



Making Every Day Count

# Patient Information Booklet

## A guide to staying at our Inpatient Unit



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# About us

Welcome to St. Rocco's, where we promise to look after you with **care**, **dignity** and **respect**. We are here to help, so please ask if there is anything you need.

St. Rocco's Hospice supports people in Warrington, providing **specialist care** for those with life-limiting illnesses.

We provide services that are not readily available elsewhere, and aim to treat the **'whole'** person, as well as supporting their families and loved ones.



## What to expect when you arrive

We encourage you to think of St. Rocco's as a home away from home, and our staff and volunteers will do all they can to make you feel comfortable.



- You will initially be welcomed by one of the **nursing team** and shown to your room
- The **layout** and **facilities** of the inpatient unit will be explained to you
- We have **nurse-call system** and **emergency pull cords** in the rooms. These will be demonstrated to you
- Once you have settled in, one of our **doctors** and a **nurse** will come and talk to you and your loved ones about your illness and your current situation and seek to address any problems and anxieties that you may be experiencing
- As soon as possible, there will be a discussion about your **individual care plan**. Please feel free to let us know if you prefer not to have loved ones involved in this (or any other) discussion. Equally, of course, you have the right to choose not to take part in these discussions yourself. We will always understand and respect these sensitive decisions, but it is important that loved ones and other carers understand that their views and wishes will **not override** those of the patient
- You can request a **chaperone** is present for any consultation, examination or procedure where you feel one is required. Please discuss this with the health professional looking after you

## Our hospice team

There are lots of different roles across our hospice team, so it is useful to be aware of these and how to identify them by their uniforms:

- **Doctors** – scrubs with a St. Rocco's logo
- **Clinical Leads** – black and white trim uniform
- **Sisters** – navy blue uniform with white collar
- **Senior Staff Nurse** - navy blue uniform with white collar
- **Staff nurses** – royal blue uniform with white collar
- **Physiotherapist** - white polo-shirt
- **Occupational therapist** – white tunic/green trousers
- **Health care assistants (HCA)** – light blue uniform
- **Counselling and Emotional Care Team** – own clothes
- **Volunteers** – green tabard
- **Housekeeping staff** – lilac tunic



## Useful items to have during your stay

- Personal toiletries such as soap, shampoo and a flannel
- Toothbrush, toothpaste, or denture cleaner
- Hairbrush or comb
- Nightdresses or pyjamas, slippers, and a dressing gown
- Comfortable day clothes if you are likely to wish to dress during the day
- If you would like to bring in personal belongings such as photographs for your bedside 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



## Who will provide your care

During your stay you will be cared for by a multidisciplinary team which includes **doctors**, **nurses**, **health care assistants**, **physiotherapists**, **occupational therapists**, and **counsellors**.



All inpatients are reviewed by a member of the medical team every day, and when necessary, out of hours. If you or a loved one wishes to speak to a doctor, please ask a member of our staff and this can be arranged in person or by phone.

## Our counselling and emotional care team

Our dedicated staff offer a specialist service to **patients** and those **important to them** at St. Rocco's. Please ask one of the doctors, nurses or HCAs, who will arrange for you to speak to them.



## Spiritual care and chaplaincy

We can liaise with our local community to facilitate your spiritual and religious needs. There is a chapel and multi faith room in the hospice which can be used for **quiet reflection** or **prayer**.

# Zero Tolerance

St. Rocco's staff should be able to come to work **without** fear of **violence**, **abuse**, or **harassment** from other staff or the general public.

We have a zero tolerance attitude towards any incident in which an employee is **abused**, **threatened**, or **assaulted**, either **in person** or **online**.



## It's nice to be nice

Please report any instances of threatening behavior to the nearest staff member.

## 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 loved ones, and that you may find some things hard to talk about. We aim to be sensitive and supportive in all our conversations with you.



## 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 and occupational health team will work with you to help you to achieve realistic goals and help you adjust to the changes in your condition.

## End of life care

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

# Your daily routine

Available all morning- Morning tea/ coffee/ breakfast

**12.00-13.00 Lunch**

**16.30-17.00 Dinner**



Above timings are **approximate**. All meals will be served in your room by our friendly volunteers. The Hospice provides freshly cooked and nutritious meals every day to everyone who is in our care. Other refreshments are available throughout the day on request.

Please let us know in advance if you have any food allergies so these can be catered for. Our catering staff will discuss with you any dietary needs or preferences that you may have.

We have a range of alcoholic beverages that can be provided on request.

## Medicine rounds

There are medicine rounds at **08.00**, **13.00**, **18.00** and **22.00** where you will be given any regularly prescribed medication. It is very important to use your nurse call buzzer to request any as-required medication you might need for pain, nausea or other symptoms.

Please use the buzzer to tell us if you are experiencing any pain, even if you don't want pain relief at that point. This will help us assess what might help you best.

Always **BUZZ** if you need anything or are unsure about something – we are here to help.

If you wish to self-administer any medication, please discuss with one of the doctors or nurses.

## Amenities

Our inpatient unit is made up of **10 rooms**, each with an en-suite toilet and sink. There are bathrooms available with showers and baths, and the nursing team will assist you as necessary. Each room looks out on to our **beautiful hospice gardens** for a relaxing and peaceful environment. Each room has its own T.V and you are welcome to use mobile phones during your stay.

Any item brought into the Hospice for personal use may need to be **PAT tested** – please speak to a member of staff who can arrange for this to take place.

There is free wireless internet connection. Please ask a member of staff for details.



## Charging your devices

You should bring your **own** charging leads and plugs from home. Please bring a visible plug socket in your room to charge any items. Please ensure that all leads and plugs are in good repair.

## Smoking and e-cigarettes

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.

## Laundry

Your personal clothing should, if possible, be laundered **at home**. If this causes difficulties, please speak to a member of staff.

## Visitors

Due to ward routines, and to enable patient quiet time, the main visiting hours are 12pm-8pm. However, these are not restrictive, and we can accommodate visiting outside of these hours. Please speak to a staff member to make us aware of your visiting needs. Children are welcome to visit, and we kindly ask they are supervised during your visit. There are **two car parks**, one in front of the main reception and an overflow car park further on down Lockton Lane at the rear of the Hospice gardens.



Main reception is open **Monday to Friday 9am to 4.30pm**. At weekends and bank holidays these times may vary. When main reception is closed entrance is via the doors at the side of the hospice by pressing the buzzer. A member of staff from the IPU will let you in. **Pets are welcome to visit** – please speak to a nurse to arrange this.

We have **limited accommodation** for loved ones/carers to stay overnight, please speak to a nurse to discuss this arrangement.

We ask that visitors who are experiencing vomiting, diarrhoea, covid or flu symptoms to not visit. Advice should be sought from a nurse about when it is safe to resume visiting.

Visiting arrangements and/or the services and facilities we can provide **may be changed** in extenuating circumstances e.g., during a pandemic or emergency.

## Your feedback

We **pride** ourselves on the standards of care that we always seek to provide to our patients and those important to them are very much welcome comments about ways in which we can improve even further your experience and care during your stay on the Inpatient Unit.

If you have any **comments or suggestions**, then please do not hesitate to let us know.



You can also request a feedback form from one of our **nurses** or scan the QR code below to complete your feedback online.



Scan here to give  
your feedback



## How you can support St. Rocco's Hospice

Our services are provided **free** of charge to our patients and their loved ones, and as a charity we rely heavily on donations each year to cover these costs. With only **5%** of funding provided by the government, we rely on the generosity of our community to support the future of hospice care. You can support us in a number of ways including **fundraising, regular giving, gifts in wills, donations, volunteering** and **visiting our shops**.

To find out more about how you can support your local hospice scan here, or speak to a member of our hospice team.



Scan here to find  
out more



## Privacy notice

The full patient's privacy notice is available to read at reception or online.



Scan here to  
find out more



## Safeguarding

St. Rocco's Hospice is fully committed to safeguarding the welfare of all those under our care. Recognising our **responsibility** to promote safe practice and to protect all from harm and abuse working closely with the **Warrington Safeguarding Adults Board**.



Scan here to  
find out more



## How St. Rocco's is regulated

St. Rocco's Hospice is regulated by the **Care Quality Commission** which assesses and reports on the quality and safety of services provided by the independent healthcare sector. We are inspected regularly, and you can obtain a copy of the report on the Commission's website.



Scan here to  
find out more



You can also contact the CQC to tell them about your experience by contacting them on **T: 03000 616161** or **E: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**.



Scan here to  
find out more



# Did you know...



It costs over **£5 million** each year to provide our care



We are a local charity and only receive a **small amount of NHS funding**



The care we provide is given **completely free** to those in the Warrington community who need us



We rely on **voluntary donations** and **fundraising** to generate our funds



**We are much more than a hospice**

We offer a wide range of services including outpatient clinics, care at home, counselling, therapies and support for carers



**Making Every Day Count**



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

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

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 required to do so.

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