

Admission

When you arrive at the Hospice the ward receptionist or one of the nurses will meet you and show you to your bed. The nurse will introduce you to everyone and familiarise you with your surroundings.

You will be assessed by a doctor and a nurse on admission. We have several doctors on our team and you will be seen by one of them daily during your stay. You are encouraged to discuss any problems or worries you may have with any member of the multidisciplinary team (a team of different professionals). The doctors are also very happy to speak to your relatives/carers when available in the inpatient unit or by appointment. Naturally, this would be done with your consent.

A senior nurse will be responsible for your care throughout your stay and the staff here will do their utmost to make you feel comfortable and at home.



Confidentiality

All information concerning you, your illness and your stay is treated as strictly confidential. However, this information will be shared with members of the multidisciplinary team within the Hospice. If there is anything you wish to discuss that you would not like to be shared with the team, please make this known and your wishes will be respected.

You are also welcome to view any of your care plans or letters that we write about you.

What to bring with you

Please remember to bring all tablets and medicines you are currently taking so that the doctor can see them. These will be used during your stay. If you have a community care folder at home which the district nurse uses, it would be helpful to bring that with you.

You will also need:

- Personal toiletries, soap, flannel and towels
- Nightwear, dressing gown and slippers
- Day clothes, if desired
- Orange squash etc.

You are welcome to bring with you photographs or any other small items that will make you feel at home.



Valuables

The bedside locker is provided for your personal belongings, but you are advised not to bring valuables or large amounts of money with you. If you have no alternative, please arrange with the nursing staff for these items to be deposited in the Hospice safe and a receipt will be issued.

The Hospice cannot accept responsibility for the loss of or damage to property, money or valuables unless they have been taken into safekeeping. You will be asked to sign a disclaimer to this effect.

When can people visit?

Our **QUIET TIME** is between 1pm and 2pm when we encourage patients to rest. We only allow visitors in during this time under exceptional circumstances, otherwise we have open visiting. Mornings can be busy and visitors may be asked to wait in communal areas to respect patients' privacy and dignity.

When the reception is unmanned, please use the intercom to speak to ward staff to gain entry.

We would ask visitors not to stay too late in the evening, especially if visiting someone in a bay, as most people are very tired by 8pm or 9pm.

Should anyone have difficulty with visiting or wish to make special arrangements, they should ask one of the nursing staff who will be happy to help.

We ask that visitors do not bring in or consume alcohol on the premises.

Please sign in at our reception desk for security reasons and fire safety.

Children are welcome to visit and there is a play area next to the coffee shop. Support is available to children during this difficult time (for example, someone to talk to about their feelings).



Overnight stays

There are circumstances when relatives or friends may need to stay overnight and they will always be made welcome.

Approximate meal times

Breakfast	8:00am
Drinks	10:30am
Lunch	12:00 noon
Drinks	3:00pm
Happy Hour	4:00pm
Supper	5:00pm
Drinks	9:30am

We will of course be happy to make a drink for you at any time and your relatives are welcome to bring food in for you should you wish.

Fridges are available in the bays, but if any food is placed in these, it must be labelled with a name and date.



Visitor's Refreshments

Visitors are welcome to use our coffee shop, which is open at various times during the day. Alternatively, there are vending machines in the coffee shop. There is also a small kitchen where visitors can make drinks.



Laundry

We have no laundry facilities and it would be appreciated if laundry could be taken home by your relatives. In an emergency we would of course, be prepared to help you.

Outside Area and Conservatory

The garden, conservatory and woodland walk is situated at the rear of the inpatient unit (through the lounge), providing a calm atmosphere in which you and your visitors can relax. Several benches are placed around the patio area and along the woodland walk. If you wish to use the conservatory, please ask a nurse to unlock it for you. We do ask that no-one smokes in the conservatory.



Shopping

We have a small charity shop which sells a small range of greetings cards and gifts. It is manned by our volunteers and is open each day from 10am to 4pm . There is also a coffee shop within the Hospice which is again run by our volunteers and open from 10am to 4pm each day. Light refreshments and home made sandwiches are available throughout the day too. Across the road is a small shopping precinct with a post office and a Tesco for everyday items.



Smoking

The Trust operates a strict **NO SMOKING** policy for all patients, staff and visitors, both in the Hospice and the surrounding buildings and grounds.

Post

Your post will be brought to you as soon as it arrives and you may ask a nurse if you have a letter to be posted.

Cynthia Spencer Hospice
Manfield Health Campus,
Kettering Road,
Northampton
NN3 6NP

Nurse Call System

There is a nurse call at each bed. A member of the nursing staff will explain this to you.

Who's Who

Matrons	Navy
Sisters	Plain royal blue dress or tunic
Staff nurses	Blue/white stripe dress or tunic
Healthcare Assistants	Mauve or grey/white stripe dress or tunic
Housekeeping	Black/white
Housemothers	Lilac tunic
Ward Receptionist	Navy/green blouse, black trousers or own clothes
Admin/Clerical/Secretarial staff	Own clothes
Ward Volunteer	Pale green tunic



Physiotherapy and Occupational Therapy

We have our own physiotherapist and occupational therapist at the Hospice as well as a physiotherapy gym.

The role of the physiotherapist is to assess physical ability, provide gentle rehabilitation and promote independence.

The role of the occupational therapist is to help patients and their families remain independent for as long as possible.

If you would like to see either of them, your nurse will refer you.



Parking

Parking is free.

Family Work Team

There is a Family Work Team based at the Hospice. A member of this team will try to meet you during your stay. Their role is to offer practical and emotional support to you and your family. If you have previously seen a social worker or care manager we will contact them for you.



Fire Alarms

Fire alarms are tested on Tuesday mornings.

Chaplaincy

Our Chaplaincy service is available to both residential and non-residential patients and their relatives and carers. We are a multi-denominational and interspiritual team led by our senior Chaplain which offers unconditional and non-judgemental care, support and befriending for the emotional and spiritual wellbeing of patients in this unique season of change and transition. The team also offers long term support for the families and carers who are supporting our patients.

It is not necessary to be 'religious' in order to benefit from our support. The service is available to all unconditionally on a 24/6 basis.

The unique beliefs and worldview of each person are respected and honoured. We are here to listen to support.



Going Home

Your doctor and nurse will discuss with you about going home. Obviously, you will not be able to go until you, your relatives or carers and the Hospice team are happy for you to do so.

We will contact your GP and district nurse and reinstate any other help you have at home. Care at home will be arranged on a needs basis. You may need a home visit prior to discharge with our **occupational therapist**. They will assess you at home and arrange for any equipment you might need.

We ask that your family/friends provide transport home wherever possible. If this is difficult, we have use of the Ambulance Service or sometimes a volunteer driver.

When you go home we will provide you with medication to last for seven days. You will need to contact your GP for another supply before these run out. We will also give you a card that tells you what your medications are for and when to take them. If you have any problems, please do not hesitate to contact the Hospice.

Volunteers

Cynthia Spencer Hospice would be lost without the dedicated help of its volunteers. They include people from all walks of life who give their time so generously. Their duties in the inpatient unit are varied and include helping the nurses, answering the phone, manning the reception desk, spending time talking/reading to you or anything else you would like them to do. They also run the coffee shop, work in the Day Hospice and help bring patients in to the Day Hospice.



Costs and how we are funded

Inpatient care is provided 24 hours a day, 365 days a year care is completely free of charge to our patients but it is not free to provide. Although part-funded by the NHS we are reliant on our charities, who currently provide 30p of every £1 we spend on care. We are able to also support our patients' families due to the unique way in which we are funded. We are dependent on the community of Northamptonshire to help us provide the very highest standards of care.



Help us to help you

We are constantly striving to improve our service and would be grateful for your views or those of anyone visiting. Relatives, visitors and patients are welcome to complete a 'Help Us to Help You' leaflet.

You may be asked to complete a discharge survey when you go home. We have a patient and relative satisfaction survey available electronically. There is a station in the patient lounge where you can complete this or a nurse can bring a portable one to you.

Housemothers

“The housemothers add all those personal touches to the Hospice making it a homely place to stay”

At Cynthia Spencer Hospice we are fortunate enough to have two housemothers who seem to magically ensure that the Hospice has that warm and homely feel. Often the first faces that new patients might come across, our housemothers work behind the scenes to make sure that our patients are comfortable, have everything they need and that the Hospice itself is clean, tidy and presentable.

Whether the housemothers are nipping out to buy newspapers, greetings cards or toiletries for patients, or arranging special family events and parties or even weddings in the Chapel, it is down to Julie and Catherine to liaise with all the teams across the Hospice to make it all happen.



We can provide this information in large print, Braille, on audio tape, disc and other languages or formats on request. Please ask a member of staff or contact the Patient Advice and Liaison Service (PALS) on 0800 917 8504 or email pals@nhft.nhs.uk

