



## Feedback and how to contact us:

### Feedback:



At St Luke's at Turnchapel we want to know that we have given you the best care and support that we can.



We welcome your views on your treatment. It is important to tell us what we have done well and what we could do better on to help us improve our patient service.



### Contact us:

There are lots of ways in which you can contact us. You can:

Phone: 01752 401172



Email: [info@stlukes-hospice.org.uk](mailto:info@stlukes-hospice.org.uk)



Go on our website: [www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)



Or write to us at:

St Luke's Hospice Plymouth, Stamford Road,  
Turnchapel, Plymouth, PL9 9XA



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## Information for patients staying at St Luke's at Turnchapel



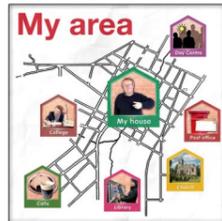
## St Luke's Hospice Plymouth:



St Luke's Hospice Plymouth is a charity that provides specialist care, advice and support to people who are very ill or dying.



St Luke's helps people who live in Plymouth and parts of Devon and Cornwall.



The charity believes that everyone deserves quality end of life care and has the motto 'Caring for you no matter where'.



By working with partners for example local hospitals, social services and health teams people can be cared for:

- In the specialist unit at Turnchapel
- In their home
- At Derriford Hospital



This is important so people are given a choice about their care and are treated with dignity and respect.



This leaflet gives you information if you are going to stay at St Luke's at Turnchapel.

## Personal information and next of kin:



### Your personal information:

Your personal information is stored safely on our computers.



In order to give you the best care sometimes we will need to speak to other people about you. For example: your doctor, district nurses and other teams from St Luke's Hospice Plymouth.



We will always ask your consent to share such information. You can choose who we can and cannot talk to and how much we share.



### Choosing your next of kin:

Your next of kin is someone very close to you who knows you very well. For example: your partner, your husband, your wife, a family member or a good friend.



Your next of kin is the person who could:

- Be the main point of contact for health professionals
- Be given information about your condition with your permission
- Let the doctors and nurses know what decisions you would make if able to do so



It is very important to let the specialist unit know who your next of kin is.



## Additional facilities:

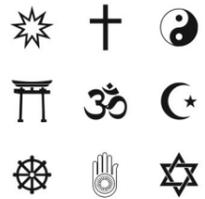
### Space to spend time alone or with visitors:

St Luke's at Turnchapel has a picnic area which people can use at any time and there are private rooms within the unit if you'd like some quiet time to yourself or to spend with family and friends.



### Spiritual care:

If you need someone to talk to St Luke's have a team of care volunteers that you can chat with. The nursing team will also listen to any concerns or questions you may have.



If you have your own faith leader they are very welcome to visit.

### Complementary therapies:

The specialist unit has a team of volunteer therapists who can offer complementary therapies for example: massage. You can get information about these from the team looking after you.



### Entertainment:

Each bed area has its own TV and DVD player. There is a library onsite with a wide range of books, audio books (books you can listen to), DVDs and music. There is also selection of newspapers and magazines for patients.



## St Luke's at Turnchapel:

People go into St Luke's at Turnchapel for care if:



- They need extra help with their symptoms as they are very poorly



- They have complex needs and need extra support



- They are at the end of their life and need palliative care . (Palliative care is for people who are in the last year of their life who need special medication to ensure they are pain free).



The specialist unit has 12 beds across 3 wards and 4 single rooms overlooking a garden and views of Plymouth Sound.



The length of time people spend at St Luke's at Turnchapel depends on the help they need and how quickly these needs can be met.



If you cannot be looked after at home and you do not need to be in the specialist unit you may be discharged into a nursing home. This only happens when you and the people involved in your care make a plan for your future support.



## Helpful information for when staying at St Luke's at Turnchapel:

### Clothes, medication, valuables and meal times:

If coming into St Luke's at Turnchapel please bring:



- Any medication you are taking



- What you wear to bed at night along with your slippers and wash things



- Clothes you feel comfortable in to wear if you'd like to get dressed during the day



All of your clothes should be marked with your name and someone will have to do your washing for you. Any special or valuable items you bring in are done so at your own risk.



Breakfast is served from 8



Lunch is at 12



Your evening meal is at 5



Your visitors can bring in food for you as long as it has your name on and can be kept in the fridge.

### Your visitors:



There is a café at St Luke's at Turnchapel in which your visitors can get something to eat. It is open every day between 10am and 4pm.



Your visitors are welcome to come at any time. However if this is very early in the morning or late at night it is best to ring to talk about this first.



Family members, friends, children and pets are welcome.

### Mobile phones and the internet:



You can use your mobile phone though it is always good to think about how and when you use it so not to bother other patients and visitors.



St Luke's at Turnchapel has Wi-Fi access and two computers and an iPad for patients to use.

### Smoking:



There is a smoking room for patients but visitors are not allowed to smoke on site.



For safety reasons e-cigarettes are not allowed to be used or charged anywhere within the specialist unit.