



Welcome to our  
**Inpatient  
Unit**

# Contents

A warm welcome to St Giles	3
About St Giles	4
Our Inpatient Unit (IPU)	6
Your stay	8
Your care	10
Who will care for me	12
More information	14

If you need this information in another language or format, please speak to a member of staff.

# A warm welcome to St Giles

**We know that coming to a hospice can feel like a big step, and we want you to feel reassured that you're in safe, caring hands.**

Whatever your needs, we strive to maintain a friendly, warm and comforting environment for our patients, and their loved ones.

Whether you're here for symptom management, short-term care before returning home, or support in your final days, our priority is to improve your quality of life. We offer emotional, physical and practical support for our patients, and those important to them. Whether it's helping with pain relief, supporting loved ones or just being there to listen, we understand that sometimes it's the little things that can make the biggest difference.

This welcome pack is designed to introduce you to the services we provide, answer common questions, and guide you through what to expect during your time with us. Additional resources covering topics such as wellbeing, understanding medications, planning ahead, and making important care decisions are available on request.

If you have any questions or concerns at any time, please speak to a member of our team. We're here for you, and your loved ones, every step of the way.

**“I thought hospices were just for dying, but the comfort, peace of mind, and care they provide is beyond measure.”**

- George

**Leon**, Director of Clinical Services, with previous patient, **George**



# About St Giles


**At St Giles, we provide specialist palliative and end of life care, free of charge, for people living with terminal illnesses, as well as providing support for their loved ones and carers. We are a research-active hospice that engages in studies and service evaluation to improve the quality of care and impact of our services.**

We care for patients from across our catchment area, which predominantly serves Staffordshire, North Birmingham and surrounding areas. Care is offered at our Inpatient Unit in Whittington and our hospice site in Sutton Coldfield, as well as in patients' own homes across the region.

Our vision is a world where everyone has fair access to the specialist palliative and end of life care they need, to be treated with dignity and respect and to have their pain managed, no matter where they are being looked after.

In 2023, we marked our 40th anniversary of providing specialist palliative and end of life care for local people in our community. Many things have changed over those 40 years, but one thing has remained constant – the need for good end of life care.

Our dedicated team work together to provide the very best care possible for our patients, and their loved ones, at the most difficult of times.



Nurse **Kristie**  
with previous  
patient, **Joyce**



## Did you know we are a charity?

**We couldn't deliver our vital care without the support of our kind-hearted community.**

We spend close to £10 million a year providing our specialist services – with less than a quarter of this funded by the Government. As a charity, we therefore rely on the goodwill of our generous supporters to sustain our much-needed services.

All the care we provide for our patients is free of charge. If you have private health insurance, please let a member of staff know. With your permission, we may be able to claim a contribution towards your care, helping us continue to support more people just like you.

Please note that hospice staff cannot accept personal gifts, but donations to St Giles Hospice would be gratefully received to enable us to continue to provide compassionate care to our patients, and their loved ones, when they need us most.

To find out more about how you might be able to support us, visit: [www.stgileshospice.com/support-us](http://www.stgileshospice.com/support-us)



Scan to visit  
our donation page

# Our Inpatient Unit (IPU)

Here at St Giles, we believe that your care should be as individual as you are. Our dedicated, multi-disciplinary team is available to support you, whenever you need them.

## Our rooms

Our Inpatient Unit has 15 single occupancy rooms designed to ensure the comfort and privacy of our patients, and their loved ones. Each room is equipped with modern, accessible bathroom facilities, a TV, Wi-Fi, and views of our hospice gardens.

## Catering services

We know your appetite and tastes may have changed, but it's important to us that you're able to eat and drink what you like, and we'll do our best to make your meals as enjoyable as possible. Our on-site catering team prepares fresh, home-cooked meals daily. We accommodate any eating difficulties, allergies, and specific dietary requirements and can tailor our meals to suit your individual needs.

Previous patient,  
Hayley



## Mealtimes:

Breakfast is served from 8.00am

Lunch is served from 12.30pm

Dinner is served from 5.30pm

Snacks and refreshments are available throughout the day.

There are kitchen facilities on the Inpatient Unit, as well as a dedicated Family Lounge, where loved ones can make tea and coffee. Hot lunches can be ordered from main reception before 10.00am. Sandwiches, snacks and drinks are also available from our reception area.



## Need to know

### Spiritual care

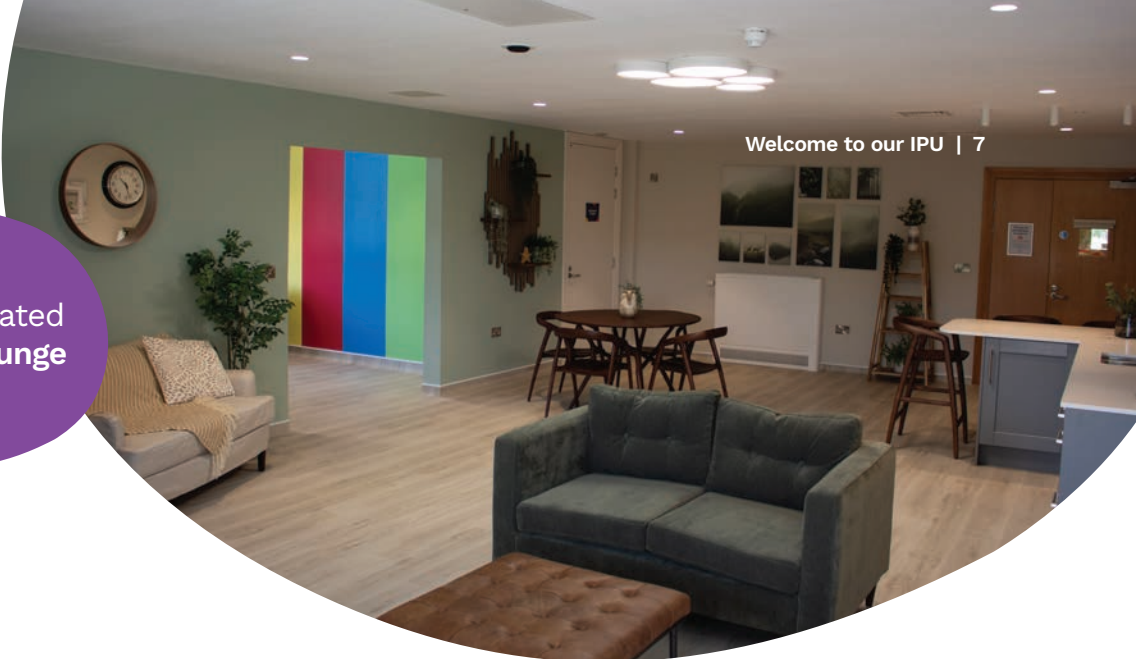
At St Giles, we know that faith and spirituality mean different things to different people. Whatever your beliefs, we will always respect and support your choices.

Ministers and/or representatives from your own faith or community are welcome to visit you here, if you wish. Our Lotus Room, just off the main corridor, is always open to everyone, whatever your beliefs, for reflection or prayer, or simply to enjoy a moment of peace.

### Laundry

We kindly ask that you make arrangements for relatives or friends to launder your personal clothing, where possible.

### Our dedicated Family Lounge



### Smoking

We have a designated outdoor smoking area for patients. Our team are unable to accompany you, so a visitor may need to escort you if you wish to use it. Visitors are welcome to use the smoking shelter at the front of the building.

### Fire alarms

Please be aware that our fire alarms are tested every Thursday at 11.00am and 12.00pm. There is no need to take any action during these routine tests. If the alarm sounds outside of these times, please wait for instruction from our team.

### Fresh meals prepared on-site



# Your stay

Our Inpatient Unit team is here to provide short-term support for patients with complex care needs that cannot be managed at home or in hospital, as well as providing compassionate end of life care for those in the last days of life.

Most patients stay with us until their symptoms are under control, usually around 10-14 days, before returning home. Early in your stay, we may start talking with you, and your loved ones, about going home and planning for future care, to ensure everyone feels prepared and supported.

If returning home would be difficult, we will work with you to find other places where your care needs can be met. Whilst the hospice cannot provide permanent long-term care, we are here to support you to find the best alternative.

**You're welcome to ask questions or share any worries at any time, our team is here for you.**



Previous patient,  
**Nicola**, with  
her friend,  
**Kelly**

## Visitors

We understand how important it is to have your loved ones with you, so we have open visiting at our hospice, meaning visiting times are not restricted. If you would like, and our nursing team feels it's appropriate, we can arrange for visitors to stay overnight - please just let us know.

Our Family Lounge, just off the main corridor, features comfortable sofas, a TV, and kitchen facilities for your visitors to make drinks and food. A dedicated children's area adjoins the main room, and is equipped with a games console, games, and a TV, for younger family members to have a relaxed and friendly space.

We welcome visits from your furry friends, so please talk to us about your pet visiting you at St Giles – dogs, cats, and even horses have paid a visit to our Inpatient Unit!

We want to make sure you feel comfortable and supported during your stay. Please let our team know who you would like us to share updates with - these will be your named next of kin. If others ask about you, we'll kindly direct them to speak with your chosen contact.

If at any time you don't feel up to having visitors, just let the team know and we'll make sure you have the quiet time you need.

# Your care

**Your care is tailored to you as an individual, so we would like to know what matters most to you to ensure we provide you with the support you need.**

Our dedicated, multi-disciplinary team delivers outstanding personalised care to ensure your safety, comfort, and dignity. Whatever your needs, we strive to maintain a friendly, warm and comforting environment.

## **Medicines**

Please ensure you have any medicines you are currently taking with you. We may use these as part of your care, but if they cannot be used, they can be returned to your local chemist.

### **Unlicensed and off-label medicines**

Due to the specialist nature of our work, we often use medicines that are 'unlicensed' or 'off-label'. This means the medicine may be helpful for your condition, even though it was originally intended for a different purpose.

If any such medicines are used in your care, we will explain them to you and answer any questions you may have.

## **Allergies**

It is very important that you let us know if you have, or think you may have, any allergies. This could include medicines, latex or foods.

## **Consent**

Before our team examines or treats you, they will seek your consent to do so. To give consent, you must be acting under your own free will, and you must understand the information given to you. If you become too unwell to make or express your wishes, we may still give you treatment that we believe is in your best interests. The only exception is if you have clearly refused a particular treatment in advance. If you're worried about anything to do with consent, please speak to our team.

## **Infection prevention and control**

Sometimes, we may need to implement 'contact precautions' whilst caring for you. This may be because you are infected with a micro-organism that can be passed to other people, or because you have symptoms of a contagious disease.

For example, you might have a rash that could mean you have chicken pox or shingles, or, if you have diarrhoea and vomiting this could mean you have a gastrointestinal infection. In the event this applies to you, we will explain the reasons for needing to use these extra precautions and what your care will look like.

Our multi-disciplinary team colleagues, **Alex, Ruth and Ainsley**











# Who will care for me?

We have a multi-disciplinary team who are available to care for you depending on your individual needs. We have close links with local hospitals which provide services such as x-rays, scans, surgical procedures and chemotherapy, if required.

We work closely alongside your GP, hospital team and other NHS services. Dependent on your wishes and priorities regarding any advance care plans and treatment escalation plans we may transfer you to hospital for acute care or for diagnostic purposes e.g. x-ray.

You can identify our team by their uniform colours:

1		2		3		4		5		6	
<b>Head of Clinical Operations</b> Navy with white trim and white vertical stripes	<b>Inpatient Unit Manager or Deputy Manager</b> Navy with red trim	<b>Senior Nurse</b> Navy blue with white trim	<b>Staff Nurse</b> Royal blue with white trim	<b>Nursing Associate</b> Teal with white trim	<b>Healthcare Assistant</b> Light blue with white trim						

7



### Medical team

Navy blue scrubs

Our Medical team consists of an Associate Medical Director, Speciality Doctors, Consultant Nurses and Advanced Clinical Practitioners who all wear navy blue scrubs.

Please note, our Family Support and Wellbeing team and volunteers don't wear a set uniform.

8



### Nurse Consultant

Navy uniform with white spots and a white trim.

9



### Physiotherapist

White tunic or polo with navy trim, navy trousers

10



### Occupational Therapist

White tunic with green trim, green trousers

11



### Clinical Administration team

Black and teal patterned blouse and black bottoms

12



### Housekeeping team

Pink tunic with navy trim

# More information

## Offering feedback, raising a concern or making a complaint

We work very hard to provide the highest standards of care to our patients, and their loved ones. However, we are aware that we may not always get it right. Your feedback provides us with an opportunity to learn and improve.

If you have a concern or complaint, you can talk to any member of staff. They will do their best to resolve the issue or will speak to a senior manager if more action is needed.

If you prefer, you can call **01543 432031** and ask to speak directly with our Director of Clinical Services.

Alternatively, email us:  
**[feedback@stgileshospice.com](mailto:feedback@stgileshospice.com)**

Or write to us at:  
**St Giles Hospice, Fisherwick Road,  
Whittington, Lichfield, Staffordshire,  
WS14 9LH**

## The Care Quality Commission (CQC)

The CQC regulates what we do to ensure that we are providing all of our patients with safe, effective, compassionate, high-quality care.

You can contact them by phone, online or by post:

Call: **03000 616161**  
Visit: **[www.cqc.org.uk](http://www.cqc.org.uk)**

Or write to:  
**National Customer Service Centre,  
Citygate, Gallowgate, Newcastle  
Upon Tyne, NE1 4PA.**

## Our code of conduct

We have a shared code of conduct at St Giles that we ask all staff, volunteers, patients, family members and visitors to abide by.

Please:

- be kind
- be respectful
- be compassionate
- be polite
- be mindful of others
- protect people's dignity

Please note, we have a zero tolerance policy for violence, abuse, harassment or discrimination towards our colleagues, patients and visitors. Consumption of alcohol or intoxicating substances is **not** permitted on the premises.

We reserve the right to ask you to leave the premises immediately should your behaviour be deemed inappropriate. If you feel your particular needs have not been met, we'd like the opportunity to try to rectify it as soon as possible.

Please speak to a member of our team and we will do our best to support you appropriately.

### **Confidentiality and your data**

Everyone working for us has a duty of confidentiality. When you attend our Inpatient Unit, we will ask you for information about yourself so that we can ensure you receive the right care and support. By doing this you are giving consent for St Giles Hospice to use your data to enable your care.

We value our relationships with our patients and take the protection of your data very seriously.

The law allows us to use the information you provide about you and your loved ones to ensure that you receive safe, high-quality care. We collect special categories of data relating to your physical and mental health in order to provide you with these services.

Our full privacy notice is available at [www.stgileshospice.com/privacy-policy](http://www.stgileshospice.com/privacy-policy)

### **Our team**

**Registered Manager:**  
Leon Ratcliffe,  
Director of Clinical Services

**Nominated Individual:**  
Elinor Eustace,  
Chief Executive Officer

**Nurse Katrina  
and IPU Ward  
Manager, Kirsty**



# We're here for you

Our advice and support line  
is available 24/7 on

**0300 330 9410**



St Giles Hospice, Fisherwick Road, Whittington, Lichfield, WS14 9LH. Registered Charity No. 509014