

ST CATHERINE'S HOSPICE

Your Guide: Wards

Inspected and rated Outstanding ☆ CareQuality Commission

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Welcome to St Catherines Hospice

A warm welcome to the In-Patient Unit (IPU) at St Catherine's. We appreciate that this may be a difficult and overwhelming time for you and your loved ones, but please be reassured that we are here to look after you and ensure that your stay is as comfortable and supported as it can be. We hope that the following information will introduce you and your family and friends to our In-Patient facility but please ask if there is something that we have not mentioned, or you need clarified.



Our In-Patient Unit

Our wonderful new hospice was opened in December 2023 and the purpose-built In-Patient Unit comprises two wards – Meadow Ward and Woodland Ward. We are staffed 24 hours a day by an experienced team and you will meet many of our staff during your stay.



Your first few days

Our clinical team will greet you and settle you into your private room on one of our wards. The rooms on Meadow Ward are numbered and named after flowers, whilst the rooms on Woodland Ward are also numbered and named after trees.





Once in your room, our clinical staff will run through several questions designed to find out as much as we can about you, your symptoms and any concerns you may have – this all enables us to plan appropriate care for you.

We also like to find out your expectations of your time with us and we will discuss how we best feel that we can help you in the first few days. We will carry out some clinical observations such as blood pressure and blood sugar checks; we also perform and send MRSA swabs for screening.

Who's who and what do we do

Our clinical teams

You may have been admitted for a period of assessment, for support with symptom management or for end-of-life care. Whatever the reason, you will be cared for by specialist palliative care nurses and doctors who will assess your symptoms and needs, and plan your individualised care. We also offer support to those close to you, and share information about your care with them if you are in agreement

Nursing

Our nursing team consists of registered nurses and healthcare assistants who work shifts to cover the 24-hour care requirements. They will provide the majority of your care including personal care and administration of medication.

We have a high staff to patient ratio on the wards and each shift has a minimum of two registered nurses and two healthcare assistants allocated to each ward.

In addition, a senior nurse coordinates the shift as the Nurse in Charge (NIC). At times we are able to support student nurses and paramedic students on placement and you will be informed if they are looking after you.



Medical

Our ward medical staff comprises a senior consultant, specialist registrars who are with us for a year as part of their training to become consultants, and a team of junior doctors. They will see you when you are admitted and review your care regularly to address your symptoms, answer questions about your illness and help to guide decisions about your care. Our doctors are ward-based from 8:30am to 5pm every day and provide on-call advice to the team outside of these hours.



Therapists

The clinical team benefits from expert physiotherapy and occupational therapists who can assess you on the ward and provide equipment and advice to support your mobility and independence as appropriate.



Wellbeing Services

Your wellbeing and that of your loved ones, is a high priority for us at St Catherine's. Here at the hospice we have a team of people offering a range of services including: spiritual care, complementary therapy, counselling and bereavement support, carer support, as well as welfare, financial and legal support.

Spiritual care

The Spiritual Care team is the day to day face of the Wellbeing Service on the Inpatient Unit. Our office is on Woodland Ward. We will introduce ourselves when you arrive and aim to check in with you each weekday. We're your first point of contact for any wellbeing needs. If there's something we can't help with directly — such as counselling, welfare or legal matters — we'll connect you with the right person or service.

You don't need to be religious to speak to us. We offer gentle and compassionate emotional and spiritual support to people of all faiths and none, and we have good relationships with local faith leaders. We're here to listen, talk things through, sit in silence, or support whatever matters most to you.

Complementary Therapy

Our complementary therapist offers both patients and carers a chance to relax with options of aromatherapy, reiki, meditation or hand and foot massage either on or off the ward in our tranquil treatment room.

Welfare Support

Our welfare support provides information to help you receive the financial support you may need. There are various benefits, depending on age and circumstances, that you may be entitled to claim to help you with the additional costs of your life-limiting or terminal condition.

If you feel that you would benefit from any of these services, then please let one of our staff know or alternatively there is more welfare information available on our website https://www.stch.org.uk/caring-for-you/for-patients/welfare-advice/



Sharing Clinical Information

We are happy to share information with you to help you to make the right decisions and choices about your treatment and care. If you would like your family or someone close to you to be involved in these discussions, please let us know. We will also check with you whether you are happy for us to share information with those close to you.

We have a regular weekly meeting for the hospice multi-disciplinary team to share our assessments and discuss suggested plans for your care. Your views and priorities will be included in this, and we will share any suggested plans with you afterwards.

We work closely with your GP and specialists who have been involved in your care. We may contact them for further information, and share information about the care that we have provided so that they can help us to support you.

Our support teams

Receptionists

There is a friendly receptionist on duty seven days a week, between 8.30am and 6pm. Our reception team are here to support you as patients, relatives and visitors and to offer advice about the services we offer within St Catherine's.

Outside the times of 8.30am and 6pm, we lock our main hospice doors, but you can gain access if needed via the out of hours entrance which is located to the right of the main entrance. Follow the instructions on the keypad and one of our team will come and assist you.



Catering

Our wonderful food and drinks service is made possible by a dedicated team of chefs and catering assistants. Freshly prepared meals are provided at breakfast, lunch and supper and delivered to your room. We work hard to ensure that there are options for all dietary requirements and appetites so please ask if you have a favourite dish that we have not offered, or would prefer a lighter, smaller range of food.

In addition, you will find an All-Day Refreshments menu in your room, offering smoothies, juices, hot and cold drinks and snacks that can be requested throughout the day. Overnight, our nursing team are able to provide drinks and a small selection of snacks such as ice-cream, yogurts, toast etc.

Water jugs are replenished three times a day but please ask if you require this more regularly.

Before supper each evening, our nursing staff or hospice hosts will be around offering a selection of drinks for patients and visitors.



Housekeeping

We have a superb housekeeping team who will clean your room and en-suite shower-room on a daily basis, as well as keeping the communal In-Patient areas to a high standard of cleanliness and providing our laundry service.



Admission & Continuing Care Coordinator (ACC)

Your admission will have been facilitated by our lovely ACC staff working closely with our clinical teams. The average length of stay is two weeks, however our care is individualised and some patients will require our care for longer.

The first week will focus on assessment of your symptoms and needs, in the second week if your condition/symptoms stabilise or improve then we will start to think about what would be appropriate for your continuing care. This may involve returning home with additional support or relocating to another setting such as a nursing home.

Discussion and planning will be coordinated by our ACC, supported by our multi-disciplinary team and of course, discussed at length with you and your loved ones to ensure that the best decisions are made for your future care.

Volunteers

As a local charity we are incredibly fortunate to be supported by a wide team of volunteers. Our In-Patient Unit based Hospice Hosts provide the clinical and catering teams with support in a variety of ways including answering call-bells, making drinks and delivering food trays, signposting visitors and maintaining a safe and tidy ward environment.

They are trained in hand massage techniques so if you would like to take advantage of this, please do ask them. They can be identified by their turquoise polo tops and generally provide support in the afternoons and evenings.



Your room

We hope that you will find your room comfortable but please ask a member of the nursing team if there is anything else that we can provide or if something is not working correctly.

Call-bell

The nursing team will show you how to use the call-bell to alert a member of staff should you require assistance. We also have pendants and wristbands that can be worn if you are moving around in your room or the wider hospice.

Bed

All of our rooms benefit from a pressure-relieving mattress which will be monitored by our nursing staff and set at the appropriate level to promote skin integrity and comfort. The beds have rails fitted and can be used by our staff for your safety and comfort - the nursing team will discuss their use with you.

Linen and laundry

Towels and bedlinen will be changed by our nursing team as often as needed; we have a free on-site laundry service for patient clothing, towels and bedding. Your laundry will be labelled, laundered and returned to you – usually within 24 hours. If you would prefer that your clothes are laundered by your family, then please let us know.

TV

We are delighted to offer a wall-mounted SMART TV in every room, which gives you access to a number of apps including BBC iPlayer, ITV and channel Four. There are many film and music channels available. Please ask a member of staff if you require assistance using the TV or remote control.

Wi-Fi

The hospice has Wi-Fi which you are welcome to login to and use for free, the details are:

Network: STCHGuest - Password: V1sitors!

Hoist

Every bedroom has an overhead hoist tracking system to enable safe and easy transfer from bed to chair for those who require it. In our higher dependency rooms the hoist goes all the way into the shower/bathroom.

Fridge

In your wardrobe, you will find a fridge for storing personal supplies of food and drinks. Please ensure that any opened food or drinks are clearly labelled with the date opened and disposed of in a timely manner. Please do not keep medication in this fridge.

Garden

We are delighted to be able to offer you the use of a private garden space accessed directly from your room. Our staff can assist you to access this space in your chair or bed if needed. As the doors are alarmed for safety, please do not open the outside room doors without first informing a member of staff.

Smoking and vaping

Our hospice site benefits from a no-smoking policy and we ask that all visitors adhere to this. However, we appreciate that our patients may need to smoke or vape at times, and we can therefore enable this to take place in your private garden.

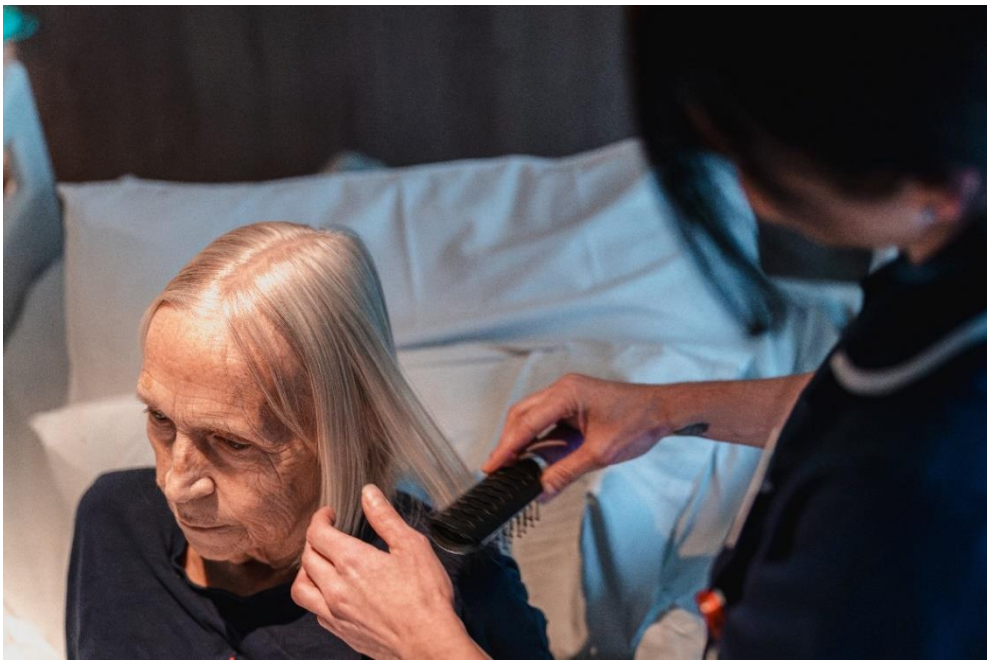
If you wish to smoke, please ensure you speak with a member of our nursing team who will provide you with a fire-retardant blanket and container for ash and cigarette butts. Our clinical staff would be happy to discuss nicotine patches with you if you feel this would be helpful.

Your care

Personal care

Our nursing team are here to help you with all your hygiene and personal care needs. In addition to the en-suite showers, we also have an Arjo spa bath for your use, which can be used even if you experience reduced mobility.

We encourage patients to use their own toiletries and wear their own clothing, but we have a small supply of both available should you require them. We often use barrier and moisturising creams to support skin integrity and will discuss their use if appropriate.



Skin integrity and pressure damage

On admission we will ask to assess your skin and ask permission to photograph any existing skin damage, if applicable. Ensuring that our patient's maintain optimal skin integrity is one of our key focusses as underlying illness, continence issues, medication, reduced mobility and poor nutrition can all contribute to pressure damage and skin breakdown. You can find more information in our Prevention and Management of Pressure Damage leaflet. Please let us know if you would like a copy.

As a regulated healthcare setting, we have a duty of care to promote skin integrity and to ensure that skin breakdown does not occur. Our pressure-reducing mattresses assist us with this, but we also have to carry out regular skin checks – at least twice per shift.

In addition, we will encourage you to change position on a regular basis – at least every four hours - or we will assist you with this as necessary. We appreciate that this may be intrusive at times, but we always do our best to minimise disruption to sleep, visits or other activities.

Unfortunately, at times and despite our best efforts, skin damage or pressure ulcers can develop. If this happens, we ensure full transparency and will inform you and/or your next of kin and plan additional care accordingly.

Visitors

Visiting policy

We allow any number of visitors to visit people while they're staying on our wards. We ask all visitors to sign in on arrival at reception, enter their car registration details if relevant, and wash their hands prior to visiting our wards.

Our general visiting hours are between 10am and 7pm, but we are very happy to work with you if you wish to visit outside of these times.

Please note, this guidance is reviewed regularly by our Senior Management Team and may be subject to change.



Family Room and visitors' seating area

Our team will direct your loved ones to the Family Room which may be used by them at any time to make complimentary drinks. There is a fridge and microwave if they wish to store and heat their own food. There is also a TV and small seating area for their use. A larger seating area is available in the visitors' area between Meadow and Woodland wards.

Catering options for visitors

In addition to the Family Room, we have a lovely, relaxing lounge area in the Main Reception where we offer complimentary drinks from a coffee machine. You are welcome to use this between 6.30am and 8.30pm. There is also a well-stocked vending machine available in reception which is card operated.

There is a Woodgate community shop adjacent to the hospice and Pease Pottage services are a few minutes' walk away – please ask at Reception should you require directions.

We are also delighted to have the Woodgate Café and Community Hub, opposite the hospice, which is staffed and run by St Catherine's. A selection of hot and cold breakfast and lunch options, cakes, snacks and drinks are available to purchase to eat in or takeaway. The café is open from 9am to 4pm Monday to Sunday and all the funds raised directly support our care.



Overnight stays

There are times when it may be helpful for family members to stay at the hospice and we are always happy to accommodate this. Please ensure that the Nurse-in-Charge of the shift is aware for fire safety purposes. We have sofa beds available to place in patient rooms if required.

Pets

We understand that you may have left a beloved furry friend at home, and we do our utmost to enable them to visit you at St Catherine's should you wish this to happen. If you have a pet, and someone able to bring your pet in, then please speak with our nursing team. We regularly have dogs that visit, and we have also had cats and even a cherished rabbit in the past! We ask that they are well-behaved and on a lead or similar, so that they only visit you, and not other rooms.

Other useful information

Daily routine

7am to 7.30am - Nursing handover from night team to day team

7.30am to 9:30am - Morning medication administration

8:30am – Breakfast

12pm to 1pm - Lunchtime medication administration

12.30pm – Lunch

5pm – Drinks trolley

5pm to 6pm - Evening medication administration

5.30pm – Supper

7pm – Nursing handover from day team to night team

8pm to 10pm – Bedtime medication administration

Other services and information

Meditation

A gentle, hour long seated meditation class at the hospice providing a space of comfort, calm, and connection. Classes take place at 1.30pm every Tuesday for six week. Attendance is by referral only, so if you'd like to attend, please speak to one of the team.

Reflective Space

This thoughtfully designed Reflective Space is located off of our Main Reception. You will find a tranquil area where visitors, staff and patients can spend time in quiet reflection, prayer, mindfulness or just escape for a few moments.



Book swap and games

There is a bookshelf located in the visitors' seating area between Meadow and Woodland wards that has a selection of donated books and games for your use and that of your visitors. Any donations are very welcome.

Fire alarm test

This takes place every Tuesday morning at 10am. If you hear the alarm sound at any other time, please await instructions from one of our team.

Contact details:

Meadow Ward or Woodland Ward
In-Patient Unit
St Catherine's Hospice
Grace Holland Avenue
Pease Pottage
West Sussex
RH11 9SL

01293 447333

In-person access - Our Main Reception is staffed between 8.30am and 6pm. Outside of these hours, please access the In-Patient Unit via the Ambulance Bay where one of the team will let you in.

Telephone calls – We welcome telephone calls from relatives requesting updates on their loved ones. Please call the main hospice line (01293 447333) and you will be transferred to one of our In-Patient Unit team. After 8pm our out-of-hours service may mean that you need to leave a message and one of our nurses will return your call as soon as they are able to do so.

Gifts and Donations

Staff gifts

We understand that at times patients or others may wish to thank our staff directly for their care and support. We are able to accept small gifts such as biscuits, chocolates and drinks. Unfortunately, we are unable to accept any personal monetary gifts.

Donations

As a charity, we rely heavily on the generous support of our community and we are incredibly grateful for all donations, however large or small. Should you or those close to you wish to donate or fundraise in any way, please ask a member of staff to contact our Fundraising Team who would be delighted to speak with you.



Feedback on our Services

St Catherine's and your personal information

We receive personal and confidential information about you from yourself, your family and from other services. We need this information so that we can provide you with proper care and treatment. Members of our St Catherine's team looking after you will share your information with each other, and other teams involved in your care. This is usually done via shared electronic health records. As well as GPs and District Nurses, these teams include hospital teams, other specialist community teams, pharmacists, ambulance services, continuing healthcare, social services and sometimes regulatory bodies such as the Care Quality Commission. We will ask you who in your family you are happy for us to talk to. We will only give out information to those listed. This list can be updated at any time. It is always helpful for us to know if you have a Lasting Power of Attorney for Health and Welfare. We will ask to see confirmation of their legal permission to hold this role for you.

You can find further information about the information we collect and share on our website: https://www.stch.org.uk/wp-content/uploads/2025/01/0916_Your-information-Privacy-booklet-8pp-A5-Dec-2024-no-crops.pdf

If you would like to have access to your medical records, please talk to one of our team.

Consent

St Catherine's is committed to providing high quality care and before any member of our staff examines or treats you, they will seek your permission or consent to do so. 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. This means anything you have said previously about how you wish to be cared for and the views of other people important to you will be considered when we examine or treat you. If you ever feel that your consent has not been sought, please let a member of the team know.

Compliments

We pride ourselves in providing the highest standard of care at St Catherine's and trust that you will experience this throughout your association with us. If we are providing you with a service that you are happy with, please do let us know. We value feedback on all aspects of our service but especially our catering, clinical and housekeeping services and will make sure any feedback and compliments are passed onto the teams who look after you. Please send your positive feedback and compliments to; qualityteam@stch.org.uk

In addition, we send out a Hospice Feedback Questionnaire to carers after a person has died asking for their views on the care we provide.

Hospitality and Catering Questionnaire

We have a Hospitality and Catering questionnaire about the hospitality and catering service experienced by people within our hospice setting, and we'd appreciate it if you could share your opinions to help us improve our service.

Please scan the QR code below to complete the questionnaire:



Your answers will be treated as strictly confidential. No names will be used when we put together reports, the survey will be anonymous. We will, however, use your answers to recognise the areas we can improve and act on your feedback where possible.

Complaints

We understand that at times, we may fail to meet our high standards or our service may not meet with your expectations. Should this be the case, please bring any concerns to the attention of the Nurse in Charge as soon as possible and we will endeavour to resolve any issues. If this does not happen to your satisfaction, you can make a complaint in the following ways: Verbally by telephone or in person to any member of staff. Or in writing by letter or email to;

Quality Team
St Catherine's Hospice
Grace Holland Avenue
Pease Pottage
RH11 9SL
qualityteam@stch.org.uk

We investigate and respond to all complaints. If you would like a copy of our complaints leaflet, please ring the quality team on 01293 447333 or read our complaints process on our website https://www.stch.org.uk/about-us/complaints-policy/

Feedback to the Care Quality Commission (CQC)

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about care provision but is happy to receive all types of feedback about our services at any time. Please see the CQC website for further details. https://www.cqc.org.uk/give-feedback-on-care

This version 2 guide was updated in September 2025 and will be reviewed every two years.

ST CATHERINE'S
HOSPICE

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St Catherine's Hospice, Crawley
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