



Adult In-patient Unit



Tel: 01582 492339
info@keech.org.uk
www.keech.org.uk

Keech Hospice Care, Great Bramingham Lane, Streatley, Luton, LU3 3NT. Registered Charity No. 1035089



A guide to our services

Welcome to Keech Hospice Care. Thanks for choosing our adult hospice service to support you. We look forward to meeting you and your family or carer. We want to get things right for you and promise to do everything we can to make your stay with us as positive and comfortable as possible.

Experience tells us that - even after looking around the hospice or being told about us - patients, families and carers still have lots of questions. The purpose of this booklet is to answer the questions we're asked most frequently.

For more detail, we have another document called the 'Statement of Purpose'. To receive a copy of this, please ask a member of staff, download it from our website or contact us on **01582 497821** and we will send you a copy.

What can Keech Hospice Care do for me?

We are experienced in caring for people with your diagnosis as well as other medical conditions like yours. Our team is made up of doctors, nurses, therapists, carers and other professionals (social workers, chaplains, bereavement workers etc), all of whom are experts in their specialist field. We will use a combination of their expertise and your wishes to devise a collaborative care plan that best suits your individual needs.

If this plan means you require a lot of specialist care, a short admission to our Adult In-patient Unit might be best. It could be that your care and treatment can be achieved through regular visits to our Keech Palliative Care Centre or a visit for an appointment with one of our doctors or nurses. Or it may be that you need a combination of our services. Whichever way you use the hospice, your best interests will always come first. Our sole purpose is to ensure you receive the very best care. We want you to feel able to talk to us, to ask questions and to discuss any issue you want. We promise to listen carefully. We'll also keep your GP, Macmillan nurse or any other relevant professionals informed about your progress.

Our care extends beyond the patient, too. Being close to a loved one with a life-limiting illness can be hard. That's why we also provide help for carers and family members. We'll spend time talking to them about any help they need.

We are also keen to share our palliative healthcare knowledge and expertise with others, so on occasion you may be cared for by professionals and students who are pursuing careers in palliative care. If you do not wish to be cared for by a student nurse, please let a member of our staff know.

In between visits to the hospice, you can call us on our FREE 24-hour information and advice line, which is staffed by experienced nurses. Telephone: **0808 180 7788**.

Please be aware that all staff are trained in basic life support and the use of the defibrillator. In the case of an emergency, 999 will be called. Our medical team is in the hospice providing care from 9am to 5pm, seven days a week, and are on call outside these times for advice and support.

What is the In-patient Unit?

We've been caring for adults with life-limiting conditions in the Luton and South Bedfordshire area since 1991; the present In-patient Unit opened in 2009.

The unit offers:

- eight single rooms, all with en-suite bathrooms fitted with spa baths and shower facilities

- all necessary medical equipment in a comfortable and homely setting
- a wall-mounted entertainment system and recliner chair in each room
- individually controlled heating, ventilation and lighting, to ensure each patient's preferences can be met
- garden views and a private patio area outside every room.

The unit is well staffed with nurses and trained carers, who are supported by a team of doctors, social workers and therapists. There is always plenty of staff on duty so you receive the attention you need at any time - day or night.

What can a stay offer me?

An admission to the In-patient Unit may be beneficial if you need help with managing pain or relief from other symptoms. A short stay can often make a huge difference to how a patient feels and we aim to get everyone home again as soon as they are well enough. Some patients choose the hospice as their preferred place of care at the end of their life, and we do everything we can to ensure a bed is available at this time if the patient and their family choose it. Due to the demand on our beds for symptom control and end-of-life care, respite facilities are not available. Our social work team, however, would be happy to advise on other care settings that provide this service.

During your stay, you will receive the very best attention. You will be regularly visited by the medical team and have plenty of opportunity to discuss your care and treatment with them. We offer a range of complementary therapies, too, such as aromatherapy, massage and reflexology. Used alongside conventional healthcare, these therapies have been shown to reduce stress and anxiety, promote relaxation and restful sleep, and improve overall well-being. Music therapy, art therapy and hydrotherapy (in our purpose-built pool) are also very important parts of our treatment programme. Our patients often find them very powerful and useful throughout their treatment.

What can I expect when I arrive?

Shortly after you arrive, one of our doctors and a nurse will meet with you to discuss your needs. You'll be examined and a full medical history will

be taken. You may also be visited by our social worker. Please bring with you any letters or other information you have as this can make it much easier and quicker. You are welcome to have your carer with you during the admission process.

Following this, we'll put together a plan of how we can support you. This will be monitored and updated regularly to take account of any changes in your circumstances or wishes.

Throughout your stay, you'll be given a clear explanation of your condition and the treatments, investigations or procedures we propose. This will include an explanation of the risks associated with the proposed care and any alternatives available.

What do I need to bring with me?

When coming to the In-patient Unit, you should imagine you're going for a short stay in a hotel where all your food, bed linen and towels are provided.

You will need to bring your personal toiletries and clothes. Please feel free to bring pictures or other personal items to put on your bedside cabinet or pin-board to make you feel at home.

You must bring any special equipment, medication and supplies you use in your care, too – if you're unsure what to bring, just give us a call to check.

Can my family and friends come too?

We have a philosophy of involving family and friends as much as we can and as much as you want. There is accommodation within the adult unit that your family is welcome to use if they would like to stay overnight. There is a family lounge on the unit, which provides a place for relatives to rest at any time. It also has a sofa bed if they wish to be closer to you at night.

Visitors are welcome at any time. On arrival they should report to the main reception and sign in to the building (this is important in case we need to evacuate). The receptionist will notify the nurses that your visitors have arrived and check whether you are ready to receive them. Children are welcome, but must be properly supervised so as not to disturb other patients. It may be a good idea to bring a book or other amusement for small children who may become bored.

Out of hours, the front door is locked and the reception unmanned. Visitors must ring the door bell and the nursing staff will let them in. Staff may not be able to answer the door straightaway if they are attending to a patient and so we ask visitors to be patient.

What about mealtimes?

Keech Hospice Care provides an extensive menu from our in-house restaurant, Valerie's. It caters for patients' varying cultural and dietary needs. Family members who are staying overnight in the hospice with the patient are welcome to order from the menu free of charge. Food can either be ordered and delivered to the In-patient Unit or you can visit Valerie's. Additional family members and visitors are welcome to purchase a meal from Valerie's; there is also a vending machine with confectionery items in the restaurant. Tea and coffee is available for patients, family members and visitors from the kitchenette on the unit free of charge although there is a money box if visitors wish to donate towards the cost of refreshments.

Can we bring our pets to visit?

You may bring pets to the hospice, within reason. Please ring us beforehand as we may have other patients, families and staff members who have allergies or are frightened of animals. Visiting pets are easier for us to manage than ones that stay overnight and it is usually less distressing for the animal, too.

Working animals like guide dogs, hearing dogs for the deaf and dogs for the disabled are allowed in all departments.

I smoke or my visitors smoke. Is that a problem?

Smoking is not permitted within the hospice building or grounds and visitors are requested not to smoke on site. However, patients within the In-patient Unit can smoke on the patio outside their room.

Can I make and receive telephone calls while at the hospice?

Yes, a cordless telephone can be provided so you can make or receive calls in private. If you are making lots of calls, we would ask that you make a donation to cover their cost. You can use your mobile phone at the hospice, but we ask everyone to be considerate when using their phone and take care not to disturb other people.

Do I have to pay for anything?

Our service is free to patients. You will need to bring a small amount of money with you if you wish to buy items from the hospice shop (located in the main reception area) and our vending machine.

Is there somewhere I can go for quiet reflection or to practise my faith?

Yes, there is the family lounge on the unit or the Quiet Room next to the main reception that patients, families and friends can use if they need some time and space of their own. Your own clergy are welcome to visit at any time or you can ask to see one of the local ministers or faith leaders who visit the hospice regularly. Patients can, of course, ask for complete privacy in their bedroom if necessary.

What about security?

Security is a very important issue. Not only the security and safety of patients, visitors and staff but of the physical building and contents, too. Regretfully, criminals do target the hospice.

You and your visitors can help by being vigilant and noting the following.

- Please ensure you take care of your possessions and use the lockable cupboard in your room for any valuable items. The hospice cannot take responsibility for your belongings or money.
- Please ensure you close after use any external doors or windows that you open and that the front door is closed securely on exit.
- All hospice staff wear identity badges. The nurses in the In-patient Unit wear blue or navy tunics and trousers. Please see noticeboards in the unit for more information about staff uniforms.
- The hospice greatly depends on a team of volunteers who do a wide variety of tasks around the buildings and gardens. They all wear identity badges.
- In the unlikely event you see anyone acting suspiciously or without an identity badge, please inform a member of staff.

What if there's a fire?

The fire alarm is a continuously sounding siren. It's tested every Friday morning at 10am and allowed to sound very briefly. If the fire alarm sounds continuously, all visitors must leave the building immediately by the nearest exit and gather at the Assembly Point. This is the visitors' car park at the front of the adult hospice, where a member of staff will tell you what to do. Please close all doors behind you.

If you are being cared for by the nurses, don't worry - the nursing staff have clear instructions on what to do. Patients are not always evacuated immediately since this can be very distressing. The hospice has high-quality fire doors that will slow the progress of a fire through the building to such an extent that the fire brigade will be in attendance well before a serious situation can develop. Should evacuation become necessary, nursing staff will be with you throughout the process.

If you discover a fire, please isolate it if possible by closing doors around the area then notify a member of staff. Do not attempt to tackle the fire yourself. If there is likely to be any delay in approaching a member of staff, please sound the alarm.

What if I have an accident?

If you, or any of your visitors, sustain an injury or have an accident while at the hospice, it is very important that you inform a member of staff, however insignificant the accident may seem. The charity is legally required to record all accidents and injuries in our accident book.

What if I want to make a comment, compliment or complaint?

We take great pride in the quality of service we offer. If you have any comments or suggestions about our service, we would welcome your views and have a suggestion box in the unit. If you wish to make a complaint about any aspect of your care or treatment, this can be done verbally to any member of staff or in writing to our Chief Executive. Every comment or complaint is recorded and acted upon according to our complaints policy. We will always investigate your complaint fully and deal with it quickly and confidentially, keeping you informed throughout. For more information, please ask a member of staff for our 'Comments, compliments and complaints' leaflet.

What do you do with my information?

The charity is bound by the Data Protection Act 1998 and takes its responsibility very seriously.

We promise to:

- take great care of the information you share with us and maintain the highest levels of confidentiality
- only share your healthcare information with other professionals and healthcare workers where they need this information to provide your care. Your records may also be used in research and audit projects
- always seek your permission first if we intend to use your information in any other way that you might not expect.

If you would like to know more about how we use your data, including details of how you can access or read your own medical notes, please ask a member of staff for a copy of our 'How we use your information' leaflet.

Who regulates your service?

The Care Quality Commission is responsible for regulating and inspecting voluntary and private healthcare organisations. For a copy of our most recent inspection report, please contact our Chief Executive at the hospice or visit the Commission's website at www.cqc.org.uk.

Alternatively, contact:

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Can I find out what others have said about your service?

Every year, we survey our patients and their carers to find out what they think of our service. The results of these surveys are collected into a summary and made available to the public. To see the results of our latest survey, please visit our website, ask a member of staff or call 01582 497805.

How do I contact you?

The In-patient Unit can be contacted any time on 01582 497821.

How do I comment on this patient guide?

If you have any comments or suggestions on what could improve this guide for others, please contact our Head of Marketing and Communications at the hospice.



 **Keech**
Hospice Care

TOPPERS

NORMAL SALINE

TEGADERM

ALUMINUM



If you would like this information in other languages, large print, braille, audio tape/CD or other formats, please contact comms@keech.org.uk.

اگر آپ ان معلومات کو کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہماری رابطہ ٹیم (Communications Team) سے رابطہ کریں۔ رابطہ تفصیلات اس ورژن کے نیچے حصے میں درج ہیں۔ Urdu

Uwaga: Jeśli wolelibyście Państwo otrzymać poniższe informacje w innych językach, dużą czcionką lub w innych formatach (np. na kasecie, płycie, inne), proszę o kontakt z naszym Zespołem ds. Komunikacji Polish

যদি অন্য কোনো ভাষায় এই তথ্য চান, তাহলে অনুগ্রহ করে আমাদের কমিউনিকেশনস্ টিম (Communications Team) এর সঙ্গে যোগাযোগ করুন। এই প্রচারপত্রের নিচে যোগাযোগের বিস্তারিত তথ্য দেওয়া হয়েছে। Bengali

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਸੰਚਾਰ ਟੀਮ (Communications Team) ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਸੰਪਰਕ ਵੇਰਵੇ ਇਸ ਲੀਫਲੈਟ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ ਵਿਚ ਦਿੱਤੇ ਗਏ ਹਨ। Punjabi



As a charity, Keech Hospice Care's survival depends on the community for 70% of its funding with only a small amount (30%) provided by the NHS, local authorities and the Department of Health.

To help us continue to look after local families when they need us most, please donate at www.keech.org.uk/donate

Where we provide care

- Adult and children's service
- Children's service

