



Rowcroft Hospice Inpatient Unit



rowcroft
hospice



Why do people come to Rowcroft's Inpatient Unit?

Admission to the Inpatient Unit is offered for a number of reasons.

- To help improve symptoms which are proving difficult to control at home or in hospital. Pain, sickness, shortness of breath and constipation are some of the common problems we are asked to help with. We may also be asked to support patients with complex social and psychological needs.
- To allow the Inpatient Unit staff to assess a specific problem. For example, we may help with mobility or making decisions about nursing care.
- To care for some people at the end of life.

The length of time you spend with us will be determined by the help you need and how soon your needs can be met. Discharges from the unit will only happen after discussion with you and your family and careful planning with all those involved in your care.

Rowcroft is not a long stay unit. We work closely with our healthcare colleagues in the community to ensure you will continue to receive the right level of care when you are discharged.



What is the Inpatient Unit like?

The unit is divided into six rooms and has a total of 17 inpatient beds.

Willow ward has six beds, Beech and Maple wards have four each. These are all single sex wards.

We have three single rooms, Rowan, Hawthorn and Mulberry. We try to use our single rooms for those who most need them, or to increase the number of male or female patients we can admit.

Our bathing and shower rooms are spacious and private. Facilities are designed with easy access and comfort in mind.

Rowcroft Hospice is set in large grounds. The unit looks out across our gardens towards the sea. In 2014 considerable work was completed to re-landscape

this area to provide better access for all our patients.

You are welcome to explore our gardens and most of the paths are suitable for wheelchairs. We would ask that you let us know if you are going outside in case we need to find you for visitors, medicines etc.

Who is available on the Inpatient Unit to help me?

During your stay at the unit you will meet a number of different staff who make up the ward team. The specialist team includes nurses, doctors, physiotherapists, occupational therapists, social workers, a chaplain, chronic oedema nurses, a music therapist, art therapist and complementary therapists.



The housekeeping and catering teams will help to ensure your stay is comfortable and meet your dietary needs.

Our volunteers provide valuable assistance to our staff and patients.

If you or your family wish to know more about how our team can help you, please ask any member of staff for more information.

Do I need to have anything brought in for me?

Towels are provided but you will need your own wash things, like soap, shampoo, shaving kit etc. We have a trolley which our volunteers bring to the unit, which includes a selection of

toiletry items, so if you have forgotten anything, please let us know.

You can use your mobile phone on the unit and we have a cordless phone which can be used for incoming calls from your family and friends.

The cordless phone number is **01803 292548**.

We have internet access at each bed space, so you are welcome to bring in a laptop computer to use this facility.

Mains power electrical items such as radios, televisions and hairdryers are provided by the hospice.

We would suggest that you do not have large amounts of money or valuables with you during your stay, as we cannot easily store these for you.



When can my family and friends visit?

Rowcroft's Inpatient Unit has no fixed visiting times.

Mornings are when patients are usually getting washed and the ward is cleaned. Therefore it is helpful if visits are after 11am.

We would suggest that friends may wish to avoid visiting at meal times, unless helping the patient to eat their meal. Most patients like a brief rest after lunch, between 1pm and 2pm.

We ask that visitors respect the needs of other patients, especially in the evenings. It is helpful if most visitors leave before 9pm.

If you have any concerns, please discuss the best times to visit with our nursing staff.

We ask all visitors to let our receptionist know they have arrived at the unit.

Our staff will check that the patient is able to accept visitors. Sometimes patients may be very tired and visitors asked to return later.

For safety and security reasons we ask all visitors to sign in and out of our visitors book.

There are some other points to note about visiting:

Children are most welcome to visit. The responsibility for children remains with the parent/guardian and not the hospice.

We ask for children to be supervised at all times.



Well-behaved pets are also welcome.

Visitors' toilets are situated in the main reception area — please do not use the patients' toilets.

Tea and coffee making facilities for visitors are situated in the lounge area at the far end of the unit. There are newspapers, books and talking books in this area.

Please use the antibacterial hand gel before entering and when leaving the ward.

If any visitors have been unwell with 'flu' like symptoms or an upset stomach, we would ask that they telephone first and speak to the nurse in charge.

Is smoking allowed?

A smoking room is available to patients who wish to smoke.

There is no smoking facility for families and friends inside the hospice buildings. There is a paved area in the garden, away from the wards, which patients and families may use.

What happens at meal times?

A copy of the weekly menu will be given to you. A member of our catering team will visit you twice a day to take your food order.

You will be asked about your likes and dislikes and how you prefer your food to be prepared.



If you have any special dietary needs, in particular if you have any food allergies or sensitivities, please let our staff know.

Your family can bring in any favourite foods for you. These can be kept in a fridge in the ward kitchen.

Breakfast is served from 8am, lunch at 12.30pm and evening meal at 5pm.

Tea, coffee, soft drinks and snacks are available all day. We have a patients' drinks trolley which has a selection of wines, spirits, beers and soft drinks. Our volunteers bring the trolley round before lunch, but drinks are always available – so please

just ask. You are welcome to bring in your own favourite drink, just check with the nurses that you are able to have alcohol with your medications.

It is not possible to serve meals regularly to visitors to the unit, but under special circumstances (eg if a relative needs to stay overnight), meals may be provided. The nursing team will discuss this option if required. There is no charge but you can make a donation if you wish.



Other facilities you may be interested in:

We are fortunate to be situated in wonderful grounds. We have rolling lawns, a scented garden, wild flower garden and orchard. All these areas are there for the enjoyment of patients, families and friends so please feel free to use them.

Our chapel is a spiritual space for patients, family and friends to use, whatever your beliefs. There are occasions when it may be in use, particularly first thing in the morning. Please check with the staff if you need this space during these times. It is a place for quiet contemplation and reflection. Candles are provided and may be lit in memory of a loved one

or for prayer. You may leave the name of any person for whom you wish prayers said.

We have a hairdresser, who comes to the ward on Monday and Wednesday. This service is free of charge. Please let the nurses know if you would like to be seen and they will arrange this for you.

We can arrange for a podiatrist (chiropodist) to visit by appointment. We are unable to fund this service and a fee will be charged.

Several times a week we are lucky to be visited by 'PAT' (Pets As Therapy) dogs and their owners. Many patients enjoy these visits, but you will always be asked if you would like to meet the dog before they come to your bed area.

In addition to televisions with DVD players, we have a stock of DVDs, standard and 'talking' books, CD players and CDs, magazines and daily newspapers. Please ask us for a list of what we have available.

Wifi is available to our patients, Please ask a member of staff for a code to access the internet.



Who's who in the Inpatient Clinical Team?

In addition to specialist doctors and nurses, you may also receive care and treatment from other professionals who work on the Inpatient Unit.

Social Workers

The social workers on the Inpatient Unit provide practical support, advice and signposting to other services. They can give you and your family emotional and spiritual support at what may be a difficult time.

They can help families to talk to children about illness and have a number of resources, such as books, which are specifically written for children and young people.

They can also give advice with regard to benefits entitlement and, where needed, care home information.

Occupational Therapy and Physiotherapy

The occupational therapy and physiotherapy teams work together to improve your quality of life by minimising the effects of the disease or the side-effects of your treatment.

They consider the physical, psychological and social factors that influence you and aim to help you make the best of your abilities for a fulfilling life. They will negotiate realistic goals that are important to you.



The team aims to:

- Provide advice concerning the easiest and safest way to continue everyday tasks such as moving from bed to chair, getting in/out of the car and other activities/hobbies that are meaningful to you.
- Offer advice and provide equipment/walking aids to maximise your independence and confidence when walking.
- Offer advice and support for carers regarding changing your position and moving about.
- Contribute to the management of breathlessness and fatigue.
- Contribute to the management of pain and other symptoms.
- Offer respiratory assessments and treatments which can help you to manage difficulties with breathing and clearing phlegm.
- Assist you and your family if preparing to return home through assessment of your individual home situation.



Complementary Therapy

Complementary Therapy is offered to aid rest and relaxation and, where possible, promote a sense of wellbeing.

Therapies offered include:

- Aromatherapy
- Reflexology
- Massage
- Relaxation techniques
- Mindfulness Based Stress Reduction

Sessions in the Inpatient Unit are offered by fully qualified and insured therapists and usually last between 15–30 minutes. Where appropriate, carers at the bedside can also receive Complementary Therapy. All sessions are free-of-charge.

For more information about individual therapies, please request a Complementary Therapies leaflet from the unit staff.

Chronic Oedema (swelling)

One of the symptoms that can affect some people is chronic oedema (swelling). It can affect any part of the body but most commonly arms or legs.

The Chronic Oedema service may provide advice and treatment for you if you have swelling. Treatment can improve symptoms and promote comfort. It may include: exercise, elevation of the affected limb, skin care and the daily wearing of compression garments.

The therapists may provide follow up after discharge from the unit, continuing to support you in the management of this symptom at home.



Chaplain

The Chaplain is available to support the spiritual care of patients — irrespective of their faith. The Chaplain provides, for those with religious needs, prayer, Holy Communion and anointing at the bedside or in the Chapel.

The Roman Catholic Priest visits as required and celebrates Mass by arrangement.

We would also be pleased to contact your minister or spiritual leader, if you wish.

Creative Therapies

Music and Art therapies are offered at Rowcroft Hospice to

help you and your family in a variety of ways.

Music can be very soothing, and a powerful resource whether that is through listening, playing or simply talking about the role music has played in your life, or that of your family.

Art too can be very therapeutic and our Art Therapist offers opportunities for you to explore your thoughts and feelings in this way.

Other useful information

Unlicensed medicines

Occasionally you may be prescribed a medicine to treat a symptom for which the product is not licensed.

Medicines are marketed to treat specific conditions but may help to relieve other symptoms as well; for example some medicines that are licensed to treat epilepsy also relieve nerve pain. This is quite common in palliative care but can cause



some confusion when patients or carers read information leaflets which would refer only to the licensed indications.

You will only be prescribed a medicine outside its licensed indication if the doctor considers it to be appropriate and necessary. If you have any concerns about this then a nurse, doctor or our pharmacist would be pleased to discuss this with you.

Tissue donation

We would encourage any patients wishing to make tissue donations to discuss this with their families/carers and members of the Inpatient Unit staff. We can give you information about joining the Organ Donation Register and carrying an organ donor card.

The main tissues that can be donated by most hospice patients are the corneas from the eyes. This is not an issue we routinely discuss with all patients. We will only pursue this discussion at the request of the individual patient.

Complementary and Alternative Medicine (CAM)

Some patients admitted to the Inpatient Unit may wish to continue to take CAM therapies eg herbal or homeopathic remedies or essential oils used for therapeutic purposes.

Whilst Rowcroft Hospice supports patient choice and autonomy, we also recognise that our medical and nursing staff are not qualified to prescribe or administer CAM therapies.

If you wish to take CAM therapies please discuss this with the medical and nursing team to develop a care plan to manage your CAM therapy.

Private health insurance

Our care is provided free of charge, however most private healthcare insurers will make a payment to the Hospice under the terms of a private health insurance policy. Rowcroft Hospice is a registered charity and generates most of its funds by charitable means so any available income from private health insurance helps us to maintain our high quality of care. Please let us know if this is applicable to you. If you wish us to make a claim on your behalf, please ask a member of staff who will be happy to provide a form to allow us to do this.

Access to health records

In accordance with the access to Health Records Act 1990, as a patient you have the right to see your health records held by the hospice.

Please ask for further information from the Inpatient Unit Manager or their Deputy.

Discharge letters

If you would like a copy of the discharge letter that is sent to your GP, please inform a member of the team who will arrange this.

Data protection

Your details are securely stored on the Rowcroft database. Some basic details such as your name and address are available to our fundraising department, who may contact you or your family at a later date with regards to fundraising events. If you do not wish your details to be available please inform a member of staff.

Planning ahead

Many patients have views regarding how they would wish to be cared for at the end of their life, including questions regarding resuscitation.

We have leaflets which cover these issues and how they apply to patients at Rowcroft, which you may find helpful.

Please ask a member of staff if you would like more information, or to arrange a discussion of how we may be able to help.

Compliments, complaints or concerns



We aim to continually provide high standards of care throughout Rowcroft Hospice. We welcome your views on your experience to help us further develop the quality of our services. There may be occasions when you feel that care has not been exactly as you would wish, or there is another aspect of our hospice service that concerns you. You may wish to make a complaint about care you or a family member has received or simply tell us how we are doing.

How to make a comment

There are a variety of ways you can express your views about your experience of our services.

During your stay, you and your family may be invited to take part in a patient and family feedback survey that is run throughout the year. If you prefer you can use the patient and family feedback forms available on the reception desk.

Please ask at the Inpatient Unit reception if you would like more information about this.

Alternatively you may wish to write to us or leave a comment on our hospice Facebook or Twitter pages.

How to raise a concern or make a complaint

In the first instance please discuss your concern with a member of staff. If the staff member is unable to resolve the matter, please contact the manager of the service who will arrange to talk or meet with you to discuss the issues further.



If you are still unhappy please write to the CEO of Rowcroft Hospice:

Giles Chaunard
CEO
Rowcroft Hospice
Avenue Road
Torquay
TQ2 5LS
01803 210844

We will acknowledge receipt of your complaint within three working days. Your complaint will be fully investigated. We aim to complete this within 25 working days and we will write to keep you informed during the process, providing you with written feedback at the conclusion of the investigation.

In the event you are still not satisfied with the outcome of the investigation you can request that Rowcroft's Board of Trustees hear your complaint. If you are still unhappy that your complaint is not resolved to your satisfaction, you can write to the Health Service Ombudsman.

Health Service Ombudsman

You can contact the ombudsman on 0345 015 4033, or write to:

**Parliamentary and Health
Service Ombudsman
Millbank Tower
Millbank
London
SW1 P4Q**

You can also visit their website at www.ombudsman.org.uk.

Care Quality Commission

You can raise concerns with the Care Quality Commission on 030000 616161 You can also visit their website at www.cqc.org.uk.