

Teesside
HOSPICE

cześć

হ্যালো

שלום

Bonjour

Hello

Merhaba

Ahoj

ਸਤ ਸ੍ਰੀ ਅਕਾਲ

Привет

Hola

你好

Buna ziua

Ciao

مرحبا

About Us

It costs £7.5 million annually to run our services - that's around £20,500 each day. We only receive 30% of this cost from statutory sources, which means our supporters are vital in keeping our services running.

There are many ways you can help in our mission to provide better end of life care for people of Teesside, giving patients and families the compassion and dignity they deserve. This includes:

- Fundraise: attending our events or hosting your own
- Shop: We have 14 shops across Teesside, packed full of clothing, homeware and other goods
- Donate: A one-off donation, supporting appeals, regular giving, and leaving a legacy gift in your will are all incredibly helpful to us and have a huge impact
- Join our weekly lottery
- Volunteer: We have a range of opportunities across the hospice

Thank you for your support.

Patients have a designated smoking area outside IPU and the Wellbeing Centre. No visitors are allowed to smoke within the Hospice grounds.

Your stay with us

Admission

Once you have settled in, you will have an initial assessment (usually with a nurse and a doctor), which will help us to plan your care and establish your goals for your admission. The average length of stay is expected to be about 12-14 days.

The Care Team

All patients and their families are cared for by our Multi-Disciplinary Team (MDT), which includes our Consultant in Palliative Medicine, Medical Team, Nursing Team, Occupational Therapist, Dietician, Social Worker, Physiotherapist, Counsellor and Complementary Therapists. Some of our team members work part-time.

Members of the MDT work together to look after your physical, emotional, spiritual, and practical needs. Each MDT member has expertise in a particular aspect of your care and works with other team members to ensure that you get the support you and your family need. We will explain any treatment to you and discuss all aspects of your care with you.

This Welcome Pack has been designed to give you some information about the Hospice, and what to expect from your stay.

We hope this information helps you and your family understand more about the Hospice and answers any questions you may have. However, this is not meant to replace your contact with staff and volunteers. You are always welcome to talk to any member of the team if you have any questions, concerns or comments, or would just like to chat.

Location information

Teesside Hospice is located on Northgate Road, just off Cambridge Road. There is limited parking available onsite. We are located within a 5-minute walk of Roman Road which has a small variety of shops and fast food outlets. A bus stop is located near the Hospice on Cambridge Road, with buses to and from Middlesbrough passing this stop.

About Teesside Hospice

Teesside Hospice is a registered charity established in 1982 to provide a specialist palliative care service to patients, their families and carers. We support patients in the In-Patient Unit (IPU), the Wellbeing Centre, our Be In Charge group, and our Out-Patient Department by holding regular carer support groups and with adult's and children's counselling services.

The In-Patient Unit (IPU) is a 10-bedded unit with each bedroom having en-suite facilities. Every Tuesday, members of

the MDT get together to discuss your care. You will have the opportunity to receive feedback from the meeting – this can be either verbally from a member of the team, or in the form of a short written summary. We also attend a Specialist MDT where your care and treatment will be discussed with the Community Palliative Care and the Hospital Palliative Care Team.

Volunteers

At Teesside Hospice, we have over 320 volunteers, who donate their time and skills to support staff in almost every aspect of our work. Some volunteers are trained to work directly with patients; others provide crucial support behind the scenes or in our shops. Without the support of our volunteers, we simply couldn't provide our vital services to local people. You will see lots of volunteers on IPU or Wellbeing Centre; serving meals, drinks and chatting to patients.

Any questions?

Please feel free to approach a member of staff at any time, to discuss any concerns you may have. Where questions can't be answered directly, we will ensure that another member of the team is consulted to feedback. Sometimes this may involve arranging an appointment with our Consultant or a member of the medical team.

Privacy and Dignity

We will always ensure your privacy and dignity are respected at all times whilst in our care. There is a curtain over your bedroom door which can be closed. Air will still circulate, but this curtain will provide extra privacy, especially if you do not want to keep your door shut.

We can also use 'Do Not Disturb' signs on your bedroom door if you need private time or are resting. When Doctors or Nurses or other members of our team are with you, a green light will be displayed outside your room to indicate this. Staff and volunteers will always knock on the door before entering. During bathing, we will ensure your privacy and dignity by using the green light to indicate the bathroom is in use. We will protect your modesty at all times, and if you have specific needs, we will do our utmost to meet these.

What to bring with you Your medicines

Please bring your current medicines with you when you're admitted to the Hospice. The doctor will review them and, if appropriate, they can be used during your stay. Your relatives may be asked to take medications that are not required back home.

Belongings

During your admission you will require the following items:

- Toiletries, tissues and wet wipes
- Night clothes – we recommend slippers that have a full back
- Day clothes
- Spectacles / hearing aids

You're welcome to bring in small personal items such as photographs, books and games, to help you feel at home in your room, and there is no restriction on having flowers in your room.

Unfortunately, we are unable to offer a laundry service to all patients, but if you have problems with this then please let a member of staff know. Usually, soiled clothing is bagged up and hung on the back of bathroom door so that they can be easily transported home.

Valuables

Please be aware that Teesside Hospice cannot be responsible for valuable items unless they are placed in our safe. If you bring in any items of value and would like us to look after them, please ask a member of the team about this. You should receive a receipt for your items and they will be returned to you when you go home.

Mobile Phones

The use of personal mobile phones within the In-Patient Unit is allowed, as long as alerts and alarms are switched to vibrate/silent so as not to disturb other patients.

Your information

All information shared with the clinical team will be treated in the strictest confidence. Other professionals, outside of the Hospice, involved in your care, are considered to be part of the clinical team caring for you.

Special Occasions

If you have a special celebration coming up, please speak to a member of staff as we may be able to help.

Going Home

When planning your discharge home, the MDT will work with you - and if you wish, your family and your community support - to make your discharge as smooth as possible.

Sometimes, planning for discharge starts soon after admission so that we can ensure that all arrangements and services are in place when you need them. Staff may ask you and members of your family to attend a meeting so that all points of view can be considered when plans are being discussed.

Patients may be discharged back to their own homes, to the homes of family or other carers, or to a care home if necessary, as the Hospice is unable to offer long term care.

Meals

Mealtimes are approximately:

Breakfast: 8.00am - 8.30am

Lunch: 12.45pm

Evening Meal: 5.00pm

Evening Snack: 8.00pm

Drinks and snacks are available throughout the day and night – please ask any member of the team about this.

Each day, you will be given a choice of menu; our catering staff will always do their best to oblige if you prefer an alternative from on the menu. We are able to cater for many diets, including Vegan, Kosher and Halal. If you require a special diet, please let your nurse know. Families are also welcome to bring in your favourite foods. If these are stored in the fridge, they should be clearly labelled with your name, room, and the date placed in the fridge.

If you require assistance with your meals, please do not hesitate to ask a member of the team, who will be happy to assist you at any time.

We try to operate a 'Protected Meal Times' system which allows you to enjoy your meals without interruptions from staff, however, family members are welcome to stay if you wish.

Visitors' Meals and Refreshments

Relatives staying overnight with us may have toast and/or cereal for breakfast free of charge. There is also a selection of sandwiches, snacks and confectionery available from our Coffee Shop. If the Coffee Shop is closed, relatives are able to order and pay for food from the kitchen. Ask a member of the team about ordering.

If you are ordering for a patient, please make the volunteer at the coffee shop is aware, so you will not be charged.

Coffee Shop current opening hours are:

Monday - Friday 10.30am - 2.30pm (Excluding Bank holidays)

For a nominal charge, snack boxes and cooked meals are available.

Tea and coffee making facilities are available for visitors in designated areas.

Facilities for Patients

- Wi-Fi internet connection
- Listening Book Library
- Hairdresser
- Complementary Therapies
- Access to Podiatry Services (charges apply, ask staff)
- Coffee Shop & Gift Shops
- Room for Reflection
- Television / CD player in your room - If you are unsure how the television works in your room please ask a member of staff

The Wellbeing Centre

The Wellbeing Centre provides advice and support to patients and their carers, face to face, via one to one phone calls or video. Mondays through to Fridays there are several peer support groups running where there is the opportunity to share your experience and chat with others in similar circumstances.

We also offer a number of other groups, including creative therapy, self-help using complementary therapy, including relaxation, as well as managing breathlessness and anxiety. There is also support specifically for carers.

Infection Control

Teesside Hospice recognises the importance of infection control and all of our staff are trained in ways to prevent and control infections that occur.

One of the main ways we can all help to stop the spread of infection is by regular and thorough hand washing. Washing our hands can prevent over 45% of infections from spreading.

We request that all visitors use alcohol gel when they enter and leave the Hospice. In some circumstances soap and water is best and the nursing staff will let you know about this. A step-by-step guide to a good hand washing technique is displayed next to every hand basin.

Toilets for relatives, visitors and carers are located to the left of Reception. (Please remember that the bathroom in a patient's room is for the patient's use only.)

Information for Visitors

Relatives, friends and children are encouraged to visit you at any time, as we have an open visiting policy. This means visitors are welcome to visit at any time, however please talk to staff re: visiting late or overnight and also the number of visitors in respect of other patients and any respiratory illness guidelines we have in place. We advise visitors to check the hospice website for any updates prior to visiting.

We request that all visitors check in and out using the digital sign in at Reception when they arrive and leave so that we have a record of who is in the building in the event of a fire alarm. Also, to ensure patient and staff safety we operate an electronic door entry system and visitors may have to wait for a member of staff to be free to gain access to the building.

If families would like to visit late at night or stay overnight, we would be grateful if they could let a member of staff know so that we know when to expect them. However, only 2 people are permitted to stay over at the same time.

Quiet Room: - If you would like somewhere to go that is more private than the Rowan Room, there is a small room available adjacent to the reception area. Please ask at reception or see a member of staff if you would like to use it. This room may also be used to have discussions with a member of the hospice team.

Teesside Hospice is a no smoking site and visitors are politely asked not to smoke in Teesside Hospice buildings and grounds.

Well-behaved pets are welcome to visit, when supervised and arranged in advance.

We have a pond with fish outside the Wellbeing Centre; we politely ask that children and pets are supervised around the pond and garden at all times.

Suggestions, Comments or Complaints

We are constantly looking for ways to develop and improve our services and welcome any suggestions or comments you would like to share with us. Suggestion boxes are located within the Rowan room and we may also ask you to complete a questionnaire about your experience.

If you have cause for complaint, or are unhappy with any aspect of our care or services then please inform a member of staff.

We will endeavour to resolve any concerns you have there and then. However, if you are not satisfied with the response, a formal written complaint can be made to the Director of Nursing and Quality.



We are regulated by CQC who can ask us about your information about us and our patients.

www.teessidehospice.org

Registered Charity Number: 512875

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