  
Northwest Citygate, Gallowgate  
Newcastle upon Tyne. NE1 4PA  
Email: [enquiries.northwest@cpc.org.uk](mailto:enquiries.northwest@cpc.org.uk)

Data Protection - The sharing of sensitive, personal information is strictly controlled by law (Data Protection Act 2018) which the Hospice complies with. This may include providing patient data to the Care Quality Commission if requested to do so.

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### Getting in Touch

Chief Executive Officer,  
St Rocco's Hospice  
Email: [enquiries@stroccos.org.uk](mailto:enquiries@stroccos.org.uk)

### Healthcare Ombudsman

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)  
Tel: 0344 015 4033

[www.stroccos.org.uk](http://www.stroccos.org.uk)

@StRoccas



# Welcome to the Inpatient Unit

St Rocco's Hospice provides palliative care for adults with advanced cancer and other life limiting illnesses. Our aim is to provide care and support to the 'whole person', not just to treat symptoms. We offer a wide range of services and facilities to support your individual needs.

## Inpatient Unit

Our inpatient unit has 10 beds, all individual rooms with en-suite facilities. We may occasionally move patients to another room or area as their needs change.

Our nursing team is made up of a mixture of trained nurses and experienced nursing assistants. The nursing team works closely with the wider Hospice team to provide care, including doctors, advanced nurse practitioner, physiotherapists, occupational therapists, complementary therapists, counsellors and a social worker.

The Hospice team aims to offer a friendly, relaxing and calm environment. We encourage patients to dress as you would at home, in whatever you are comfortable wearing.

## Length of stay

The length of stay in the Hospice is based on individual needs and the reason for admission. Our average inpatient stay is two weeks and we are unable to offer long term care. The three main reasons for admission are:

### Symptom Management

Aimed at relieving persistent, difficult symptoms, such as pain or nausea, that are not resolving within your own home or a hospital environment. This will be achieved through comprehensive medical and nursing assessment, incorporating psychological and spiritual support if required, together with a review of your medication and care. Usually you would need to stay between one and two weeks on the ward.

### Optimisation

We will help you to maintain or, where possible, restore as much independence as your condition and symptoms allow. Our physiotherapist team and occupational therapist will work with you to help you to achieve realistic goals and also help you adjust to the changes in your condition.

### End of Life Care

If your choice is to die in the Hospice, we will try to facilitate this wherever possible. End of life care is very individualised, and the Hospice team will tailor your care based on what is important to you at this time.

Sometimes, people who are very unwell when they come into the Hospice may stabilise for a while. Should you be unable to go home following an admission and need long term supportive care, the Hospice team will work with you and your family to find an appropriate alternative residence.

More information regarding discharge can be found on our website and on our information sheet "Preparing for discharge".



## Visiting/Visitors.

Family and loved ones, including children, friends, and professionals are welcome to visit you on the inpatient unit and we will support your wishes regarding visits.

Pets are generally welcome but please check with member of our nursing team beforehand.

We have limited accommodation for relatives to stay overnight, please speak to a staff member to discuss this arrangement.

We would ask that visitors who have experienced vomiting, diarrhoea or flu symptoms within the previous 24 hours do not visit until they have been symptom free for 48 hours.

If you have any specific queries about visiting, please speak with a member of our team.

## The scope of treatment available

The doctors and nurses at St Rocco's Hospice have the skills needed to control difficult symptoms in patients with life limiting illness. Our goal is to achieve comfort and maintain your quality of life within the limits of what is realistically achievable.

The medical care we provide is therefore quite different from that available in a hospital, in that we do not undertake intensive technical procedures that require complicated monitoring. However, if you develop a serious but treatable problem and would benefit from intensive medical treatment, we will discuss this with you and if necessary arrange for you to be admitted to a hospital.

Hospice staff are always happy to discuss your treatment and care with you, giving you opportunities to express your wishes and address your concerns. We appreciate that this is a difficult time for you and your family, and that you may find some things hard to talk about. We aim to be sensitive and supportive in all our conversations with you.