



ST CATHERINE'S HOSPICE

Your Guide:
To staying on our wards



Welcome

Welcome to St Catherine's Hospice. While you are with us, our expert team will work with you and your family and friends to understand your problems and concerns in a safe and supportive environment.

During your stay, we will ask you for your comments and feedback, which help us to maintain high standards of care.



"It's the unfailing kindness of the staff, the feeling that you are being welcomed into a home from home and a family of supportive people, I am safe here."

Carer feedback:

Contents page

Your stay at St Catherine's Hospice	4
About St Catherine's	4
What you can expect on our Inpatient Unit	5
Your day-to-day care	6
Facilities and what you should bring	7
Meeting your needs	9
Frequently asked questions	14
General information about your care	18
How to find us	21
How you can support St Catherine's	22

If it would be helpful to have this document in another format or language, please speak to a member of the Nursing Team.

Your stay at St Catherine's Hospice

During your stay, your needs are our priority. We are here to help you with the physical and emotional difficulties that your illness may cause you and your family. We appreciate you may have some questions about what to expect during your time with us. This booklet aims to provide you with information about all the services available. If you still have questions, we will be happy to answer these, please just ask.

About St Catherine's Hospice

St Catherine's is an independent charity. For more than 35 years we have been providing expert care, advice and support to patients and their families across Sussex and Surrey.

We provide advice and support to people living with life limiting illnesses. We offer symptom management, end of life care, psychological and emotional support and respite. We can also provide advice and support for your family, friends and carers at what can often be a very difficult time.

As well as providing care in our Inpatient Unit (IPU), we also support patients in our Living Well Centre, in their own homes and at Outpatient Clinics. All of our care is free, but it's not free to provide. We are incredibly grateful for the support of our local community who raise money to enable us to provide our services free to those who need us.



What you can expect on our Inpatient Unit

Carer feedback:

"Every member of staff is so caring, friendly and they all create a very happy atmosphere in difficult circumstances."

We offer 24-hour expert care across our two wards, Heaselands and Beeches, and we aim to make the hospice as welcoming and relaxed as we can for you and your visitors.

At St Catherine's, our care is tailored to meet your individual needs and is delivered by a highly trained, multi-disciplinary team who are experts in end of life care.

During your stay, you will meet the doctors and nursing team. You may also meet our other teams including occupational therapists, physiotherapists, volunteer complementary therapists, and members of our counselling, spiritual and welfare teams. Our staff work closely together to ensure you and your family receive the highest levels of support.

Patient feedback:

"Fabulous. Couldn't find a better place."



Your day-to-day care

Our nursing team will be responsible for your day-to-day care by managing and monitoring your symptoms. The team are there to help you with whatever makes you feel more comfortable, whether you need someone to talk to, would like a bath or a particular meal.



Helping you settle in

Our Admission and Discharge Co-ordinators will welcome you when you arrive at the hospice. During your stay they will provide information about our facilities and will speak with you or your family if there are any concerns or special requests like birthdays. If you would like to speak to the Admission and Discharge Co-ordinators, please ask a member of the team.

***"Feel well cared for
and looked after."***

Patient Feedback:

What facilities are there for me?

There are 18 beds on our two wards. These are a mixture of four-bedded bays with curtains for your privacy or single rooms, some with en-suite facilities. Single rooms are, however, allocated on medical need. Your bed has a call bell so you can easily reach us anytime, day or night.

We also have a separate shower room and bathrooms with a Jacuzzi bath. Most of our rooms open out onto our beautiful gardens and patio area, with easy access to the peace and tranquillity of the gardens. If you cannot get out of bed, we can move your bed outside.

Whilst you are here, you will have your own lockable bedside cupboard for your valuables. (Please note, during your stay we cannot accept responsibility for your property, and we encourage you to limit the valuables you bring into the hospice. We ask, if possible, that you leave money or jewellery with relatives or at home.)

As well as your bedside cupboard, you will have a wardrobe, access to your own television, and free Wi-Fi (password: **!welcomeSTCH!**). We also have a library of CD audio books available for you and your relatives to borrow and can lend you portable CD players and headphones. Please ask a member of staff if you would like more information.

If you feel well enough, you might also like to visit our Living Well Centre to take part in wellbeing activities. Please ask to speak to the Living Well team to find out more about the services and activities available.

If your family and friends wish to stay overnight, we have two relatives' rooms available. Please speak to the Nurse in Charge if you would like further information.

What personal items should I bring?

We encourage you to dress during the day. We can help you with this, so please bring comfortable day and night clothes including well-fitting shoes and slippers. You might also want to bring a dressing gown. We have a small laundry and our housekeeping team will take care of your laundry if your family are unable to take it home.

You might like to bring a few personal items such as photographs and books to make your bed space feel more like home. Flowers are also welcome. Please speak with the nursing team if you would like to use your own pillow or blanket.

Please remember to bring all your medicines with you and please hand these to the nursing team on admission. You may also bring any toiletries you normally use such as your favourite bubble bath, soap, talcum powder, body lotion, toothbrush, toothpaste, razor, hairbrush and tissues.

Can mobile phones be used on the wards?

You and your visitors are welcome to use mobile phones on the wards but please be considerate to others around you. We ask that you kindly set your phones to silent or vibrate, and that whenever possible, visitors use their phones away from patient areas to respect others' privacy and need to rest.

Will my family and friends be able to call me?

We understand that you will want to hear from or call relatives and friends during your stay. We have portable telephones for patient use we can bring to your bedside.

How can my family and friends call the ward?

During working hours, your family and friends can call our main reception on 01293 447333 and ask to be put through to the ward where you are staying.

Our reception opening hours are:

Monday to Friday: 8.15am - 8pm

Saturday to Sunday: 9am - 4.45pm

Bank Holidays: 8.15am - 8pm

Christmas Day, Boxing Day and 1 January: 9am - 4.45pm

All calls are important to us and if we are busy caring for you or other patients and are unable to answer immediately, we encourage your family and friends to leave a message. A member of staff will call them back as soon as possible. Please be aware to protect your confidentiality we are unable to disclose specific information over the telephone.



Meeting your medical and nursing needs

On the day of your admission, you will meet with a ward doctor or nurse practitioner and the nurse looking after you to discuss your needs and concerns and agree an initial care plan.

While you are staying here, one of our consultants or senior ward doctors will see you at least once a week and can arrange to see you and your relatives at other times if necessary. The consultant ward round and multi-disciplinary team meetings take place on subsequent days:

Heaselands Ward Round – Tuesday 9.30am -1pm
Beeches Ward Round – Wednesday 9.30am -1pm

If your family would like to be present during a ward round, they are very welcome.

Throughout your stay, there will be a ward doctor on site during normal working hours. There is always a doctor on call during the evenings and weekends to provide medical advice and to see you if there is an urgent problem. We can also arrange appointments for a doctor to speak with you or your relatives, usually during normal working hours. Just ask a member of the team. Experienced Senior Staff Nurses are available on the wards 24 hours a day, seven days a week.



Training future palliative care doctors and nurses

St Catherine's plays an important role in training future generations by providing placements for student nurses from Brighton and Surrey Universities. We also have trainee doctors, therapists and GPs on placement.

We encourage the involvement of our students and trainees in all aspects of patient care, whilst being carefully supervised to develop their knowledge and learning. However, if you would prefer a member of hospice staff, please let us know.

Your mobility and independence

Our team of physiotherapists, occupational therapists and therapy technicians will help to keep you mobile, independent and comfortable for as long as possible. Our therapy team can help you with a range of issues from managing breathlessness and fatigue, to helping you gently exercise in our hospice therapy gym.

They will work alongside you to adapt activities to your changing needs, personal goals and can also arrange home adaptations to make life easier for you if you are returning home after your stay.



*"The treatment
here is
wonderful."*

Patient feedback:

Relaxation and Complementary Therapy

Our volunteer complementary therapists offer various treatments, which may include hand massage, reiki and meditation. These can help you to relax, manage your symptoms and provide you with some "me" time. Please ask if you would like a treatment.

Counselling

Many people find talking about their feelings helps. You may be feeling concerned about how your illness will impact on your life and affect those closest to you, or be worrying about financial or legal issues. You may feel you can't discuss things with your family and friends because you don't want to worry them. These kinds of feelings can be distressing but our counsellors will visit you to discuss whether you might benefit from this kind of support. We can also offer support to your family and friends, including counselling and support for children.

Spiritual Care

When people are ill, it can raise many questions. You might be thinking about the meaning of life, your hopes, fears or something else entirely. Spiritual care is individual to you and is suitable whether you have a faith or not. During your stay our Spiritual Care Lead or one of our trained spiritual care volunteers will visit you to see if they can help.

We can provide spiritual care for different faiths and denominations and can arrange visits from your own spiritual leader. Please tell us if you would like this.

Helping you practically

Our Welfare Advisor can provide advice and support for you and your family on a range of financial and practical issues such as benefits and grants. We can also arrange independent legal advice, including advice on making your will and information on appointing a lasting power of attorney. We can do this by arranging a meeting with your chosen legal representative, or working on your behalf to offer you a choice of local solicitors who can visit you on the Inpatient Unit. This can be arranged urgently if required. If you would like to see our Welfare Advisor, please ask a member of the team.



Carer feedback:

"Kindness and focus on the carer as well as the patient. Concerned about the relatives' wellbeing as well as concern for the patient. Good surroundings giving a good feeling to deal with the situation."

Be part of UK-wide hospice research projects

St Catherine's is proud to be involved in shaping the future of hospice care. Our research can include anything from looking at how we can improve symptoms to assessing social and emotional issues that might affect patients. During your stay you may meet our Research Nurse who will talk about studies we are participating in and will ask you if you would like to take part in them. There is never any obligation to participate in a research project.



Leaving the ward

St Catherine's is not a long-stay facility and the length of stay will vary depending on your needs. You might only be with us for a few days before being discharged or you might be with us a little while longer. During your stay, our multi-disciplinary team will work together to address your needs and will assess how long you need to stay.

Our Admission and Discharge Co-ordinator, will discuss with you and your family the most suitable place for you to receive ongoing care. It might be agreed that the best thing is for you to return home, to transfer to a care home or to stay with us at the hospice. Please be assured that you and your family will be fully involved in these discussions at all stages. You may be eligible for funding; our Admissions and Discharge Co-ordinators will make the application for funding on your behalf.

Please do not worry if we start talking about discharge within a few days of your admission. This is perfectly normal. Some discharge arrangements can take time to sort out, so we need to start early.

If you do go home, we will make sure that everything you need is ready and in place, so that your move from the hospice to your home or care home is as smooth as it can be. Most people will continue to receive expert support from our community nursing team. If it's right for you, we will refer you to our Living Well Centre so you can continue to receive support.



Frequently Asked Questions

How do I get to the hospice?

If you are admitted to our Inpatient Unit, transport can be arranged. One of our team will discuss your needs with you.

Do I have to pay for my care at the hospice?

We do not charge for our services. However, we are a charity and rely largely on donations from the local community. Sometimes we are able to make claims on a patient's private medical insurance. If you are covered in this way, please let us know.

When patients are less well

We have leaflets available for more information. The medical and nursing teams will also be happy to answer any questions you may have.

What can I eat and drink?

We are proud of the catering offered at St Catherine's and all our meals are made from scratch using fresh, local produce. We are able to cater for most dietary needs and allergies. A member of the hospitality team will always be happy to visit you on the ward and discuss any questions you may have.



Our ward mealtimes are:
8.30am – 9.30am
12.30pm - 1.30pm
5.30pm - 6.30pm

If you require assistance with your meal and would prefer your family to assist you that's fine, just speak to the nursing team looking after you.

We have a daily menu but, if you don't fancy anything on it, we will happily cook something else.

If you are celebrating a birthday, anniversary or other special occasion during your stay, please let us know so that we can help you to celebrate.

If you wish, you can bring in your own food and drink which we will store in a fridge in our hospice kitchen. Please make sure that any of your own food is clearly labelled with your name and date you bring the food in. Please be aware due to food hygiene reasons we are unable to re-heat chicken, fish and rice.

Snacks and drinks are always available day or night, just ask our nursing team who will be happy to get something for you. While you are here, we will do our best to make sure you look forward to mealtimes and we welcome your feedback.

You may also order a treat from our all-day refreshment menu. How about a nutritious milk shake or smoothie? An iced lolly or a refreshing fruit sorbet? Relax with a comforting hot drink and home baked cake, or indulge in a St Catherine's cocktail. You are also very welcome to have lunch or a drink in our coffee shop. This can be useful if you want a change of scenery. All food and drink is complimentary for patients and your visitors can also purchase food and drink.

Our coffee shop opening times are 8.30am – 4pm daily.

Our coffee shop is run by regular staff and volunteers. We have vending machines in the coffee shop should you or your visitors fancy any food out of hours. All our vending machines accept cash and contactless payments.



Also keep an eye out for our daily evening drinks trolley. It's the perfect chance to enjoy your favourite tippie and is a treat many people look forward to. There are also non-alcoholic drinks available.

Can I smoke?

Smoking is **not** permitted within the hospice building. There is a designated smoking area for patients in the garden, but we kindly ask that your visitors do **not** smoke in the garden. If your visitors would like to smoke, there is a designated smoking area at the top of the hill outside our other building. If you need to smoke but are unable to smoke independently or have issues with mobility, please ask a member of staff.

When can my family and friends visit me?

Your relatives and friends are welcome to visit at any time, however, as a result of patient feedback, we prefer to limit visiting at mealtimes unless you are eating with your relative or assisting your relative with meals.

Mealtimes are:

Breakfast: 8.30am – 9.30am

Lunch: 12.30pm - 1.30pm

Dinner: 5.30pm - 6.30pm

When is reception open for my visitors?

A receptionist is on duty during working hours, between 8.15am and 8pm Monday to Friday and between 9am and 4.45pm at weekends. During these times visitors can also call reception on 01293 447333.

When there is no receptionist on duty, the main hospice doors will be locked. If you wish family or friends to visit out of hours, please speak to the Nurse in Charge.

To comply with health and safety procedures, your visitors will need to sign the visitors' book each time they arrive and leave the hospice.



Is there somewhere for my visitors to park?

Your visitors can park in the bays to the front of the main hospice building and at the Turner Centre to the rear of the site. Both areas are clearly signposted.

Limited disabled parking bays are also available and clearly marked. If your visitor wishes to use one of these spaces, please remind them to display their disabled badge.

If for any reason any of your visitors need to leave their car parked at the hospice overnight, we suggest they park at the front of the main building and leave a note at reception with their name, car registration number and make.

Can my pets visit me?

We understand that a pet is a member of your family and welcome them to visit if this is possible. Please discuss your pet visiting with a member of the nursing team prior to their arrival. We ask that dogs are kept on a lead at all times. For hygiene reasons please do not feed your pets in patient areas.

Who can I talk to about my experience of St Catherine's?

We want everyone's experience of St Catherine's to be a good one. We have a culture of openness and learning and welcome your opinions at any time. Whether you have complimentary or critical feedback, it is vital to help us improve.

You may be asked to fill out an anonymous Family and Friends Test. Please answer this honestly as we are keen to make improvements based on feedback. If you would prefer to provide verbal feedback please let us know.

What if I am not entirely happy?

One of the best ways we can monitor how we are doing is for you to tell us when we get things right and when we get things wrong.

If there is something you are unhappy with, we encourage you to speak to a member of our team as soon as you can, so we can try and put things right.

If you still do not feel things have been resolved to your satisfaction, you may want to formalise your concerns.

At St Catherine's, we have a formal complaints procedure. Our Senior Management Team considers all complaints, using this as a chance to review and learn. Please ask a member of the team if you would like more information.



General information about your care

Can I make choices about my care?

It is vital that you are able to tell us about your wishes and have the chance to shape your own care. Shared decision making is important to us and we will always discuss care plans and suggested treatments with you (and your family and friends if you wish).

You may wish to make some decisions about your future care and treatments. Making an Advanced Care Plan is one way to record these.

An Advanced Care Plan provides a framework to help you, either independently, with your family and friends, or with the help of staff to think ahead, outline your care and treatment preferences and state any special wishes or concerns regarding your future care. This is particularly helpful if there is a time when you might be unable to explain these easily for yourself.

If you would like further information on the role of an Independent Advocate, (an impartial person who can support and help you express your wishes), and how to access their services please ask to speak to our Welfare Advisor.

Patient Consent

St Catherine's is committed to providing high quality care and before any member of staff examines or treats you, they will seek your permission or consent to do so, if you are well enough to give this permission. If at any stage, you are not able to consent to examination or treatment, we will do what we think is in your best interests.

We will also discuss referral to another of our services which can help you (for example, counselling or our Living Well Centre) if you are happy with this. Anything you have said previously about how you wish to be cared for and the views of other people important to you will be taken into account. Please feel free to discuss this with a member of the team. If you ever feel that your consent has not been sought before examination or treatment, please let a member of the team know straight away.

Confidentiality and Data Protection

During your time with us we receive personal information about you from yourself, your family and other services. We need this information so we can provide you with the best quality care, but maintaining your privacy and dignity is very important to us.

Information about your care and treatment is shared among the clinical team at St Catherine's and other professionals involved in your care, such as your GP, doctors who work out of hours and hospital staff. This enables us to provide you with high quality, coordinated care.

At St Catherine's we work to improve the service we provide to patients and families. As part of this our staff (which may include staff not directly involved in your care) regularly review clinical records and collate anonymous data to assess how well we are doing and where improvements are needed. These processes are called Clinical Audit or Quality Improvement Projects. No data can be traced back to you or your family when it is shared. All St Catherine's staff will treat your data in a confidential manner and any data collated will only be used for the purposes of improving the services St Catherine's provides.

If you would prefer staff not to use your data in this way, please speak to a member of the nursing team or your doctor and we will make sure this does not happen. If you would like further information or have more questions about Clinical Audit or Quality Improvement Projects, either in general or in relation to St Catherine's, please speak to a member of the team.

Personal information

Your confidential information will remain safe and secure and will not be shared with family and friends without your consent. There may, however, be times when it is important to share relevant information in order to plan your care, particularly when family or carers will be involved in this. We will therefore discuss your preference first about sharing information and respect your wishes as far as possible.

As part of your care, we will also need to exchange relevant clinical information within the wider St Catherine's team or with other health professionals involved in your care such as your GP, doctors who work out of hours and hospital staff, so you benefit from co-ordinated care.

Visitor Feedback:



"The entire experience has been wonderful - in the saddest of time you have been beyond amazing - thank you!"

Can I see copies of hospice correspondence relating to my care?

If you wish to see any correspondence relating to your treatment or care from the hospice, please ask a member of the team. The medical and nursing teams are always willing to discuss your illness and treatment and to answer questions you may have, honestly and openly. If there is anything specific you would like to discuss, please ask us.

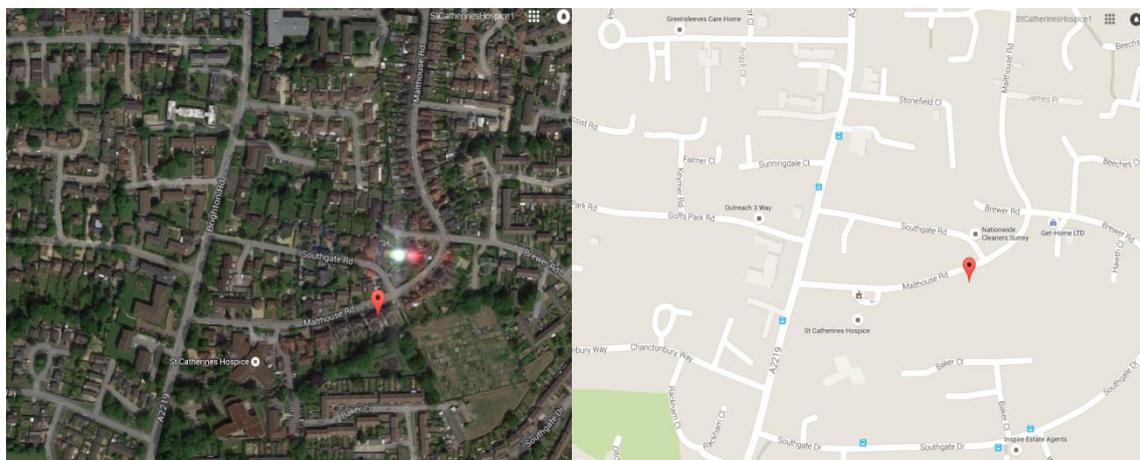
Does St Catherine's have a policy for accessing health records?

Yes. If you would like to access your health records please address your request to the Head of Quality and Data Protection, St Catherine's Hospice, Malthouse Road, Crawley, RH10 6BH.



How to find St Catherine's Hospice

St Catherine's Hospice is situated on Malthouse Road, Crawley, West Sussex, RH10 6BH.



From London or Brighton

Exit M23 at Junction 11 (Pease Pottage)

Follow signs for Crawley town centre (A23)

At the first roundabout, turn right (A2004)

Take the first turning on your left into Brighton Road

Take the fourth turning on the right into Malthouse Road.

From East Grinstead

Follow the A2011

Pass Central Sussex College on your left and the back of Debenhams on your right

Go straight on at the first and second set of traffic lights; go straight passing under the railway bridge

At the third set of traffic lights take the right hand filter lane and turn right into Southgate Drive

Pass the school on your right and take the first right into Brewer Road

At the end of Brewer Road turn left into Malthouse Road

The hospice is on the left, close to the end of the road.

From Horsham

Take the A264 then A2220

At Cheal's roundabout go straight across following signs for Crawley

Take the second turning on the right into Goffs Park Road

At the end of the road turn right and then immediately left into Malthouse Road.

We have limited parking spaces available on site which are reserved for patients and their visitors. We are easily accessible by public transport and are approximately a 10-minute walk from Crawley train and bus station. Taxis are also readily available from the front of Crawley station.

How you can support St Catherine's

Each year we're able to provide our expert care, to around 2,450 people and their family and friends, thanks to the generosity of people in our local community. Every year they raise over two thirds of the money we need to provide our free services. People often think our hospice is part of the NHS and whilst we receive some funding from them, we are an independent registered charity. It costs us around £10 million per year to run our services, and to give free care and support to local people at the most difficult time of their lives.

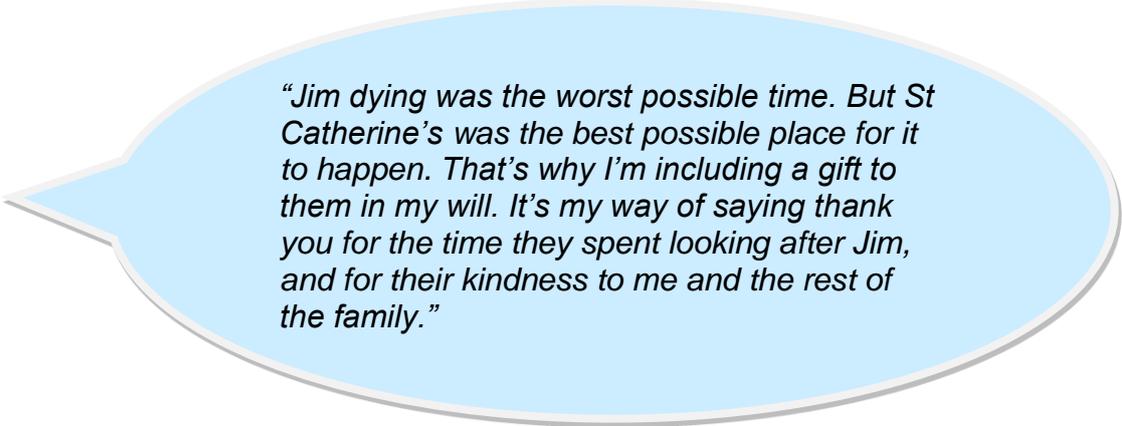
We want to live in a world where everyone can face death informed, supported and pain free. And whilst we are proud of the care we provide, we know there are many more people who could benefit from our expert support and advice. Currently, for every person we help, there are two others we can't. With our community's help we want to change this so that in the future we can be there for **everyone**. Many of our patients and their family members feel they would like to show their appreciation of the care our hospice has given them, and to help make sure we are here for others when life comes full circle.

Here are a few ways you may like to consider supporting St Catherine's:

Leave a gift in your will

Remembering St Catherine's in your will is a simple way of helping us to be there for future generations and really is the greatest gift you can give. Gifts left to us by people in their wills provide the care for one in four patients and families and every gift, in every will, makes a difference.

By leaving a gift in your will, your kindness will mean that in the years to come, no one will have to face death and loss alone. It means your care for your loved ones and local community will live on.



"Jim dying was the worst possible time. But St Catherine's was the best possible place for it to happen. That's why I'm including a gift to them in my will. It's my way of saying thank you for the time they spent looking after Jim, and for their kindness to me and the rest of the family."

Giving in Memory

As part of planning the arrangements for your funeral, you may like to ask your next of kin to invite people to make donations to St Catherine's in your honour. We're pleased to be able to help with this and for guidance at the appropriate time we suggest contacting us on the details below.

Taking part

Every year, we organise a calendar of events ranging from live music festivals to adventurous overseas treks. There really is something for everyone! Our events are a great way of supporting us, while at the same time providing you, or your family or friends, with an opportunity for reflection, meeting others or achieving a personal goal. Our events take place throughout the year and are advertised on our website or a member of our fundraising team will be happy to explain these to you.

Organise your own event

If you're having a get together with family, friends or colleagues from work, you could include some fundraising. We can support you with anything ranging from simple collections and games, to bake sales and quiz nights. For help in getting started, please give us a call.

Our shops

We have 15 charity shops across West Sussex and East Surrey, selling everything from clothing and books and puzzles, to household items and furniture. We even have a dedicated bridal and furniture store. Donations of goods are always appreciated, and money raised in our shops goes towards providing care for local people. If you're a UK taxpayer, you can also gift aid your donation. This means we can claim an extra 25 per cent of the value of any goods you donate, helping your donation make an even bigger difference. For details of your nearest shop, what items we can accept, and information about furniture collections please contact our Trading Team on 01293 583077.

Sharing your experience

Some people like to share their experience of St Catherine's care and people often tell us they find doing this very rewarding. We share these personal experiences with our local community to inspire their support, and we also share them with other patients and families, to help reassure them if they're apprehensive about being referred to St Catherine's. If you are interested in sharing your story, please ask to speak to a member of the marketing and communications team.

Our fundraising team will be happy to support you in any of the ways above. They can be reached Monday to Friday on 01293 447361, or emailed at fundraising@stch.org.uk.

St Catherine's Hospice, Malthouse Road, Crawley RH10 6BH
Registered charity no. 281362

This V4 booklet was published by St Catherine's Hospice in September 2020 and will be reviewed annually.

St Catherine's Hospice is regulated by the Care Quality Commission. To view our most recent report, please visit: www.cqc.org.uk/location/1-143117253 or call 03000 616 161.

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West Sussex, RH10 6BH

Call us on: 01293 447333
or visit: www.stch.org.uk

 St Catherine's Hospice Crawley
 @stchospice

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