

If you would like to know more about the information in this leaflet, please ask a member of staff

Overgate Hospice
30 Hullenedge Road, Elland, West Yorkshire HX5 0QY

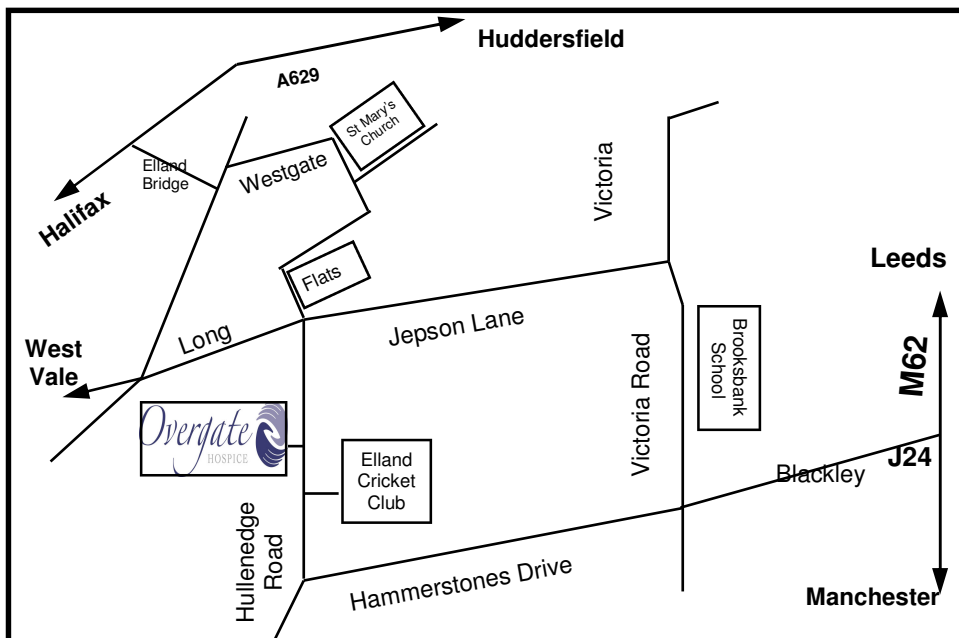
Tel: 01422 379151 • Fax: 01422 375507
Fundraising Team—01422 387147
info@overgatehospice.nhs.uk
www.overgatehospice.org.uk



Information for Patients & Carers using the In-Patient Unit

This leaflet can be downloaded from the Overgate Hospice Website

www.overgatehospice.org.uk



Local Taxi Numbers & Bus Service Information is available in Reception

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Welcome to Overgate Hospice

We are very pleased to welcome you to Overgate Hospice, where we will do everything possible to make sure that you are looked after in a friendly and relaxed atmosphere with the individual assessment, nursing and medical treatment that you require.

This booklet outlines the services and support that are available to patients, their families, friends and carers.

We hope that the following information will help you during your stay but if you have any questions please do not hesitate to ask any of our staff who will always be happy to help you.

The Hospice aims to treat all patients as individuals and to respond to their different needs. We provide care that values each person as an individual, promoting quality of life, at every stage of the patients journey.

The staff will strive to ensure that you and, if you wish, your family are involved in the planning and delivery of your care.

Our 'Statement of Purpose' is on display in the Reception Area and on the Overgate Hospice Web Site at:

www.overgatehospice.org.uk

Funding

All patient services at Overgate Hospice are provided free of charge. However, the Hospice is a registered charity and our running costs are currently in excess of £ 2.2 million a year. Only 28% of this cost comes from the Government, consequently we have to raise more than £7000 each and every day. Therefore donations and contributions (e.g. donating allowances such as Disability Living Allowance) are vital to help us to continue to provide Specialist Palliative Care for the people of Calderdale.

All donations large and small are always gratefully received.

What do you think?

We want to make sure that the care provided at Overgate is of the highest standard and your comments are very important to us. We are inspected and regulated by The Care Quality Commission and this information is available on their website at

www.cqc.org.uk

There is a suggestions log and box in the porch and complaints (and compliments) forms are available in Reception.

If you are unhappy with any of the Hospice services please bring your query or complaint to the attention of the Clinical Services Manager or Senior Nurse in charge of the shift and they will do their utmost to rectify the situation as soon as possible.

If you are not satisfied with the outcome and wish to take the matter further, you should contact the Chief Executive at Overgate Hospice by letter or telephone. You are also invited to use our website to inform us of your comments/feedback or complaints.

www.overgatehospice.org.uk

Any complaint receives a prompt response and investigation and you will be kept informed throughout the process.

If you are unhappy about the outcome of your complaint or the way with which it was dealt, you may complain to:

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone: 03000 616161
Email: enquiries@cqc.org.uk

Please feel free to ask any member of staff if you have any questions.

Ways of helping Overgate

If you or your family/friends would like further information on the many ways you can help us to care for the people of Calderdale, please call our Fundraising Department or Volunteer Co-Coordinator, or alternatively, tick the appropriate boxes and return this page to the Hospice.

I would like to:

- Donate my Disability Living Allowance for the period of my stay
- Become a part of our service user group
- Receive information about volunteering
- Join a fundraising / support group / offer corporate sponsorship
- Make a regular donation
- Shop at any of our retail outlets throughout Calderdale
- Leave a gift in my Will to Overgate
- Provide Overgate with raffle prizes and gifts
- Have a collection or loose change box
- Ask for donations in lieu of presents on special occasions

If you would like to discuss any fundraising issues, please call Louise on 01422 387147.

I enclose a donation of £
(Please make cheques payable to "Overgate Hospice")

If you are a UK taxpayer and would like to gift-aid, this means we are able to claim an additional 28p in every pound. If you would like to gift-aid, then please complete the details below.

- I am a UK taxpayer & would like Overgate to reclaim the tax on this donation

Name.....Tel No.....

Address.....

9 Postcode.....

Medical & Nursing Care

The Hospice In-Patient Unit has 12 inpatient beds, these consist of 4 single rooms (one of which is a bookable respite room) and 2 four-bedded rooms.

The team of doctors, under the management of the Medical Director, are responsible for all the medical care provided. The doctors provide a 24 hour service. They are supported by a team of nursing and other clinical staff.

The Clinical Services Manager is responsible for the nursing team and other clinical services. The majority of clinical staff hold specialist qualifications.

You will get to know the staff very quickly and this will help them to make sure that the best possible treatment and care is available to you. You and your family are able to ask questions about your illness at any time during your stay at the Hospice and our medical staff will try to answer all your questions as truthfully as possible.

Medical staff are available to speak with carers and families at most times, however it is generally best to arrange a mutually convenient appointment.

Treatments such as antibiotics, intravenous fluids and blood transfusions are used when appropriate, but only after discussion with you and your family. If you decide at any time that you do not wish to continue with such treatments, your decision will be respected.

In the event of a sudden and unexpected change or deterioration in your condition (such as your heart stopping), the hospice staff will continue to ensure that you are comfortable and free from pain and distress. Active resuscitative care (treatment to try to reverse the causes of such an event) is seldom appropriate for patients in the hospice, but will be considered on an individual basis by the Clinical Team. If you wish to discuss this issue in more detail please ask a member of the nursing team; there are also leaflets available to provide you with more information.

Physiotherapy

Physiotherapy is available, and can be provided as part of your care if required. The aim of Physiotherapy at Overgate is the promotion of independence and comfort.

Help and advice can be given to patients, family and carers as appropriate, regarding wheelchairs and other appliances, as well as handling techniques and treatments to be continued at home.

Complementary Therapies

Complementary Therapies are available, and can be provided as part of your care. The aim of complementary therapies at Overgate is the promotion of comfort and relaxation. The following therapies are available

Aromatherapy	Massage
Meditation	Reflexology
Creative Therapy	

The staff will be happy to talk with you and assess/ indicate/ advice what therapies might help you.

Visiting Professionals

Although Overgate Hospice is an independent organisation, we have close links with a wide range of health and social care professionals in the local area. When the need arises, local Opticians, Dentists, Specialist Nurses, Consultants etc. are on hand to offer their help, advice and support

Social Work Team

Our Social Work Team is available to provide information and advice on a broad range of issues, including:

Benefits/grants	Housing
Holiday travel arrangements	Wills/ Power of Attorney
Advanced decisions/funeral planning	Discharge planning

Overgate Hospice is a Specialist Unit and is therefore unable to provide long term nursing care. The Social Work Team is available to assess care needs in partnership with patients, families and carers; and provide information and advice to enable you to make informed choices regarding the care options available.

Accommodation for Relatives

Relatives overnight accommodation is available adjacent to the In-Patient Unit, it was designed specifically for the use of those who wish to stay with seriously ill patients; however, many relatives prefer to remain at the bedside of their loved one. The IPU staff will always endeavour to accommodate the needs of relatives if at all possible.

Toilets for use by visitors are located next to the Relatives Room & in the Reception Area

Children

We are happy for children to visit the hospice, we do however request that they are supervised by a responsible adult at all times. There is a limited play area in the Relatives Room — this must be kept as tidy as possible at all times to prevent accidents and children must not be left unsupervised at any time.

Pets

By arrangement with staff, we are happy for well behaved pets to visit the hospice however, we do request that they are appropriately supervised at all times

To contact Overgate Hospice

Telephone:	01422 379151
Fax:	01422 375507
Trolley Phone/Pay Phone:	01422 376638
	<i>(This Pay Phone can be taken to a patient's bedside)</i>

Email:	info@overgatehospice.nhs.uk
Website:	www.overgatehospice.org.uk

Visiting

Visitors are welcome at Overgate at any reasonable time of the day although the Senior Nurse may suggest limiting visitors depending upon the patient's wishes. We do request that all visitors help us to maintain the comfort of all our patients and respect the need for peace and quiet.

If the main door is locked upon your arrival please ring the doorbell to the left of the door and a member of staff will let you in. You may be asked for identification. If you are visiting very late in the evening please phone ahead of your arrival if you possibly can.

There is a "signing in and out" procedure at the Reception Desk, which is part of our Fire Safety routine. A Receptionist is usually on duty to help.

Overgate offers disabled parking and wheelchair access. If you need to park on the roadside you must ensure that you do so safely and legally.

Infection Control

The staff at Overgate Hospice take every precaution to minimise infection risks to patients. Visitors are requested to assist us in this by regular hand washing or use of the available alcohol hand gel rub (available at Reception, outside patient rooms, kitchenette etc). This is particularly important:

- On arrival at the Hospice
- On departure from the Hospice
- When entering the kitchen/using tea & coffee facilities
- When helping with patient's hygiene requirements

Do not Disturb Signs

The staff at Overgate Hospice are keen to promote privacy and dignity. Please respect "Do Not Disturb" signs on doors and do not enter until permission to do so has been given by the Senior Nurse.

Mobile Phones — *should not be used on the Inpatient Unit.*

They may interfere with medical equipment, such as syringe drivers, and are a disturbance for patients, visitors and staff. However it is permissible to use them in the reception area, on the verandas and in the grounds. Telephone calls on the landline can be transferred to patients by the receptionists, on a Hands Free phone taken to the bedside.

Internet Access—is available on request

Services for Children

Our Social Work Team is available to offer advice, information and resources to assist adults in communicating with children when someone close to them has been diagnosed with a life-limiting illness.

For further information on any aspect of the Social Work Service at Overgate please contact the Social Work Team on 01422 387144

Counselling Services

As you may have to make adjustments in life, counselling may be an important form of support for you and your family. Talking in confidence to a skilled and understanding member of the Counselling team may be very useful.

Chaplaincy Team

The voluntary team of chaplains regularly visit the Hospice and representatives of any faith are always welcome. There is a non-denominational room at Overgate Hospice for private or family prayer and reflection.

Sacraments can be administered upon request — please ask a member of the nursing team.

Day Hospice & Therapeutic Support

Day Hospice offers a warm, friendly environment with professional care to help patients and their carers adjust to the limitations caused by illness.

It may be possible for some patients to attend Day Hospice as part of their stay on the Inpatient Unit and for attendance to continue following discharge if places are available.

A Day Hospice information leaflet is available, please ask the staff for a copy. A leaflet explaining the Therapeutic Support Day is also available.

Smoking

For the comfort and safety of everyone, patients are allowed to smoke only in specifically designated external areas of the hospice.

A strictly No Smoking policy applies to all visitors, this applies throughout the building and the grounds.

The Garden

Overgate Hospice is surrounded by a beautiful, well maintained garden accessible to patients, visitors and staff.

You will need to bring with you:

- Your current medication
- Where possible, any nursing supplies you are currently using, e.g. dressings and incontinence pads. (this helps with our costs)
- Toiletries
- Night clothes
- Dressing gown & slippers
- Underwear
- Some comfortable day clothes

You may need a small amount of cash with you, for the Pay Phone or to purchase sweets, etc. Newspapers and magazines can be ordered for you from a local newsagent and delivered to the Hospice. You will be asked to pay for any orders at the time of delivery.

Valuables

We would prefer if possible that you refrain from bringing valuable items into the Hospice as we cannot accept responsibility for loss or damage. However If you have no alternative but to bring valuable items with you, they can be placed in the hospice safe.

If you wish to keep valuable items with you during your stay you will be asked to sign a disclaimer, a copy of which will be given back to you detailing your valuables

Clothes and Laundry

There are lockers and small wardrobes for your clothes. We ask that personal laundry is done for you by your family.

Personal laundry boxes are situated at the bedside and plastic laundry bags are available for transporting dirty clothing home.

Catering

Our Catering Team make every effort to cater for your likes, dislikes and specific religious and dietary requirements.

A member of the Catering Team visits patients twice a day to discuss the daily menus and the options available.

Refreshments

Patients and families may make drinks in the kitchenette on the In-Patient Unit. Small donations to cover the cost of this facility are much appreciated. This facility is unavailable between 12.30 & 13.30 daily.

A selection of snacks, confectionary, carbonated drinks and sandwiches are available in the refrigerated display unit located in the Reception Area. A price list is on display, please pay for any purchases at the Reception Desk. If no one is available on reception please put the money in the 'collection' box on top of the refrigerator or speak to a member of staff.

Afternoon Refreshments

Tea & cakes are served to patients and visitors at approximately 2.30 each afternoon. This service is provided by a team of volunteers.

Daily Meal Times

Breakfast	8. 00 am
Morning Refreshments	10. 00 am
Lunch	12. 00 noon
Evening Meal	5. 30 pm
Night-Time Drink	9. 00 pm