

# Welcome

We hope you are comfortable in your room and are enjoying the beautiful views of the countryside.

The Hospice team is here to provide you with a wide range of care and support services, so that you can enjoy our relaxing surroundings in comfort and make every day count. Our team can also answer any questions you may have or just tell you a bit more about life at St Cuthbert's.

This Welcome Pack has been designed for you to refer to when you want information about the Hospice and your care, including details about what to expect from your stay, information for relatives and answers to key questions you may have.

We hope that this Welcome Pack helps you and your relatives understand more about life at St. Cuthbert's Hospice, and puts any concerns you may have at ease. However this is not meant to replace your contact with staff and volunteers, and you are always welcome to talk to any member of the team if you have any questions, concerns or comments, or if you would just like to chat.

We look forward to meeting you soon.

Best wishes,

The St. Cuthbert's Hospice Team



Here at St Cuthbert's Hospice, your quality of life is our primary concern.

We provide a wide range of services designed to care for your physical, emotional and spiritual wellbeing, as well as supporting your relatives and carers.

This special kind of care that we provide is known as **palliative care**, and our team of experienced professionals is supported by nursing staff, doctors with palliative care skills and Consultants in Palliative Medicine. If you have any questions about palliative care, just ask any of our expert staff who can discuss it further with you.



## The In Patient Unit

Your room is one of ten bedrooms in our In Patient Unit. The unit is located to the left of Reception, and is where we provide 24 hour, holistic care to patients and their carers. Each spacious bedroom has en-suite facilities, and access to a veranda overlooking the gardens.

People are referred to the In Patient Unit for a variety of circumstances, including:

- Help with controlling symptoms
- Short term planned care to support relatives and carers
- Rehabilitation following treatment
- Care at the end of life

Whatever your needs, our team is here to make sure you are comfortable and happy during your stay in the In Patient Unit.

# Meet the Team

These are the people who will care for you during your stay...



Tanya Elton  
*IPU Manager*



Theresa Chaplin  
*IPU Team Leader*



Lynne Davies  
*IPU Team Leader*



Dr. Lindsay Crack  
*Consultant*



Dr. Philip Le Dune  
*Doctor*



Dr. Elizabeth McCarthy  
*Doctor*



Dr. Carol Patterson  
*Doctor*



Michelle Maguire  
*Staff Nurse*



Julia Parrington  
*Staff Nurse*



Patricia Lawson  
*Staff Nurse*



Judith Richardson  
*Staff Nurse*



David Reid  
*Staff Nurse*



Christine Howson  
*Staff Nurse*



Yvonne Best  
*Staff Nurse*



Jane Read  
*Staff Nurse*



Michelle Paris  
*Lead Nurse, Day Services*



Ann Fleming  
*Staff Nurse*



Gillian Pinkney  
*Healthcare Assistant*



Rachel Eddy  
*Healthcare Assistant*



Lesley-Ann Leighton  
*Healthcare Assistant*



Julia Stainsby  
*Healthcare Assistant*



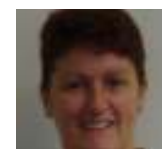
Cheryl Brown  
*Healthcare Assistant*



Tracy Allen  
*Healthcare Assistant*



Sheree Louise Crooks  
*Healthcare Assistant*



Yvonne Stewart  
*Healthcare Assistant*



Helen Bartlett  
*Family Support Coordinator*



Jen Wilcock  
*Family Support Coordinator*



Christine Knowles  
*Family Support Team Leader*



Trevelyan Beyer  
*Physiotherapist*



Pat Embleton  
*Therapy Assistant*



Jackie Cairns  
*Occupational Therapist*



**Angela Dinsdale, Chief Executive**

Angela oversees all aspects of Hospice life, from our care services to our office team. You can write to Angela if you would like to comment on your experiences at St Cuthbert's.



**Fiona Vallis, Clinical Services Manager**

Fiona manages our range of clinical services and staff, and is dedicated to providing our patients with an exceptional standard of quality care and clinical support.



**Carole Lynn, Guest Services Coordinator**

Carole is responsible for your meals. She organises and prepares a range of hot and cold homemade foods for your breakfast, lunch and dinner, which will be served to you by Carole, Helen and the Kitchen volunteers.

## Volunteers

As a registered charity, we rely on the support of our 360 volunteers, who assist on Reception, in the Café, in the gardens and the kitchens, in the Day Hospice and lots more.

You are likely to meet at least some of these wonderful people during your stay - they are very much a part of Hospice life and add to the friendly atmosphere here.



## Fundraising

St Cuthbert's Hospice opened in 1988, originally just offering Day Care. We are a registered charity. We receive some funding from the Primary Care Trust, but we rely on voluntary donations and community support in order to raise the further **£1 million** that is needed each year to continue providing our services. If you would like to help us to reach this target, you can do so in a number of ways:

- Become a Regular Giver by donating a small amount each month
- Make a one-off donation
- Remember us in your Will
- Buy us a gift from our 'Wish List', after discussing with a member of staff
- Attend a fundraising event, or organise your own

Call the Development Team on 0191 3861170 or ask a member of staff to find out more.

# Your Home From Home

We very much hope that you see St Cuthbert's Hospice as your home-from-home while you are staying in the In Patient Unit. If there is anything we can do to make you more comfortable, just let a member of the team know.

## Meals

You will be served three delicious meals each day by our kitchen staff and volunteers. No charge is made for patients' meals.

- A full breakfast menu is available, serving everything from sausage sandwiches to cereals and juices.
- A three course, homemade lunch is served between mid-day and 1 o'clock, and is your main meal of the day.
- Tea is served in the evening, with a wide range of hot and cold snacks, lighter options and drinks.



## Visitors and Pets

Relatives and friends are encouraged to visit you in the In Patient Unit. Well behaved pets are also welcome to visit, when supervised and arranged in advance. Please ask a nurse if you would like to discuss this.

## Belongings

You are welcome to bring in small personal items such as photographs, books and games, to help you feel at home in your room. Please remember however that we don't have facilities for storing your valuables or cash, apart from a locked drawer in the bedside cabinet.

## Recreational facilities

We have a range of facilities for your entertainment, including books, DVDs, jigsaws and children's toys. Please ask nursing staff if there is anything that you would like.

## Smoking

We have a designated smoking room in the In Patient Unit, just for patients. A non-smoking policy runs throughout the rest of the building and grounds.

During your stay at St Cuthbert's Hospice, our team will work together to give you and your family all the support you need. Depending on your individual needs, you may benefit from our wide range of services during your stay, which include:

## **Day Hospice:**

During your stay you may have the opportunity to join in with our Day Hospice, which cares for up to 15 patients a day, four days a week. You can benefit from advice, support and activities including everything from arts and crafts to beauty treatments.

## **Occupational Therapy:**

Our daily lives are made up of thousands of activities and tasks, and illness can affect our ability to carry them out. Our Occupational Therapist can assess your practical difficulties and work with you to find ways of overcoming them.

## **Family Support:**

Illness brings change which can often result in strong or painful feelings and difficulties, both emotionally and practically. Our Family Support Team can provide both you and your carer with practical advice and emotional support.

## **Physiotherapy:**

Our Physiotherapist can help you set realistic goals and advice and support you in achieving them. These may include increasing independence, decreasing pain, lessening anxiety and increasing confidence and safety in physical activity.

## **Complementary Therapies:**

Aromatherapy, massage and relaxation can relieve stress and treat painful muscular conditions. Ask a nurse about the availability of this service.

## **Lymphoedema Clinic:**

Our specialist Lymphoedema Nurses can help you manage the swelling caused by Lymphoedema according to your own needs. Clinics are held by appointment.

## Your Medication

The team will be in close contact with your GP, providing them with any information about changes to your medication. We ask you to bring in a supply of your own medication to use while at the hospice, but will provide any new medicines that you may need during your stay and arrange for a weeks supply of all medicines to take home.

Your own medication will usually be used and administered by the nursing staff during your stay. If you wish to discuss administering your own medication please approach one of the nursing staff.

## Spirituality

Whatever your beliefs or views, many people find that there are things they would like to talk through when facing life limiting conditions. The Family Support team can talk through your concerns, listen and reflect with you.

We also have a chapel which is open 24 hours a day for quiet reflection, where we welcome people of all faiths or none. The room is located to the right of reception, at the hub of the hospice and is accessible to everyone who might be able to use it, including your visitors. Ask a nurse if you would like to speak to the Family Support team.

## Going Home

If you are visiting us for respite care, or find yourself feeling much better during your stay at the Hospice, our team of experts will aim to make sure that life is as comfortable as possible for you when you return home.

Before you leave the Hospice, you will be given comprehensive written information about the medication you have received at St Cuthbert's Hospice. You will also be given the contact details for the 24 hour District Nurse.

You may wish to be re-referred to the Hospice in future; you can discuss this with your GP, Macmillan Nurse, District Nurse or other Healthcare Professional.

The team at St Cuthbert's is here to support the families and carers of our patients, as well as the patient themselves. We have provided some information that relatives and carers of our patients may find useful:

## Support when you need it most

Some of our services are also available to relatives, friends and carers, and can help you to cope with the effects of life limiting conditions.

*Emotional support* is available for carers and families as well as the patient, providing the opportunity to express and discuss feelings either together or individually. Contact the Family Support team if you would like to discuss this service.

Our *complementary therapy service*, which includes aromatherapy massage and relaxation, can support you by giving you 'time out' for yourself. Ask a nurse for details of this service.

## Visiting

We are not a hospital and we have an open visiting policy, which means you are welcome to visit your loved one in the Hospice at any time. You may however wish to avoid coming in at mealtimes, when the staff and patients may be occupied, so that your visit can be uninterrupted. If you would like to visit late at night, we would be really grateful if you could call the Hospice on 0191 3861170 so we know to expect you.

## Food and Drink Facilities

Drinks will be made available for the main carer. In some circumstances, meals will also be made available - this is at the discretion of the nurse in charge.

Lunches, cakes and teas are available to buy from **Park House Café** in the Hospice, to the right of Reception as you come in. The Café also houses a large selection of beautiful gifts and jewellery available to buy.



## Toilets

Toilets for relatives, visitors and carers are located to the left of Reception (Please remember that the bathrooms in patient's rooms are for the patient's use only)

## Smoking

There is a no smoking policy at St Cuthbert's Hospice. The smoking room is for patient use only.

## Location information

St Cuthbert's Hospice is located on Park House Road, just off the A167. There is limited parking available onsite.

The Hospice is a short drive from Durham City, with its various shops and cafés. We are also located a 5 minute walk from The Duke of Wellington, serving drinks and pub meals. Walk up Park House Road and turn left onto the A167. Continue straight and the pub is on your left.

A bus stop is located near the Hospice on the A167, near the Duke of Wellington Pub. Buses from Newcastle, Darlington, and Durham City pass this stop. Contact the Traveline on 0871 200 22 33 for more information on bus routes.

## Useful contacts

Mac's Taxis - 0191 384 1329

Paddy's Taxis - 0191 386 6662

Bill's Taxis - 0191 386 7450

Domino's Pizza, North Road: 0191 384 4777

New Dragon Express, Langley Moor (Chinese takeaway/delivery): 0191 378 2003

The Royal Balti, Bearpark (Indian takeaway/delivery): 0191 373 6727

## Do you want to volunteer?

Many relatives, friends and carers of our patients choose to volunteer for St Cuthbert's Hospice. Volunteers are essential to our work, and we could not operate without their continued dedication and support. If you are interested, ask at Reception or call 0191 3861170.

# Your Questions Answered

## How long can I stay at the Hospice?

The average stay in the In Patient Unit is 1 - 2 weeks. We do not offer long term care; instead, our short term admissions are usually for symptom management, assessment or respite care. Some patients also spend their last days at the Hospice.

## Is emergency equipment kept at the Hospice?

No. Basic life support and first aid will be given and the emergency services called if this is your wish. This will be discussed further with you, by the medical staff on your admission. Written consent will be required in the event of any medical intervention.

## Does the Hospice make any charge for its services?

No. We are a registered charity and provide all our services free of charge to patients, to make sure that they are accessible to those who need them. However we do welcome voluntary donations. Ask at Reception to speak to a member of the Development team if you would like to discuss donating to the Hospice.

## I would like to thank the Hospice for my care. What is the best way of doing this?

We are always very pleased when a patient or their family are happy with their experiences at St Cuthbert's. Cards and messages of thanks are always welcome, or you can fill out the feedback form in this pack.

If you are thinking of buying flowers for Hospice staff, please consider making a donation to the Hospice instead. As a charity, we rely on voluntary donations in order to operate, so your contribution will make a huge difference to people in similar circumstances to yourself.

## Can I donate organs after I have spent time at St Cuthbert's Hospice?

The organs that you can donate will depend on the treatment you have received. However it is a little known fact that most people can still donate their corneas, regardless of their age, condition or treatment. Ask a nurse for details of how you can donate your corneas and help restore someone's sight.

## Is there anything else you would like to know?

- o Ask a member of the team, who will be happy to help you
- o A range of information leaflets are available on our various services
- o Visit our website [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

We hope you are happy with the quality of your care at St Cuthbert's Hospice. To help us improve the way we work, please let us know if you have any comments, complaints or compliments. Every piece of feedback we receive is valued.

## **Compliments and Comments:**

If you have any comments regarding any aspect of your care or experiences at St Cuthbert's Hospice, you can either pass your comments on verbally to any member of staff, or complete the feedback form in this Welcome Pack.

## **Complaints:**

We strive not to give our patients cause for complaint. If however you would like to make a complaint, there is an easy process that you can follow. We will aim to resolve the complaint to your satisfaction, and to the benefit of the services we provide at St Cuthbert's Hospice.

**Step 1)** Talk to any member of staff, who will try to resolve the matter for you.

**Step 2)** If you wish to, you can address a written complaint to:

Angela Dinsdale  
Chief Executive  
St Cuthbert's Hospice  
Park House Road  
Merryoaks  
Durham DH1 3QF

We will send you a written acknowledgment within 2 working days, and a formal response to your individual complaint within 20 working days. Your complaint will be dealt with as speedily as possible and in the strictest of confidence.

**Step 3)** If you are not satisfied with how we handle your complaint, you can write to:

Healthcare Commission  
Kernal House  
Killingbeck Drive  
Killingbeck  
Leeds LS14 6UF

**Thank you for your feedback.**

# Feedback Form

**1. Please tick any treatments, services and activities that you have accessed at Cuthbert's Hospice:**

- Care in the in-patient unit
- Advice on symptom control
- Chaplaincy
- Social work and counselling
- Complementary therapies
- Lymphoedema Clinic
- Physiotherapy
- Occupational therapy
- Activities (e.g arts, crafts, ceramics, creative writing)
- Welfare rights advice
- Other: (please specify) \_\_\_\_\_

**2. What have you been most satisfied with during your stay?**

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**3. Is there anything we could do better for our guests at St Cuthbert's Hospice?**

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**4. Have you found your Welcome Pack to be a useful source of information?**

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**5. How could we improve our patient Welcome Packs?**

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Please ask a nurse if you would like assistance completing this feedback form.  
Once you have completed the feedback form, please return to Reception in envelope provided.  
Thank you for your feedback.