



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

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**Overgate/publications/clinical/**

# **Visitors Staying at the Hospice Overnight**

Information for visitors who would like to spend time with patients during the night

**Registered Charity Number: 511619**

## Does Overgate care for patients' families and carers?

**Yes.** Overgate hospice strives to provide holistic care to patients. While we must always put patients first, we strive to care for patients' families and loved ones at a time that can be distressing for all.

## Why might a visitor want to spend time in the hospice overnight?

- Sometimes patients ask for visitors to stay with them overnight to support them.
- Sometimes visitors ask to stay with patients who are at the very end of life. These patients might not be able to ask for themselves.

## Does this mean I can stay overnight in the hospice?

- We will always **try** to accommodate you, but cannot always guarantee that you will be able to stay.
- Unfortunately we do not have the facilities to accommodate visitors for every patient at the same time.
- Also, we cannot compromise the care of other patients in order to accommodate visitors.
- So sometimes the team on the ward will have to prioritise who can stay. We are sure you will understand that we cannot disclose the circumstances of other patients when making these decisions.
- It might be that we can accommodate you some nights but not others. Or it might be that we can accommodate some family members but not everyone.

## What do I do if I want to stay?

- **Please approach a member of the ward team.**
- We will get back to you with a decision as soon as possible, after :
  - \* Checking who else might be staying that night to make sure we can accommodate you safely and comfortably
  - \* Ensuring this will not disturb / compromise the care of all the patients
  - \* Making sure it will be safe (not blocking fire exits etc)
- Please support staff in their efforts to be fair.

## For visitors spending time in the hospice at night...

### WHAT YOU CAN EXPECT FROM US.....

- **All reasonable efforts to accommodate you, bearing in mind the needs of other patients, other visitors and ward safety.**
- **A prompt and fair decision about whether you can stay.**
- **To be treated with kindness, dignity and respect.**
  - \* We will disturb you as little as possible, but we have to put patient care first—this may sometimes mean that you are disturbed at night. There is one private bedroom available to visitors, but in order to accommodate as many visitors as possible, some may be offered a recliner chair or a camp bed by the patient's bedside.
  - \* If staying in the private visitors' bedroom, **this door must not be locked** due to fire safety.
- **The provision of a basic breakfast.**

While we do not have the facilities to offer you regular meals, we appreciate that it might be difficult for you to organise your own breakfast after staying the night in the hospice. You can expect a hot drink and some fresh toast! The staff can give you a list of local places to buy food.
- **Communication from us if the situation changes.**
  - \* If our ability to accommodate you changes, we will let you know as soon as possible. If this means we are unable to accommodate you, we will explain as much as we can, but we cannot disclose details of other patients' cases.
  - \* If we cannot accommodate you, we can provide a list of locally available accommodation.

### IN RETURN, WE WOULD EXPECT YOU TO.....

- Ensure **Mobile phones** are kept in SILENT mode in patient areas, and visitors should not make or receive phone calls in a patient's room (shared or single).
- **Respect instructions and requests from staff that allow good care for all.**

This includes issues relating to;

  - \* noise levels
  - \* staying in the parts of the hospice that staff have said you may use
  - \* legal restrictions on smoking
  - \* the number of visitors
- **Please use the honesty boxes to pay for food and drink from the fridge / kitchen.**

Unfortunately, because Overgate Hospice is a charity, with daily running costs of £5000, we cannot offer snacks and drinks to visitors free of charge. Prices are marked on the fridge in reception and in the kitchen
- **Please allow the nursing staff and housekeeping staff to complete work in the ward kitchen.**

They are catering for patients whose needs are given priority over visitors' comfort
- **Nominate a representative to communicate with the staff.**

This is especially the case when there is a large number of visitors for one patient. We may need to recruit your co-operation and support (eg deciding who should go home for a little while if we have to restrict the number of visitors.)
- **Respect the authority of the staff. This authority allows them to manage the ward for everyone's benefit.**
  - \* We understand that this is likely to be a time of great stress for you, but ask that you treat the staff with respect—they are doing their best for all the patients and their families and visitors as well as you.
  - \* In rare cases, stress and frustration can develop into aggression. In the interests of all patients, families and staff, aggressive behaviour will not be tolerated.