

A close-up photograph of a healthcare worker in blue scrubs holding the hand of an elderly patient. The worker has a name tag and a stethoscope. The patient's hand is resting on a red fabric surface. The image is framed by a blue and white curved border.

# Information for Patients, Families and Carers

## Inpatient Unit

**Foyle Hospice**  
*Together we care*

**For the Community, by the Community**



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# Welcome

You are most welcome to the Foyle Hospice. This booklet will provide information on what you should expect during your stay with us at the In Patient Unit. We hope to address any queries by concentrating on the most frequently asked questions. If you require any advice, assistance or further information please do not hesitate to ask a member of staff.

## **Mission Statement**

To provide compassionate palliative care to individuals with a life-limiting illness, their families and carers through high quality, specialist, holistic support.

## **Vision Statement**

Working in collaboration with our supportive community, we will strive for excellence and seek innovation in providing specialist, multi professional, palliative care to patients, their families and carers in the hospice and in their own homes.

## **What is Palliative Care?**

Palliative care is appropriate for anyone with a life limiting illness, irrespective of age. It can be delivered alongside active treatment designed to prolong life at any stage during the disease process. It is also applicable to the end of life and during bereavement.

Palliative care neither hasten nor prolongs death. It celebrates life, even if and when time is limited, regarding dying as a normal and natural process.

The goal of palliative care is to improve quality of life for the patient, as well as their family and carers, by making the patient more comfortable through expert symptom management, promoting dignity and providing support to the person who is ill and those close to them. This may involve the relief of pain and other symptoms and the alleviation of other problems experienced during the illness.

# Palliative Care in a Hospice setting

Palliative care can be delivered in a number of settings such as the home, hospital and hospice. Foyle Hospice provides palliative care services at home, in day hospice and in our Inpatient Unit. Most people who come for Inpatient care return home once their symptoms are under control and their needs are addressed.

## **Foyle Hospice is committed to:**

- Providing the best possible quality of life for our patients during their stay and helping them to retain independence and control of as many aspects of their care and personal life as possible
- Sharing truthful information about diagnosis, treatment and prognosis with the patient in a sensitive manner
- Supporting relatives and friends to help them cope during the illness and through bereavement in an attentive but non-intrusive way
- Cooperating and collaborating with other professionals and support agencies, in particular the Primary Health Care Team and hospitals
- Making palliative care decisions about treatment and care with the help of the members of a multi-disciplinary team and in line with the person's personal wishes and preferences. Team members usually include doctors, nurses and social workers. Occupational therapists, physiotherapists, chaplains, pharmacists, dieticians and others might also form part of the team.



# Foyle Hospice Inpatient Unit

Foyle Hospice Inpatient Unit is a purpose built facility which opened in June 1991. It can accommodate nine patients with seven single rooms and one shared room, all with en suite facilities, televisions, WiFi access and enclosed private patio areas.

In addition to patients' bedrooms the unit includes easily accessible toilets, a Jacuzzi bathroom, multiple sitting areas, an interdenominational prayer space, self-contained apartments and a visitor's kitchen and TV lounge.

The services of Foyle Hospice Inpatient Unit are available to patients with a range of life limiting illnesses.

## Referral to the Inpatient Unit is made through

- The patient's General Practitioner (GP)
- The hospital Consultant and/or Palliative Care Team
- Foyle Hospice's Community Specialist Palliative Care Team
- Foyle Hospice's Day Hospice Team

Patients are admitted to the Inpatient Unit based on an overall assessment of their individual needs and this may be for a number of reasons which include:

- Pain and complex symptom control
- Specialised care in the advanced or final stages of a person's illness/end of life care
- Respite care for the patients, relatives or carer(s)

**Foyle Hospice is unable to provide long term care and due to the limited availability of beds, respite care is usually time bound to a maximum of 7 – 10 days. However, admission to the hospice and length of stay is always based on individual need.**



# The Multidisciplinary Team

Foyle Hospice Inpatient Unit is staffed by doctors, nurses, nursing assistants, catering, housekeeping and administration staff, chaplains and volunteers. They work together as a team to provide you and your family with the most comprehensive care possible. You are encouraged to be involved in all decisions regarding your care. Relatives and friends are also encouraged and welcome to actively participate in continuing to support and care for patients where appropriate. Feel free to discuss this with the team at admission and during your stay at the Inpatient Unit.

## Medical

The medical team is led by the Medical Director whose aim is to ensure that patients get the best medical care and attention possible. Following admission, the doctor on duty will carry out a medical assessment. Each day the doctor on duty will visit you and, if necessary meet with your family. The medical team plans your daily treatment to ensure that symptoms are controlled and the quality of your stay in maximised.

## Nursing

The nursing team is led by the Director of Nursing. The day to day running of the Inpatient Unit is supervised by the Clinical Ward Sisters, supported by our team of specially trained nursing staff. The overall vision of nursing at Foyle Hospice is to provide patient-centred care and practice which is evidence- based and to work in close partnership with patients, their relatives and carers.

## Other Health Professionals

Following your admission, if it is decided that other health care professionals could help in provision of care, the hospice team will make the appropriate referral(s). Other health professionals who may visit you include:

- Physiotherapist
- Occupational Therapist (OT)
- Dietician
- Social Worker
- Speech and Language Therapist (SLT)

## Counselling

Foyle Hospice has a dedicated voluntary counselling team, who provide one to one counselling in a safe environment to patients, relatives and carers as required. Counselling sessions are tailored to suit the needs of the patient, relative and/or carer. Counselling support can help people to navigate their way through the maze of emotional turmoil that is experienced through dealing with a serious illness. Referral to the counselling team can be made by the nursing team in the Inpatient Unit.

## **Chaplaincy**

The chaplaincy service offers patients, relatives and carers the much needed spiritual support and the opportunity to explore their own thoughts, feelings, hopes and fears. Chaplains of the main Christian denominations are informed on the day of your admission and are available to visit you during your stay with us, if this is your wish. The clergy from your own faith and parish community are also welcome to visit at any time. You can make arrangements to contact them directly through your relative or carer. Patients who decline chaplaincy visits will have their wishes respected.

The interdenominational Prayer Space is located off the main front lobby and is open to all patients and relatives 24/7 for those who wish to spend some quiet time in prayer or reflection.

## **Bereavement Follow Up**

Foyle Hospice's Forget Me Not Bereavement Support Group is available to help families cope with their bereavement through the provision of a support group. This is a six week programme which runs twice a year. More information on this service can be found in our Forget Me Not Bereavement Support Group leaflet.

There is also a dedicated Children's and Young Person's Facilitator, who is responsible for Healing Hearts, a bereavement and family support group for children aged 4 – 16 years who are likely to or who have experienced the death of a significant adult regardless of the cause of death. More information on this service can be found in our Healing Hearts leaflet.

Please speak with a member of the medical or nursing team if you feel the need to avail of either of these support groups.

## **Day Hospice Services**

The Day Hospice is open three days a week, Tuesdays, Wednesdays and Thursdays. Attending Day Hospice will give you time away from home and offers you an opportunity to share any concerns you may have with professional trained staff. It also allows a break for the person who may be looking after you. Day Hospice provides a range of activities and services e.g. complementary therapies, hairdressing and relaxation.

More information on this service can be found in the "Day Hospice Services" leaflet.

## **Community Specialist Palliative Care Team**

The Community Specialist Palliative Care Team is a group of specially trained nurses who provide specialist palliative care expertise and support to patients and families in their own home. They work closely with the patient's GP and



District Nurse to provide symptom control and promote quality of life. The role extends to meet the emotional and social needs of patients and their families.

More information on this service can be found in the “Community Specialist Palliative Care Team” Leaflet.

## **Support Staff**

As in all health care facilities, there is a large number of conscientious support staff including reception, housekeeping, catering, laundry, administration, maintenance and fundraising. Their ongoing dedication, commitment and loyalty ensures a smooth and efficient service to all our patients and their families.

## **Volunteers**

Foyle Hospice has approximately 450 volunteers who provide invaluable support across every aspect of hospice services including reception, patient care, fundraising and maintenance of our extensive buildings and tranquil gardens.

# **General Information**

## **Admissions**

Referrals are accepted from Hospital Consultants, General Practitioners (GPs), Day Hospice Staff, and the Community Specialist Nursing Team. Patients admitted to Foyle Hospice from home should request that their GP arrange transport if they are unable to travel by car with family members. Patients admitted from hospital will usually have their transport organised from there. On the day of admission we would request that patients arrive before 11am to facilitate a smooth admission procedure.

## **What to Bring?**

- Personal Toiletries e.g. soap, shampoo, toothpaste, toothbrush
- Nightwear e.g. dressing gown, pyjamas, slippers
- Comfortable clothing for day time (we encourage patients to dress in their day clothes where possible)
- Male patients should bring their own shaving essentials
- Books, notepaper, electronic devices

There is no need to bring towels as we provide these during your stay

## **Personal Possessions/Valuables**

If you would like to take personal belongings such as photographs for your bed side locker, please feel free to do so, especially if they help you feel more at home. Whenever possible we would request that you leave valuable items such as jewellery, money etc. at home. Foyle Hospice cannot accept liability for any loss or

damage to personal items of patients or visitors unless it has been handed to the Nurse-in-Charge for safe custody and a receipt obtained for same.

## **Medication**

Patient medication, including controlled drugs should not be brought into Foyle Hospice on admission. However, it would be helpful to make available a list of your current medication to staff who are admitting you. This helps to make sure that an up to date prescription of your regular medication is continued. We have a pharmacy service, who will make sure that you have all the medicines you need whilst you are an inpatient and when you return home, allowing time for you to get a repeat prescription from your own GP.

## **Advanced Care Planning and Resuscitation**

Advance Care Planning (ACP) enables a person to consider the options and make plans as the end of their life approaches. It includes not only planning for their physical care, but also their legal and personal affairs. It may involve an advanced decision to refuse certain treatments e.g. cardio pulmonary resuscitation (CPR).

With regard to CPR, Foyle Hospice staff can only offer basic life support. We do not have the specialist equipment to offer advanced life support. If this is appropriate, transfer to hospital will be necessary. If you have any question or concerns or want to make your wishes known in relation to Advanced Care Planning and/or CPR please speak with your doctor or nurse.

## **Visiting**

Foyle Hospice has open visiting for close relatives and friends. However, in the best interest of all our patients, it is suggested that family and friends limit visiting between the hours of 9am until 12 noon to facilitate patients getting bathed/showered, dressed and the ward round. Meal times are also protected for patients unless relatives and/or friends are assisting in feeding.

## **Meal times are as follows:**

Breakfast - 8:30am – 9:00am, Lunch - 12:45pm – 1:30 pm, Tea - 5:30pm – 6:00pm

Please inform staff on admission if you have any special dietary requirements or allergies so that appropriate arrangement can be made and relevant staff can be notified.

During visiting times we would ask that you respect the privacy of other patients, particularly in the shared bedroom. Try to limit the number of visitors to 2 or 3 at any one time. There are also some communal areas available throughout the hospice for visits with family and friends. Staff will show these areas to you and your family on admission.

Children are welcome to visit provided they are accompanied and supervised by an adult at all times. However, with the risk for infection, we ask you to speak with staff before allowing children under 2 or small babies to visit the Inpatient Unit.

Adult relatives or friends who are unwell themselves are asked not to visit the Inpatient Unit, as they may be putting patients' health at risk.

If you wish to have any restrictions on your visitors, please speak with the nursing staff and this can be arranged.

On arrival visitors should report to reception (during office hours) and sign into the building. This is a precaution in case we need to evacuate the building. The receptionist will notify the nurses that your visitors have arrived and check whether you are ready to receive them. During out of hours, visitors are asked to use the side door entrance to the inpatient unit.

## **Telephone Enquiries**

We ask that a designated family member (who may not necessarily be the next of kin) is selected to phone Foyle Hospice with any telephone enquiries on 028 71351010

## **Pets**

Foyle Hospice is pet friendly and it is possible to bring pets to visit, within reason. We recognise how important it may be for some patients to maintain contact with their pets. Please speak with a member of staff to plan pet visits. We may have other patients, families, staff and/or volunteers who have allergies or may be frightened of animals. Visiting pets are easier to manage than pets that stay overnight and it is less distressing for the patient and their pet.

## **Visitors' room**

There is a small kitchen and a sitting area for relatives to use during a patients stay at Foyle Hospice. Facilities include a cooker, microwave oven, kettle, toaster and fridge.

Relatives are asked where possible to bring their own food and drink and to consume their meals in the relative's kitchen/sitting area – not in the patient's bedroom. Relatives are asked to keep the kitchen/sitting area tidy at all times and to wash up when they are finished so that the space can be used by families and friends of other patients. Due to health and safety regulations, visitors are asked not to carry food or beverages along the corridors. There is a vending machine and water dispenser located in the hallway, close to the relative's kitchen/sitting area for your convenience.

Please be aware that other patients, visitors and/or staff may have food allergies so the storage of food is extremely important. Please also ensure removal and disposal of food and drinks appropriately, when you have finished using the kitchen facilities.

You can bring food and drinks to patients but it is advisable to speak with nursing staff before doing so. For more information on this please see our “Bringing Food into Foyle Hospice” leaflet.

## **Accommodation for Relatives**

We may be able to offer relatives of seriously ill patients some overnight accommodation in the self-contained apartments at Foyle Hospice. Staff will inform relatives when it may be advisable to stay with patients and will provide details regarding the accommodation at this time. There are showering facilities in the apartment. We would also ask that relatives respect the facilities available and keep them clean and tidy at all times.

## **Laundry**

Laundering of patients’ clothing is the responsibility of relatives and/or friends. However, in exceptional circumstances there is a limited service for patients’ personal laundry. For more details please refer to our “Washing Clothes at Home” leaflet.

## **Smoking**

Foyle Hospice is a non-smoking facility, in compliance with government regulations. This includes the use of E-cigarettes. There is a designated area outside the hospice for visitors who wish to smoke and staff will direct visitors to this area. Only patients are permitted to smoke in the Smoking Room which is located within the Inpatient Unit. We ask visitors to respect the No Smoking signs located throughout the building and grounds. We would also ask visitors to respect our gardens and pathways by discarding cigarette ends and empty packets in the bins provided.

## **Alcohol**

The consumption of alcohol by visitors is not permitted and any visitor who arrives under the influence of alcohol may be refused entry. If patients wish to have an alcoholic drink during their stay then they need to discuss this with the medical / nursing team to ensure it does not interact with their treatments / medications. For health and safety reasons it is recommended that alcohol is stored in a locked cupboard - please speak to staff for further information.

## **Fire Safety**

There is a fire alarm system linked to the Northern Ireland Fire and Rescue Service. This system and all fire safety equipment are tested and serviced

regularly. Regular fire training and alarm drills are carried out. Patients and visitors will be informed when a test/drill of the system is due to take place. If the fire alarm should sound and you haven't been informed it is a drill, raise the alarm or inform staff. Then wait for instructions from staff and only evacuate if instructed to do so.

## Discharge from Foyle Hospice

Discharge planning commences soon after admission to the hospice, so that the transition back home is effective and safe for the patient and also considers their care and support needs, as well as those of the family. This team effort involves negotiations and discussions with the following:

- Patient and relatives/carers
- Nursing/Medical Staff at the Inpatient Unit
- GP/District Nursing Team
- Social Worker
- Community Specialist Nursing Team
- Day Hospice Team
- Allied Health Professional (AHPs) e.g. Physiotherapist, Occupational Therapist, Dietician, Speech Language Therapist

The following is a quick list of questions that the patient needs to read through and check that everything is in place to ensure a smooth transition home again.

1. Have you made arrangement for your return home?
2. Have you ensured that you and your family understand the instructions given by the doctor or nurse?
3. Have you received your nurse's discharge letter and take home medications?
4. Have you retrieved all valuables handed in for safekeeping?
5. Have you made sure whether or not you are to attend the hospice again and if so when?
6. Have you made sure you have all your personal belongings such as clothing, toiletries, etc. and checked your locker and wardrobe?

## **Transport**

On discharge from the hospice, it is the family who usually provide transport for return home. However, if an ambulance is required, the nursing staff will assess this and assist with organising the appropriate mode of transport.

## **Services in the Home**

On discharge from Foyle Hospice all patients are eligible for advice and treatment from staff working in the community through their GP, to include District Nurses and support carers as well as other health professionals. Once patients have returned home, the GP and District Nurses are usually the first point of contact for follow up and advice where necessary.

Other Foyle Hospice services that the patient can avail of following discharge are:

- Community Specialist Palliative Care Team
- Day Hospice

Referral to either or both of these services will usually be planned and made before discharge. For more details on either or both of these services please ask a member of staff for the relevant leaflet.

## **Funding**

All patients admitted to Foyle Hospice receive care free of charge. Foyle Hospice is an independent charity and whilst we receive some funds from the Health and Social Care Board, we rely greatly on the generosity of the local community and the dedication and enthusiasm of our fundraising staff and volunteers.

If you would like to become actively involved in any of our fundraising activities or events, or if you would like to volunteer for Foyle Hospice, please speak with a member of staff who will put you in touch with the relevant person.

## **BUPA**

BUPA makes a donation to Foyle Hospice for all BUPA members who are admitted to the Inpatient Unit. The process for initiating the donation is simple, requiring authorisation from you or your next of kin on your behalf. Please ask a member of staff for further details.

## **Grounds, Pathways and Gardens**

Foyle Hospice is extremely fortunate to have such a beautiful and tranquil setting on the banks of the river Foyle in an historic city. Subject to your physical wellbeing and weather permitting, we encourage you and your family to take full advantage of our unique features. Our beautiful award winning gardens are designed to promote peace, tranquility and allow time to reflect. All areas are wheelchair friendly and we hope that you enjoy the benefit of our extensive grounds. They are created and lovingly maintained for your enjoyment.





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