

# Inpatient Care Walsall

St Giles

Hospice Care



**It's your life,**  
and that's what matters.

[www.stgileshospice.com](http://www.stgileshospice.com)

**We understand that many people are anxious about the thought of hospice care. Our aim is to improve your quality of life as much as possible by caring for you as an individual.**

St Giles Hospice in Walsall provides specialist inpatient care for people in the Walsall area needing improved control of their symptoms, once controlled they will return home. However, we also provide inpatient care for people in the last few days of life.

It is important that you take the opportunity to discuss your expectations for your stay with your Clinical Nurse Specialist, GP, hospital team or other healthcare professional before your admission.



We will continue to encourage open discussion with you about your wishes during your stay.

### **How long will I stay?**

St Giles is a short stay unit – generally people are admitted until their symptoms are controlled and then they return home. This means we may start talking with you quite early in your stay about future plans and returning home. St Giles Hospice in Walsall is unable to offer long term care.

### **Do I have to pay?**

All care is provided free of charge, however St Giles is reliant on support from the public to run this service. People support us through fundraising events, using our shops, playing our lottery and personal donations. If you have private health insurance, please mention it to a member of staff as, with your permission, we may be able to obtain a contribution to your care.

### **What is the accommodation like?**

St Giles is very different from a hospital. The inpatient centre comprises a combination of spacious single rooms and two two-bedded single-sex rooms for those who prefer the company of others. Each room has a private bathroom and provides patients with access to outside gardens and terraces. Your family can visit freely during the day (8am to 8pm) and are able to stay overnight if the nursing team and you feel this is appropriate.

## Who will care for me?

We have a team of specially trained nurses, healthcare care assistants and doctors. We also have access to a variety of therapists, catering and housekeeping staff and volunteers who are available to care for you depending on your individual needs.

We have close links with local hospitals which provide procedures such as x-rays, scans, surgical procedures and chemotherapy, when required.

## What will happen when I am admitted?

On the day you arrive at St Giles, you will be seen by a nurse and doctor who will discuss your situation with you and find out in what ways we can help. You will have the opportunity to ask any questions or discuss any issues which may concern you at this time, and throughout your stay. Our care is as individual as you are, and we would like to know what is important to you so we can support you in the best way possible.

## Preparing for your stay

**Items to pack** You may find it helpful to bring the following items with you:

- Magazines, books, DVDs, etc.
- Toiletries, soap and towels
- Day clothes, night wear, dressing gown and slippers. Please ensure all items have your name in them or are clearly marked
- Handkerchiefs or tissues and moist hand wipes
- Photographs or other personal items special to you, to have near you during your stay

Please remember that you must take responsibility for any valuables you bring into St Giles.

**Medicines** It is important that you bring with you any form of medicine, tablets or pills you are currently taking. We may use any medication that you bring in for your personal use.

If these cannot be used, we will return them to you to be dealt with by your local chemist.

**Unlicensed and off label drugs** Due to the specialist nature of our work we often use medicines that are ‘unlicensed’ or ‘off label’. This means that a drug may be helpful in your condition but was originally used in different circumstances.

If at any time unlicensed medicines are used in your care this will be discussed with you.

**Allergies** It is very important that you let us know if you have, or think you may have, any allergies to anything, Examples might include medicines, latex or foodstuffs.

**Pets** Although you will need to make arrangements for someone to look after your pets, you can talk to us about your pet visiting you at St Giles.

## During your stay

**Pastoral and spiritual care** At the hospice, we recognise that some people consider their religious or spiritual beliefs very important, while others do not. We respect your choice whatever your beliefs. Ministers and representatives of your own faith or community are welcome to visit if you wish. The Sanctuary Area in the main reception is always open to everyone, whatever their beliefs, for reflection or prayer.

**Food and drink** We know that you may have had changes to your appetite or the foods you can manage or like. It is important to us that you are able to eat and drink what you like and we will do our best to make your meals as enjoyable as possible.

**Creative therapies** Should you wish to undertake a range of activities such as painting and other crafts, or simply go for a change of scene just let us know and we will work with you to meet your needs. We also have games, DVDs, books and laptop computers available for your use.

**Laundry** Please try to make arrangements for relatives or friends to launder your personal clothing.



**Smoking** There is a designated smoking area however nursing staff will not be able to enter this area with you. Should you require this facility, your visitors may need to escort you. Please ask for further information. Visitors are unable to smoke onsite.

**Donations** Please note that hospice staff cannot accept personal gifts, but can accept donations for the hospice.

## Your experience of St Giles Hospice

It is very important to us that we provide you with the best possible service we can. If you are given a questionnaire to complete, we would be grateful if you or a family member could find the time to complete it and tell us about how you found our care. We would like to hear about your experiences – both good and bad – and hear any suggestions you would like to make as to how we can improve our services. If you would like to see a copy of the latest questionnaire, please ask a member of staff.

## The Care Quality Commission (CQC)

The CQC regulates what we do to ensure that we are providing all of our patients with proper standards of care. You can contact them as follows:

Care Quality Commission National Correspondence, Citygate,  
Gallowgate, Newcastle upon Tyne NE1 4PA.

Telephone: 03000 616161

[www.cqc.org.uk](http://www.cqc.org.uk)



## Confidentiality and your data

Everyone working for us has a duty of confidentiality. When you attend the 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 deeply value the relationships with our patients and clients and take the protection of your data very seriously.

We use your information to provide you and your family with the care and support you need and the law allows us to do so 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 Statement is available at **[www.stgileshospice.com/privacy-statement](http://www.stgileshospice.com/privacy-statement)** or by calling **01543 434507**.

## Comments and concerns

If you have any compliments, comments or concerns about your experience of St Giles Hospice please contact **[feedback@stgileshospice.com](mailto:feedback@stgileshospice.com)** or call **01543 434507**.

## We're here for you... because you're here for us.

It costs more than £10 million to deliver the care we provide each year and there is a growing need for our services. There are lots of ways for you to support our work – visit **[www.stgileshospice.com](http://www.stgileshospice.com)** to read more.

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St Giles Hospice is registered with the Care Quality Commission



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