



The Hospice
of St Francis

Reg. Charity No. 280825

Information for your stay



www.stfrancis.org.uk

The Hospice of St Francis Inpatient Unit

provides 24-hour care for adult patients every day of the year. We have 14 beds (10 single rooms and 2 twin rooms). All the bedrooms have access into our gardens. Family and close friends can visit at any time and there are facilities to stay overnight if appropriate.



Care is provided by a team of specialist doctors together with specially trained nurses. Other members of our team include our supportive care team, catering staff, chaplains, complementary therapists, physiotherapists and social workers. Volunteers are a vital part of the team and help with practical tasks which make all the difference.

We understand that everyone is anxious about coming to a hospice. While you are with us, we will do everything we can to make your stay as comfortable as possible. We aim to provide dignified, calm and safe care for you and those close to you.

The Hospice of St Francis is an independent charity and our services are offered **FREE OF CHARGE**. We rely on the community's generosity to continue providing our care.



you every day and our medical team is on call 24 hours a day.

Garden

All of the bedrooms have access to our gardens. You and your visitors are welcome to explore, or sit in the gardens – we consider the gardens an important aspect of our care. Children must be supervised at all times.

Hairdressing

We have a small hairdressing salon and volunteer hairdressers are normally available two days a week. Please ask one of the nursing team if you would like an appointment.

Laundry

It is helpful if your personal laundry is labelled and taken to be washed at home, but we are able to do your washing as an exception. Bed linen and towels are provided and changed daily.

Lounge area

Some CDs, tapes and books, including large print/audio books are available in the lounge. There is also a large TV (with Sky and Freeview) and a computer with internet access. Visiting children are welcome to use our toys.

Meals and refreshments

Our catering staff will provide meals for you, and they will discuss with you what you would like to eat. We can accommodate most special diets. We provide tea and coffee facilities and a microwave for adult visitors to use. Visitors may also order and pay for light snacks and meals from our kitchen. We know how important food is during stressful times.

Care – what to expect

The focus of our care is to improve your symptoms and quality of life. Our clinical team will assess your needs every day with you, including reviewing your medication and planning the care we can offer. Other members of our team, including our family support team, therapists and chaplains, will help with any non-medical needs you have so that, together, we can make you as comfortable as possible during your stay with us.

Complementary Therapies

Therapies, such as massage, acupuncture and reflexology, may help reduce pain, relieve stress and aid relaxation. Our therapists work alongside the medical and nursing team, offering gentle treatments, tailored to your individual needs. Your family may also be offered complementary therapy during your stay with us. If you would particularly like a treatment, please talk to one of the nursing staff.

Doctors

We have a team of six doctors, all with different skills and expertise. They have a special interest in pain and symptom control as well as the emotional care of those with serious illnesses. A doctor will see

Information for your stay

Arriving at the Hospice and where to park

- Follow the signs to the Inpatient Unit but please only stop immediately outside the Unit to drop off the person visiting us.
- There is a large parking area for visitors to the left of the Hospice as you drive in.
- Please don't park on the main driveway leading to the Hospice or immediately outside the Inpatient Unit entrance. These areas are left clear for emergency vehicles.

What to bring with you

You might like to bring:

- Toiletries (towels and flannels are provided)
- Nightwear, slippers, dressing gown
- Comfortable day clothes - it is helpful if you could label all items of clothing
- Books, magazines, CDs, DVDs, videos, cassettes, photographs of family and friends

- Small change to purchase newspapers or items from our shop.

The Hospice is unable to accept responsibility for theft or damage to any personal property that you or your visitors may bring with you.

Please do not bring any valuables, credit cards or large sums of money with you. A lockable drawer is provided for your use.

Things you must bring with you:

- District Nurse notes, if you have them
- Any walking aids that you normally use
- All your current medication -

this will be reviewed by the Hospice Doctor on admission.

While you are in the Hospice, it is important that you only take medication given to you by the nursing staff.

Newspapers

If you would like a newspaper delivered to your room, please speak to a member of staff who will arrange this for you. We do ask you to pay for newspapers daily.

Physiotherapy/ Occupational Therapy

Physiotherapy is an important part of the holistic care we offer. You will be visited by a member of our team who will discuss which treatments might be helpful to you to relieve symptoms such as pain or breathing problems, or to help you get moving again. Our Occupational Therapist will help you plan your future care from a practical point of view.

Smoking

There is a designated smoking room for patients only. Visitors may not smoke within the building.

Spiritual care

The Chaplaincy Team is available to patients and relatives of all faiths and beliefs, or none. Your own clergy or religious leaders are welcome to visit the Hospice at any time.

We have a Chapel available for everyone, if you need space for yourself, a little peace, or a place to pray. Religious objects from many religions are available – just ask a nurse or Chaplain to help you arrange the Chapel to suit you and your family. There is a collection of books stored in the bench seats on the left side of the Chapel. Please feel welcome to use these.

Staff

We have a high ratio of nursing staff to



patients, which allows us to offer you time as well as specialist nursing skills. The different coloured uniforms will help you identify who's who:

- Sisters** – navy uniform
- Nurse teachers** – striped grey uniform
- Staff nurses** – pale blue uniform
- Health care assistants** – lilac uniform
- Physiotherapists and Occupational Therapists** – white uniform
- Catering staff** – checked trousers, white tops
- Volunteers and domestic staff** - tabards

Supportive Care Team

The Supportive Care Team is made up of many specialists including counsellors, therapists, a chaplain, social workers and a children's worker. The team is available to offer help with concerns and anxieties that you or those close to you may be experiencing, as well as providing guidance with practical, financial or legal issues. Do ask to talk to one of the team.

Teaching

The Hospice of St Francis is a teaching hospice. We often have doctors, nurses and therapists on placement with us.

Telephone and internet

A telephone is available in your bedroom for you and you are free to use mobile phones or laptops. Wireless internet access is available throughout the unit – the staff will give you the password.

The telephone number for the Inpatient Unit is **01442 869553**. People can telephone the Hospice at any time, although it is always helpful if families could appoint one person to make enquiries on your behalf.

Television

TV, including Freeview, and a DVD player are available in all bedrooms, and in the lounge, where Sky is also available.

Visitors

Visitors are welcome at any time but there is a quiet time each day between 1.30pm and 2.30pm, when we encourage patients to rest. There will always be someone available to listen and talk to



your family and friends. Children are most welcome, but must be supervised by an adult. Well-behaved pets may visit by arrangement.

Volunteers

Many of the people working alongside the nursing staff are trained volunteers, including those who bring you refreshments and meals. There are also volunteers available to come and sit or chat with you if you would like that. Anyone wearing a tabard is a volunteer.

Going Home

Most patients stay with us for 7-10 days, but it may be appropriate to stay longer, depending on individual circumstances.

Any plans for you to go home will be fully discussed with you, your family and your carers. GPs and other relevant healthcare professionals will be informed of these arrangements and of any changes to your regular care or medication.

You are welcome to go out for a day with your friends or family while staying with us, if you feel well enough.



You will be given one week's supply of medication to take home with you, and a full explanation of how and when to take it.

In order to provide care for patients we are obliged to keep records. This is increasingly done electronically. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

Some patient information may be shared with Community Staff, Inpatient Staff, secretaries and administrative staff. This is necessary for the purpose of managing symptoms, transfer or discharge planning, the typing of letters and recording of information. All members of staff, both clinical and non-clinical,

are bound by a confidentiality policy and only share patient information when strictly necessary.

Any information about a patient's illness cannot be discussed with relatives or friends unless the patient has given us permission to do so.

The Access to Health Records Act 1990 and the Data Protection Act 1984 gives patients the right to request access to their health records. At St Francis procedures are in place to manage any such request.

Comments, Compliments & Complaints

The Hospice of St Francis is committed to providing high quality services and we would like your help in assessing how well we are doing.

If you have been pleased with the quality of service you have received from any team or individual, please show your appreciation by emailing the Hospice admin@stfrancis.org.uk or by writing to **Dr Ros Taylor, Hospice Director**, at the address below and we will pass on your comments. We are keen to hear your feedback and ideas.

If, on the other hand, you have been dissatisfied in any way, please let us know. You can do this by discussing your concern with a Senior Manager on duty. Alternatively, you can write to the Hospice Director at **The Hospice of St. Francis, Spring Garden Lane, off Shootersway, Northchurch, Berkhamsted, Herts, HP4 3GW**. We will contact you within 48 hours and let you know what action we propose to take.

If you wish to take your complaint further, details of the Healthcare Commission are as follows:

Healthcare Commission

FREEPOST NAT 18958,
Complaints Investigation Team,
Manchester. M1 9XZ
Tel: 0845 601 3012
Email: complaints@healthcarecommission.org.uk
Website: www.healthcarecommission.org.uk

£30 a month
will buy
2 hours of a qualified
nurse's care

£20 a month
will buy
1 hour of specialist nurse care to
care for a patient at home

£10 a month
will buy
30 oxygen face
masks

YES, I want to help The Hospice of St Francis with a regular gift

Standing Order Request

Please pay: £10 £20 £30 other £

Starting on: DD/MM/YY and thereafter until further notice

Each month Each quarter Each year

Account holder details

Mr/Mrs/Ms/Miss/Other

Full Name

Home Address

..... Postcode

Bank/Building Society Details

Name

Branch Address

..... Postcode

Acct No

Sort code - -

Signature

Date DD/MM/YY

For office use only: please quote our reference no.

Please pay this sum to:

The Hospice of St Francis, Account No. 00294353
Lloyds TSB, 205 High Street, Berkhamsted. HP4 1AP
(Sort Code 30-90-73)

YES, I want to help The Hospice of St Francis with a single gift

I enclose a cheque/CAF/credit/debit card payment made payable to 'The Hospice of St Francis' to the sum of £

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Credit / Debit card number (please delete as appropriate)

Start Date MM / YY

Expiry Date MM / YY

Security Code

Switch/Maestro issue No (last three digits on back of card - details will be destroyed once processed)

Signature

Date DD / MM / YY

Please complete your address below

Mr/Mrs/Ms/Miss/Other

Full name

Address

Postcode

Tel

E-Mail

By giving us your email you are agreeing to us contacting you in this way

I do not require a receipt

Gift Aid

Use Gift Aid and you can make your donation worth more.

For every £1 you give us, we get an extra 28p from the Inland Revenue at no extra cost to you. So just tick below - it's that simple...



"I want all donations I have made to The Hospice of St Francis in the 6 years prior to this date and all future donations to be GiftAided until further notice"

Dated.....

(Please tick)

I have paid UK Income and/or Capital Gains Tax at least equal to the tax that will be claimed on donations made in each tax year (currently 28p for each £1). **Please note that you must advise us if your tax status changes**

We promise not to sell your details to anyone else. From time to time, the Hospice of St Francis would like to send you information about our work. If you would prefer us not to use your details in this way, please tick here

Please return this form to:

The Hospice of St Francis, FREEPOST RRHC-JYBX-JCLZ, Spring Garden Lane, Berkhamsted, Herts. HP4 3GW

We make no charge for any of our services – all the care that has been or will be given is absolutely free.

The Hospice is a registered charity. We receive 19% of the money we need to run our care from the NHS, meaning we rely on the generosity of individuals, groups and businesses as well as fundraising events to raise the rest of the £3 million we need every year.

It is very important that no one should feel under any obligation to give. Many of our patients and families do feel that they would like to support us and every gift, no matter how big or small, is very gratefully received.

You can support us in many different ways. To give just a few examples:

- some people organise a fundraising event like a coffee morning or pub quiz
- others set up a Standing Order so that the Hospice can benefit from regular income
- some people remember us in their wills.
- some people offer us their time and expertise – there are lots of different volunteering opportunities at the Hospice.

The fundraising team would be delighted to answer any questions you may have. They are here to support and encourage anyone who wants to help the Hospice of St Francis team continue its very special care.

If you would like more information,
please complete the form below or contact us on **01442 869555**.

Thank you very much for your support.

Full name.....

Address.....

.....**Postcode**.....

Tel.....**Email**.....

By giving us your email you are agreeing to us contacting you in this way

I would like to stay in touch - please send me your latest newsletter

I would like more information on.....