

Welcome to our Inpatient Unit

Information for patients, families and carers



'always there to Care'

Introduction



Lindsey Lodge Hospice has been providing its specialist palliative care for over 25 years. We opened our Day Care facility in 1992 and our Inpatient Unit in February 2002.

We are an independent charity, providing care which is free at the point of contact. We receive only approximately 17% funding of our annual running costs, and therefore rely on the kindness and generosity of local people and organisations to help us raise the £3.3 million we need to continue to deliver our care in North Lincolnshire.

A hospice is more than just a building; it is a philosophy of care that seeks to provide physical, mental and spiritual support, not only for the patient requiring palliative care but also for their family and friends.

Accommodation and facilities



Accommodation within the Inpatient Unit comprises six single ensuite rooms along with two two-bedded rooms. All beds have access to a television and radio/CD player.

There is a family kitchen for visitors to make drinks and two self-contained suites for families of very ill patients and who wish to stay with their loved one. These rooms are allocated by the nurse in charge.

All our services are on one level so that patients can enjoy step free access to all areas of the Hospice and also the gardens when the weather permits.



Our staff

All staff aim to give the highest quality care to our patients and their families and the staff will do their best to meet each person's individual needs. The Medical team is led by Dr Lucy Adcock who is the Medical Director and Palliative Medicine Consultant for the Hospice. Working with Dr Adcock are qualified doctors who are undergoing training to become General Practitioners also employed are GPs with a special interest in Palliative Care and a Specialty Grade Doctor.



Dr Lucy Adcock

Our Senior Nurse Karen Andrew manages the Inpatient Unit with a team of registered and unregistered nurses who work a variety of hours and shifts, thus ensuring that there is a good skill mix to meet the needs of the patients and their families throughout the 24 hour period.

Patients can access complementary therapies during their stay at the Hospice. We also provide a Physiotherapy Service to inpatients and provide a link to occupational therapists in the community. The aim of physiotherapy within a specialist palliative care setting is to improve quality of life and maximise independence where possible.



Karen Griffiths

Lindsey Lodge Hospice also has a Family Support Team which offers a service to people, who are feeling anxious, overwhelmed or who are struggling to cope with their illness or the serious illness of a relative or friend.

A referral the Family Support Team can be made for patients and relatives by speaking with any of the medical or nursing staff.



Members of our Inpatient Unit Team

Our Chaplains' Team offers a service which is respectful of the variety of human beliefs, which means that we can support people of all faiths and philosophies.

We are committed to making sure that all people from all faith traditions will feel at home in our care. The Hospice's team of chaplains are fully involved in the care of patients on our Inpatient Unit, and with those who attend our Day Care Unit and clinics.

They offer spiritual care and support to patient's families and loved ones. A chaplain visits the Hospice every day Monday to Friday. They will give patients Holy Communion on request, will pray with patients and families, or just listen and offer spiritual support. The Hospice can arrange a chaplain to visit patients at the weekend and evening if a visit is requested.

Lindsey Lodge Hospice also has a dedicated team of volunteers who support us in and around the Unit and the Hospice.

Our Chief Executive is Karen Griffiths and our Director of Nursing and Patient Services is Maureen Georgiou.



Maureen Georgiou

Admission to the Inpatient Unit

Our inpatient care is available to those patients who require specialist palliative care when it is not possible for that care to be achieved at home or within the acute hospital setting.

Admission to the Hospice is always arranged by hospice staff in consultation with wider teams. Patients can be admitted to the Hospice from Home, hospital or alternative place of care.

Referrals to the Hospice are usually made by health professionals such as GPs, district nurses and Macmillan nurses.

Patients can be admitted to the Hospice for management of distressing and troublesome symptoms such as pain, nausea, constipation, breathlessness, agitation, psychological distress or for assessment and the planning of future care.

Patients can also be admitted for care at the end of their life.

Upon admission the patient will be admitted by the medical and nursing staff and risk assessments completed.

At Lindsey Lodge Hospice we aim to produce an individualised care plan which is discussed with and agreed by the patient. We request that patients, with the assistance of their families, complete a short document entitled 'This is me'.

Patients can attend the Day Care Unit whilst they are an inpatient and may also continue to attend Day Care once discharged home. Patients in the Day Care Unit may be admitted to the Inpatient Unit if they deteriorate, or require symptom management.

Lindsey Lodge Hospice aims to provide short term care for patients with specific needs, hence Lindsey Lodge Hospice is unable to provide long term nursing or respite care.



If the patient's condition stabilises or the patient becomes medically fit for discharge then staff will talk with the patient and family about discharge options.

This can be upsetting and unsettling for all parties involved, but staff at Lindsey Lodge Hospice aim to be sensitive in their approach and discussions. Usually planning for discharge involves a meeting to ascertain the patient's care needs and discuss options available for care at home or in a long term place of care.

Good palliative care involves the patient's family and other carers and they can be as closely involved in the delivery of care within the Hospice as they wish. The Hospice staff are happy to support carers in taking a lead role and give assistance as necessary.

What to bring

Patients who are being admitted for inpatient care are asked to bring their own night clothes and toiletries into the Hospice with them, also, for those who wish, some day clothes. Towels and flannels are provided at the Hospice. All bed spaces have a bedside locker and a small wardrobe. Where possible the patient's personal clothing should be laundered at home. In the event of emergencies, small items may be washed at the Hospice. It is requested that relatives supply tissues, fruit juices, toothpaste and other items which add to the patient's comfort.

We ask that patients do not bring large amounts of money or articles of value into the Hospice as Lindsey Lodge Hospice cannot take responsibility for loss or damage to items not handed in for safe keeping.

Patients are asked to bring their current medication and any other equipment such as dressings and lotions into the Hospice with them.

All patients, who are able, will be responsible for taking their own medicines as at home, following an assessment by the nursing staff. Medications may be changed during the patient's stay at the Hospice.



Resuscitation

At Lindsey Lodge Hospice we support a natural dying process.

For any patient who suffers a cardiac arrest we are able to offer basic life support for those patients in whom it is clinically appropriate to do so. This involves the providing artificial respiration and cardiac massage whilst awaiting an ambulance, which would provide paramedic support and take the patient to the Hospital. Chances of successful cardiopulmonary resuscitation (CPR) are very low in those with an advanced life limiting condition, therefore sometimes it is appropriate to decide in advance that an attempt at CPR would not be made, in order to support a dignified and peaceful natural end to life.

Reaching a decision not to attempt resuscitation and to allow natural death, will only be made after an open and sensitive discussion, (if appropriate) with the patient, their relatives and the clinical team.

For situations that require it, a cardiac defibrillator is available in the Main Reception area and Hospice staff are trained in its use.

Smoking including electronic cigarettes

The Hospice operates a very strict smoking policy. Smoking for visitors is not allowed in any part of the building or grounds. Patients may be allowed to smoke outside if their condition and the weather allows. Unfortunately staff are unable to routinely supervise patients whilst they smoke outside. Patients who are not safe to smoke alone will need to be supervised by family or friends.



Telephone enquiries

As the number of telephone enquiries for each patient can be considerable we request that all families nominate a person to be the contact between family/friends and the Hospice who would take responsibility for distributing information to others who are close to the patient. Large numbers of enquiries take essential staff time away from the bedside.

Meal times and visitors' meals

Our Catering Team provides a quality service for inpatients, day care patients, visitors, volunteers and staff.

The menus offer a variety of well-cooked and appetising foods. A member of the catering staff speaks with the patient daily about meal choices and will endeavour to meet any dietary needs and specific likes and dislikes.

Our catering department has consistently been awarded a 5 star food hygiene certificate.

Mealtimes for patients

Breakfast : 7.30 am onwards

Lunch: 12pm to 1 pm

Tea: 5pm to 6 pm

Supper is available upon request

Drinks of all kinds are served throughout the day.



When close family members are **staying permanently** at the Hospice because the patient is very ill, the Hospice will offer refreshments. The nurse in charge will discuss the details should this become necessary.

Breakfast is available at a reasonable price in the Hospice Restaurant between 7.30am and 9.30am for visitors.

A menu has been produced for all visitors to order other meals during the day and this is available from nursing staff.

At Lindsey Lodge Hospice there is an onsite coffee and cake shop which is open to the general public as well. Opening times of the Cake Lounge are 10 am to 4 pm Monday to Saturday.

Visiting times

Visiting time is between 2pm and 8pm. If needed and, after consulting the nurse in charge, visiting outside of these times can be arranged, so long as the welfare of the patient is not compromised, for example by them becoming too fatigued. It is requested that a reasonable number of visitors are with a patient at any one time, other visitors can be invited to wait in the front lounge.

Visitors must sign in at Reception before coming onto the Inpatient Unit. The security system within the Hospice is for the benefit of patients, families, visitors and staff. People who visit can be assisted with the signing in process by our volunteer receptionists or staff.

Children are allowed onto the Unit, however, it may be necessary for them to visit for shorter periods of time, there are a few toys in the front lounge to help keep them occupied. Patients' pets are allowed to visit their owners at the discretion of the nurse in charge.

To help to prevent infections in our vulnerable patients, visitors are asked to wash their hands or apply alcohol hand gel on arrival and before leaving the Hospice.

Baby changing facilities are available in Reception and there are several public toilets in the building and so visitors are asked not to use the toilets in patient rooms.



Visitors who are suffering from, or have been in contact with anyone with a stomach upset or are symptomatic of a cough or cold are asked to telephone the In Patient Unit to discuss this with the nursing staff before visiting.

Duty of Candour

As a healthcare provider, Lindsey Lodge Hospice strives to ensure that we are open, transparent and promote a duty of candour.

Excellence in care is something we aim for and we look for ways in which we can improve the service we deliver and foster a culture of safety that supports organisational and personal learning.

This means we will act in the following ways:

Openness

We enable patients, staff and volunteers to raise concerns and complaints freely and without fear of being questioned.

Transparency

We are truthful about information regarding our performance and outcomes and share this with staff, patients, the public and regulators.

Candour

Any person who is harmed by the provision of our service is informed in timely manner and is offered appropriate remedies.

Fundamental Standards

Fundamental Standards are issued by the Secretary of State for Health, but it is the responsibility of the Care Quality Commission to apply them through regular inspections. A copy of the inspection reports for this organisation can be viewed either from the Director of Nursing and Patient Services or by contacting this address: **CQC, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA** or email: north@cqc.org.uk

Data Protection

We have a legal duty under the Data Protection Act 1998 and General Data Protection Regulations 2018 to keep information about you confidential and secure and to only share this information with those who you give consent to.



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Date of issue: July 2018

Revision: A

Review Period: July 2019

Author: K Wright



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