

NORTH · LONDON
HOSPICE



Your care in the Inpatient Unit

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North London Hospice is committed to providing care that respects the dignity of our patients. We aim to ensure that both you and anyone else you may wish to include, are involved in decisions regarding your care.

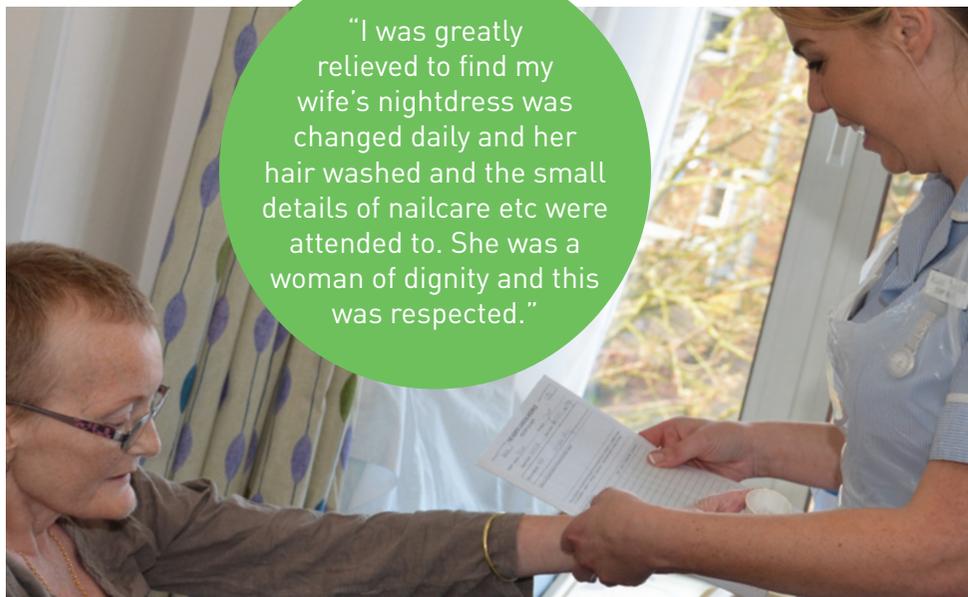
Accommodation

We have 18 single rooms, each with en-suite toilet and shower. All rooms contain a television, radio, DVD player and a small fridge.

N.B. The doors into the rooms have magnets to hold them open – to close the door, please press the release button.

There is a telephone by the bed and no charge is made for local, outgoing telephone calls. Incoming calls are answered by the switchboard or via the nurses' station and transferred to your room.

Mobile phones may be used but we ask you to be considerate of other patients. Please do not speak on mobile phones in the corridors. Some rooms have patio doors opening onto a terrace which patients and their visitors can use during the day. For security reasons these doors must be locked at night.



When you arrive

Having been welcomed and shown to your room, a doctor and nurse will come to see you once you have settled in. Your needs will be assessed and you can ask any questions. You will be given a named nurse to co-ordinate your personal care-plan whilst you are in the Hospice.

Everyone will do their utmost to make you feel comfortable but please tell us if you have any particular requirements or worries.

You will be assessed on an ongoing basis to determine your length of stay but unfortunately we are unable to offer long-term care.



Our staff

The Inpatient Unit team consists of doctors, nurses, a social worker, a physiotherapist, the spiritual care co-ordinator, chaplains, complementary therapists and volunteers, who will all be involved in your care.

There are two consultants on the unit who are supported by a team of junior doctors.

The Hospice provides training in specialist palliative care and there may be medical and nursing students working in the unit.

Chaplains from different faiths make regular visits to the unit, others are available on request and your own religious leaders are welcome to visit.

You can talk to members of the team at any time about all aspects of your care – physical, emotional and spiritual. You, or we, may suggest a ‘family meeting’ – a planned opportunity for you, and anyone else you wish, to meet with the team and discuss ongoing care and needs.

Your care

As your medicines may be subject to change, the nurses will initially give any medicines to you. If you would like to administer them yourself, a nurse or doctor will be happy to discuss this with you.

If you are taking any complementary medicines you will need to administer these yourself but please let the staff know so we can check that they do not affect other medication.

As part of our care assessment, we may ask your consent to photograph any wounds or pressure sores and store them in your notes to aid treatment.

If you have any outpatient appointments that you need to attend during your stay, please let us know. We may be able to help with transport if required.

You have a right to see your health records in certain circumstances – please ask a member of the team if you want to discuss this further.

Please note that we share relevant medical information with other healthcare professionals.

Meals

Meals are usually served as follows:

Breakfast

8.30am - 11am (flexible)

Lunch

12.30pm

Supper

5.00pm - 6.00pm



There is always a choice of meals including a vegetarian option. Please inform staff if you have any particular dietary needs. Wherever possible we will provide a suitable meal.

Tea, coffee and snacks are available at any time – just ask a member of the team or you can buy items from the coffee shop in reception.

If you wish to have some home cooking, your visitors are welcome to bring this in. Because of European legislation, the nurse in charge must be informed if any foods are brought into the building. All food must be labelled with your name and the date and may only be kept at the Hospice for 48 hours. Staff are not allowed to reheat food but facilities are available for visitors to do this.

If you would like an alcoholic drink, please let the nursing staff know and they will provide some free of charge, or you may prefer to bring in your favourite tippie.

We cannot provide refreshments or meals for visitors or relatives, but the coffee shop in reception sells a selection of hot food, sandwiches, snacks and drinks. When the shop is closed, a toaster, microwave and tea/coffee making facilities are available for visitors' use.



Smoking and vaping

Patients may only smoke or vape in the designated patients' smoking room. One adult may accompany a patient in the smoking room but due to legislation, visitors **cannot** smoke there.

Children under 18 are not allowed in the smoking room.

The Hospice has a no smoking or vaping policy for staff and visitors in any part of the building or grounds.

Your help in requesting your visitors to observe this would be appreciated.

Activities and therapies

Volunteers offer a range of complementary therapies and hairdressing to patients, free of charge. Please ask a member of the team for more information.

The Hospice has a selection of DVDs and CDs, including Listening Books, which can be borrowed.

Wifi is available for personal devices – please ask staff for the password. There is an internet connected computer in reception for patients and visitors to use.

Living Space

The Living Space and courtyard are open to you and your visitors. Tea at 3 takes place daily from 3-4pm, an opportunity for you to meet with others over a cup of tea or coffee.

The Room of Quiet is a peaceful place for reflection or prayer which you are welcome to use at any time.

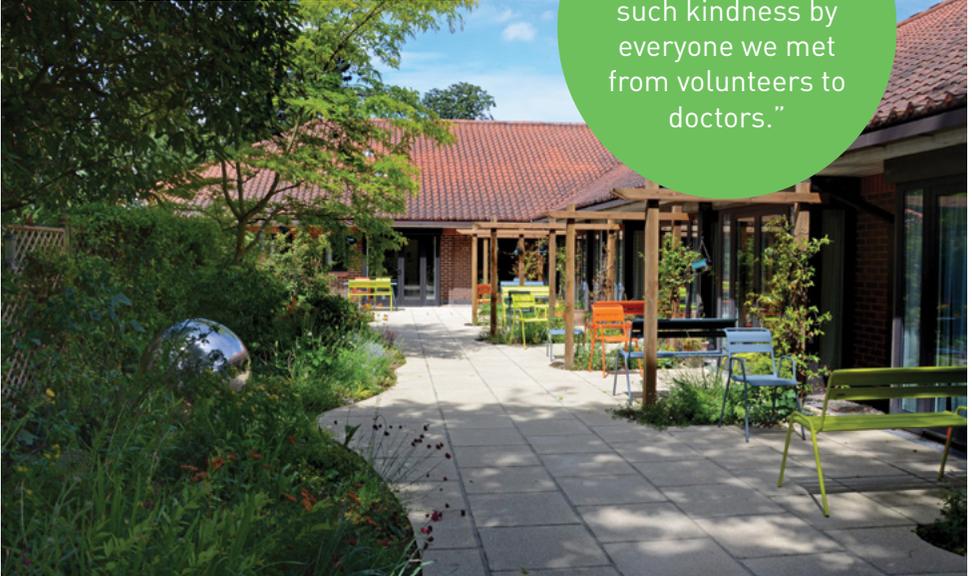


Visiting

There are no restrictions on visiting although if there are times of the day when you would prefer not to be visited, you may wish to discuss this with your family and friends. If you would like any restriction to the number of visitors you receive, please let a member of the team know.

Children are welcome to visit. Pets are welcome too, but please check with staff before bringing any animals into the Hospice. They should be kept on a lead or in a cage.

“As a family, we were treated with such kindness by everyone we met from volunteers to doctors.”



Privacy

The Hospice has a duty to protect the privacy of all patients, staff, volunteers and visitors. Taking photos, filming or recording of any person on the premises, without permission, is strictly prohibited.

How we are funded

All our care is provided free of charge. North London Hospice is a registered charity and not directly part of the NHS. It costs more than £8 million every year to fund our services. Although we receive some government funding, we rely on donations and legacies to meet the cost of providing over two thirds of our care.

While staff members cannot accept personal gifts, North London Hospice is immensely grateful to everyone who supports our work by making donations, leaving legacies or giving us items we can sell in our shops.

If you have private insurance please let a member of staff know, as we may be able to claim back part of the cost of your care from the insurance company.

Other information

The fire alarm is usually tested every Monday.

The Hospice cannot accept responsibility for loss or damage to any property.



The Hospice is committed to providing a safe, calm, comfortable environment for patients and visitors and respectful working conditions for staff and volunteers.

Bullying, harassment or threatening behaviour of any kind will not be tolerated. The Hospice will take prompt action to prevent any such conduct directed towards patients, visitors, staff or volunteers.

If you would like a copy of our Statement of Purpose which gives a full explanation of the services we offer, it is available on request.

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NORTH·LONDON
H O S P I C E

Serving the Boroughs of Barnet, Enfield & Haringey