Your guide to

St Benedict’s Hospice

Information for patients, their families and friends

St Benedict’s Hospice
Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB

Registered Charity No. 1019410
from coming in to going home
I was treat like a whole person and
not just a bunch of symptoms...
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Welcome to St Benedict's Hospice

We aim to make your stay as comfortable as possible. This information has been designed to answer the questions most frequently asked by relatives, carers and friends.

St Benedict’s Hospice has been providing excellent care to the people of Sunderland and its surrounding districts since 1984. Care is now provided by the NHS as part of Sunderland Teaching Primary Care Trust and is also supported by charitable donations.

We offer an honest and open environment and, by treating your stay as an extension of your own home, we will respect your individual wishes and provide your care at a pace that suits you.

We will work with you, your family and carers with the aim of providing you with individualised care whilst maintaining your dignity, privacy and freedom of informed choice.

St Benedict’s Hospice welcomes everyone who will benefit from the expertise and care of our team. This includes caring for people with difficult or distressing symptoms whether they are physical, emotional or spiritual.
What is a hospice?

Traditionally, hospices have been thought of only as places where people with cancer go to die and many believe that people are only admitted towards the end of their life to be cared for until they die.

This is not true – people with a wide range of problems, including pain, sickness, breathing difficulties and other distressing symptoms are regularly admitted to St. Benedict’s and we focus our care upon improving your quality of life.

Whilst most return home, some people choose to die in the hospice. We understand death is a unique experience for every person and their family. It is unfamiliar and can be frightening, causing much distress. During the last few days or weeks of life we know it is important for everyone to maintain their self-esteem, personal dignity, sense of independence, control and their integrity as a human being.

Whilst caring for people at the end of their life and managing peoples symptoms are certainly part of our hospice work, we also offer a broad range of other services for those with palliative care needs due to life-limiting diseases, for example, Motor Neurone Disease and Multiple Sclerosis.

We recognise the impact illness has on you and your family and aim to provide care around what is important to you. This means supporting the needs of, and caring for, you, your relatives and friends.

What is palliative care?

Palliative care is given when any illness is no longer curable by treatment though the person may not be near to death. There are many ways we can help you and your family have a good quality of life over the full duration of your illness.

For example we can help prevent or control pain and sickness. You may find it difficult to discuss some aspects of your illness. We understand how you may feel and are always available to help you and your family cope with your illness.

By promoting both physical and psychological well-being we focus on:

- The quality of your life
- Your past life and present condition, understanding and respecting what is important to you
- Caring for you and those who matter to you
- Respect for your choices, including your wishes around your preferred place of care and treatment.
- Open and sensitive communication with you and your family.
Before you come into the hospice

When you come to stay at St Benedict’s will need to bring:

- All the tablets and medicines you are taking
- Your night clothes
- Day clothes, as you may feel more comfortable being dressed during the day
- Toiletries and towels
- Juice and snacks (if you wish)
- Any pastime activities you enjoy

Please don’t bring in large sums of money and valuables as we can only be responsible for articles handed over to us for safe keeping.

We do not charge for your stay with us as care at the hospice is provided by the NHS.

Our entrance to the hospice is clearly signposted and parking is available within Monkwearmouth Hospital grounds.

Disabled bays are situated to the right of the hospital’s main entrance, where ramped access is provided, and directly in front of the hospice entrance where a lift is situated.

When you arrive

A member of our nursing team will greet you when you arrive and give you time to settle in to your room. A doctor and nurse will plan your care with you and this nurse will co-ordinate your care throughout your stay.

The hospice team

A large team of staff work together to provide your care during your stay.
Key members are:

**Doctors**
A consultant will take charge of your care. You will be seen by the consultant regularly but a team of doctors are available at all times and will attend to your day to day medical care.

**Nurses**
Our nurses work in two teams, blue and red. Each team is made up of qualified nurses who have undertaken further training in palliative care, supported by auxiliary and student nurses who will deliver your care.

**Chaplaincy**
Although we have a chaplain who works closely with the Hospice, your own priest, vicar or pastor is very welcome to visit you. Please let your nurse know if you would like to see them. There is a chapel within the hospice you can visit any time you wish.

**Other members of the team**
Other members of our care team include, for example, a physiotherapist, an occupational therapist, a pharmacist, social workers, hairdresser, volunteers and domestic staff.

**Active treatment**
For the majority of people at St Benedict’s Hospice, CPR (CPR: mouth to mouth breathing and pressing on the chest over the heart) is unlikely to be of help, therefore we do not routinely carry it out. If it is thought that it would be of benefit to you, the doctor will discuss this with you.

If you would like more information please ask your doctor or nurse.
Layout of St Benedict’s Hospice
Key
- areas of the ward you, your family and friends are welcome to use at any time. If a room is being used for something else we will put a sign on the door to say so.
- patient areas, on arrival you will be shown to your room and your relatives and friends will be guided to which patient areas they can access.
- staff only areas, some rooms may be locked to make sure medication, equipment and your records are kept safe.

Follow signs to Benedict Biscop Chapel.
Our facilities

We have a range of single and shared rooms available to you.

Your room will have a television and radio, earphones and portable CD player and a selection of music is available. We can arrange for you to have access to the internet and a laptop computer is available on request.

If you are a smoker, you can smoke in the smoking room for patients as long as you can access it safely on your own. Visitors cannot smoke on the premises and we cannot allow smoking anywhere else in the hospice for safety reasons.

A small selection of newspapers are delivered daily and we can arrange for your paper to be delivered if you wish. We have a small library of books and games that you are welcome to borrow during your stay.

We offer you complementary therapies, hairdressing and manicure services during your stay, by arrangement.

We provide breakfast, lunch and tea for you and drinks and snacks are available throughout the day and night.

We prepare everything carefully and present it tastefully. If you have particular requests, please see a member of our team.
Visiting

Your relatives, carers and friends may visit you any time during the day. However please discuss your visiting arrangements with your nurse when you are admitted so we can plan your care. We ask visitors to remember that you will need time for individual care and rest.

When your visitors arrive they will be welcomed into the reception area but we may ask them to wait if you are receiving care or treatment. Your visitors can have a drink in a comfortable room while they wait.

If you become tired we can restrict your visiting if you request this and a message can be left in the reception area.

If you are sharing a room you may be asked to take your visitors to another room if someone else in the room is receiving care or having a meal. We hope your visitors will understand and respect this.

We welcome and encourage children and grandchildren to visit and have areas with toys and videos but children must be supervised at all times. If you have children in your family who need support in understanding what is happening to you, our staff can help by talking to them or their parents, just let us know.

If your relative, friend or carer wishes to stay overnight we can arrange this. The hospital canteen does offer food for sale at set times throughout the day and there are facilities here for relatives to bring in and prepare food for themselves.

If your relatives and friends wish to make enquiries or speak to you, they can telephone the hospice directly on 0191 569 9195.

“...we were welcomed like friends...”
Protecting your safety in the hospice

Infection control

We take every possible step to reduce the chance of infections occurring and also to prevent infections spreading. This is particularly important to us as many of our patients can catch infections very easily.

We have very safe procedures in place for this and have further written information and advice that will be given to you during your stay. We will advise you about any special precautions but hope you and your visitors will help us by washing your hands with soap and water when arriving and leaving the hospice.

Electrical equipment

Electrical equipment within the hospice is checked regularly for safety. If you wish to use any electrical equipment of your own, e.g. radio or CD player, then please tell a member of staff who will arrange a safety check.

Data Protection

St Benedict’s Hospice is registered under the Data Protection Act 1998 to store and use personal information. We ask for information about you so you can receive the best care and treatment. We keep this information securely together with details of your care as it may be needed in the future by any members of our team. Everyone working in the hospice has a legal duty to keep information about you confidential.

You have a right to access information we hold about you. If you would like to do so please ask a member of staff.
Going home

Planning your return home is very important. By working together we can make sure that support services you need are in place for your return home.

These are some of the services that may be appropriate to care for you at home. We will discuss them with you and your family when we plan your discharge.

- 24-Hour hospice advice line (0191 569 9195)
- Community specialist palliative care nursing service (Macmillan nurses)
- Out of hours palliative care district nursing service
- District nursing team
- Marie Curie nurses
- Palliative care social work team
- Social Service carers
- Out patient clinics
- St Benedict’s Hospice day care services
- Lymphoedema service

You will be given seven days supply of your medicines to take home and your own doctor and district nurse will be informed about your stay and the care you received.

If you have any worries or concerns once you get home then please contact us at any time.
**How to get here**

The hospice is situated within the grounds of Monkwearmouth hospital. A number of buses travel from Sunderland city centre to Newcastle Road, stopping directly outside the hospital. For up to date information on all public transport across the North East, contact the telephone travel line, 08712 002 233, which is open from 7am until 9pm daily.

The nearest Metro stations are ‘Stadium of Light’ and ‘Seaburn’. Both are within 10-15 minutes’ walking distance.

**Improving our service**

We are always looking at ways to improve our services. If you have any suggestions, we would be happy to hear them.

At some point during your care you may receive a questionnaire about the service. We would really appreciate it if you would take the time to complete this.

**Further Reading**

We have a wide selection of written information.

You and your visitors may take any of the free leaflets. You can borrow some books and booklets and we can order some of the books for you if you ask.

**Thank you**

This booklet was produced following a service improvement workshop ‘Kaisen Event’. Thank you to all of the patients, relatives and staff who contributed to its development and kindly agreed to allow us to use their photographs and words.
...our time at the hospice was a time of great reflection, peace, joy, sadness and love ...a place we could share and experience time with each other...

Ray and Dorothy
For more information contact:

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Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB
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We are proud to have been recognised for the care we deliver and have been awarded the following:

- NHS North East Health and Social Care Awards 2009
  ‘Peoples Award for Dignity in Care’
- Nursing Times Awards 2009
  ‘Patient Dignity’
- Health Services Journal Awards 2009
  ‘Patient Centred Care’

NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request. For further copies of this booklet please contact:

St. Benedict’s Hospice Tel: 0191 569 9195