

# Patient Information



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## Welcome to St Luke's

St Luke's gives high quality care to more than 400 people each year from Plymouth, South West Devon and East Cornwall. We provide specialist palliative care, which concentrates on alleviating pain and many other distressing symptoms that people may experience with a life threatening illness. Our aim is to support patients and their families and carers. We offer clinical treatment, practical, spiritual and emotional care at a time when it is needed most.

We take pride in treating and respecting people as individuals in a warm caring environment. Many patients then return home to carry on living their lives independently with support from St Luke's and other agencies.

We are passionate about offering our patients dignity and choice at a time in their lives when they may feel they have none. Our vision is to provide the very best palliative and end of life care to all patients in their "preferred place of care" wherever that may be- Hospice, Hospital or Home.

St Luke's is a registered charity so no charge is ever made to patients. Government funding covers less than 30% of the hospice's annual £5 million running costs so each year we must raise at least £3.5 million from the communities we serve in order to remain open.



## What are we?

St Luke's inpatient unit is in Turnchapel, Plymouth. It has 20 in-patient beds. It is on one level and comprises both single and four-bedded rooms (single sex). Most rooms look out onto Plymouth Sound and all beds have their own television. Phone calls can be taken at the bedside and there is a pay phone available. There is free car parking and a coffee shop is available with light snacks for visitors (limited opening hours). The unit has a no smoking policy for staff and relatives/carers but there is a smoking room available for patients.

We have a specialist team with specific knowledge of difficult conditions and symptoms. We will ensure you receive treatment for your symptoms and high quality medical and nursing care. We will also give advice and support and will help with any concerns or your family may have regarding your illness and how this affects you all. We endeavour to involve you as much as possible in decisions about the care that you are receiving but if you are unable to take part in decisions about your care, for example because of the effect of your illness or treatments you are having, then decisions may have to be made on your behalf.

The Mental Capacity Act sets out how we must go about this. We will take note of any Advance Decisions to Refuse Treatment that you have made and will consult with anyone that you have appointed as a decision-maker for you by making a Lasting Power of Attorney. It is important therefore that you let us know if you have made either of these.



## **Our team**

Our multi-disciplinary team consists of nurses, doctors, physiotherapist, complementary therapists, social care, chaplain and bereavement counsellors, all of whom offer non-judgemental and impartial support to patients, their families and carers.

## **Medical team and nurses**

We have highly qualified doctors and nurses. Excellent standards are ensured by a professional team, which has the time to devote to the needs of each individual.

## **Social Care Services**

This team gives advice and information on a range of non-medical issues including benefits and helping with discharge arrangements. They also provide bereavement support for all that need it. Complementary therapists offer a range of therapies that help to reduce stress and tension, therefore aiding relaxation.

## **Chaplain**

The Chaplaincy Team is available to meet with patients and/or families if they so wish. Visits to the hospice by your own clergy of all faiths are most welcome. The Chapel is open to anyone at all times as a place for quiet contemplation.

## **Physiotherapist**

The physiotherapist assesses each individual, helping with breathing or mobility problems, and provides aids and equipment that help make life easier. In some cases patients may require a home visit when discharge is being planned.

## **Identifying staff**

Matron - *Navy Blue with white spots*

Sisters - *Royal Blue*

Staff nurses - *Blue and white stripes with navy piping*

Health Care Assistants - *Blue and white stripes with white piping*

Nursing Auxillaries - *Blue and white stripes with white piping*

Physiotherapist - *White tunic with blue trim and blue trousers*

Complementary therapist - *Pale Blue tunic and navy trousers*

## Housekeeping arrangements

- Please bring with you: All pills, medicines and toiletries. Night-wear, dressing gown and slippers. Daywear and shoes if dressing during the day is preferred.
- Clothing needs to be clearly marked with your name. Arrangements need to be made for laundry to be washed at home if possible. If not, arrangements can be made at the Hospice. The Hospice will provide bedding and towels.
- A locker is available for each patient to use.
- Newspapers can be ordered at reception and are delivered daily.
- Visiting times are flexible and open, but we generally encourage visiting between 11.00hrs and 20.00hrs. Families, friends and children are all welcome. Pets may also visit by arrangement with the nursing staff.
- In the interests of safety the front doors are locked at 20.00hrs. To gain admission please press the buzzer and a member of staff will let you in.
- Our food justifiably has an excellent reputation. Individual needs are catered for. Lunch is normally served at 12.00 midday and supper at 17.00hrs. There is also a daily drinks trolley (for patients), which is rather popular! The servery is also open from 10:00 - 18:00 most days and snacks are available at night.
- If necessary there is limited overnight accommodation for visitors. There is also a list of local B&B's kept at reception.
- Mobile phones can be used in the Hospice, as there is no specialist electrical equipment that they will interfere with. we do request, however, that they are not used by visitors in the bed areas as this can disturb other patients.
- Valuables are best left at home as we cannot guarantee their safety if brought into the Hospice.
- If you have a relative who needs to breast feed an infant, please inform the nurse in charge, who will organise private space for you.

## **Medical Training**

Medical students from the Peninsula Medical School are based at the hospice for short periods of time. We feel that it is an important part of our work to introduce the next generation of doctors to hospice work. Whilst you are an inpatient you may be asked if you mind talking to a student. You may refuse to do so and this will not affect your care in any way.

We also have a junior doctor working with us as part of the Plymouth GP training scheme, and a Specialist Registrar on the Southwest rotation training to become a Consultant in Palliative Medicine. We also have visiting doctors from other specialities, and indeed different countries from time to time.

## **Additional Information**

The service does not have any resuscitation facilities. In the event of a sudden unexpected deterioration in your condition, we would aim to provide you with supportive care i.e. make sure you are comfortable and free from pain and distress. If more active treatment were thought to be appropriate, an urgent transfer to Derriford Hospital would be made. There are no Xray/CT/MRI facilities at the Hospice.

Our Statement of Purpose and our latest inspection report are available to anyone wishing to see them and are available in the office of the Head of Quality and Compliance.

Any patient or authorised representative has the right to apply for access to a copy of their health records. If you wish to access your records please ask a member of staff who will ensure the procedure is followed in line with the Data Protection Act 1998.

As you may be aware our beds are very much in demand therefore we have a discharge policy. If you wish to see a copy please ask Modern Matron or Sister.

We are always looking for ways to improve our service. If you have any suggestions, or indeed complaints, please speak to one of the doctors or nurses looking after you. Alternatively please fill in a suggestions/complaints form and post it in the box located in reception OR write to the Chief Executive (Mrs Sally Taylor) at the hospice. All complaints will be dealt with promptly and in complete confidence. You will receive a response within 48 hours. The service we provide is regulated by the Care Quality Commission. If you remain unhappy with the service we provide you can contact them at:

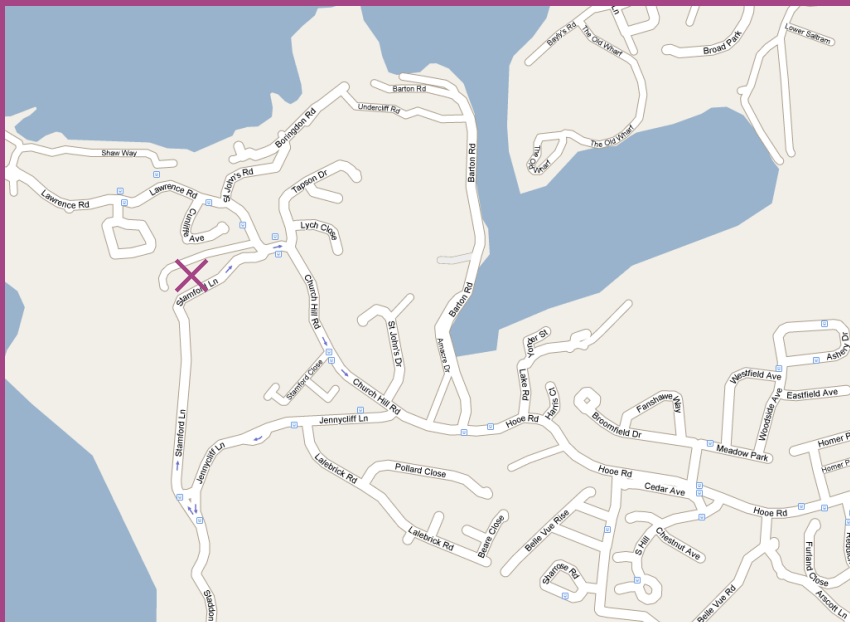
FAO Pamela Vickery  
Care Quality Commission South West  
City Gate, Gallow Gate  
Newcastle-upon-Tyne  
NE1 4PA  
Tel: 03000 616161

**Other services provided by St Luke's Services**

Medical Outpatient clinics  
Lymphoedema clinic  
Complementary therapy clinics  
Domiciliary visits by the medical team  
Day Hospice  
Community Specialist Palliative Care Team  
Hospital Specialist Palliative Care Team

**For further information contact:**

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Registered Provider: St Luke's Hospice Plymouth  
 Registered Manager: Mrs Frankie Dee



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