

ACCORD
Hospice

Registered Charity No SC013682

Inpatient Unit



OUR PHILOSOPHY OF CARE

Our purpose

Our purpose is to provide palliative and end of life care to people living with or affected by a life limiting illness in Renfrewshire and parts of East Renfrewshire.

Working in partnership

In partnership with patients and their families we provide compassionate, individualised care that addresses not only the physical signs of illness but also emotional, spiritual and social needs. We assist and support patients throughout their illness and end of life continuing to comfort their loved ones into bereavement and remembrance. We are always adapting what we provide to the changing needs of individuals and communities. Consequently, our work is not confined to our hospice building and, through various engagement and collaboration, we are able to bring the hospice approach to care to other settings. We seek to optimise all that brings meaning, comfort and hope, ensuring that we value and celebrate life in all its diversity.

'While we cannot add days to life, we can put life into days'
Dame Cicely Saunders

GENERAL INFORMATION

ACCORD is an abbreviation for 'Action for Continuing Care Over Renfrewshire and District'. We cover Renfrewshire and parts of East Renfrewshire, to a population of over 190,000.

We provide specialist palliative care for people living with an illness no longer responding to healing treatment and our aim is to offer pain relief, symptom control, emotional, psychological and spiritual support, delivered by a team of specialist healthcare professionals. We respond to the needs of our patients and their families, matching these needs to the most appropriate service.

Services are provided free of charge. NHS Greater Glasgow and Clyde, via Renfrewshire Health & Social Care Partnership contribute to the running costs, with the remaining funds required raised by our own fundraising team and voluntary donations.

Referrals to all services provided by ACCORD are accepted through the patient's own Doctor, either General Practitioner or Hospital Consultant.

If you wish to enquire about any of our service please do not hesitate to contact the
Clinical Services Manager:

Mr Brian Hunter
0141 581 2000



INPATIENT UNIT

The unit is bright, warm, friendly and calm with our hope that you will see it as your home for the length of time you spend with us. Your care will be led by our Consultants in Palliative Medicine Dr David Gray, Dr John Walley and Dr Lindsay McNeil, with the support of Dr Eirean Bishop a Specialty Doctor in Palliative Medicine and a dedicated team of General Practitioners to meet your medical needs 24 hours per day.

Highly trained nursing staff led by Charge Nurse Alison Auld, work closely with our medical team and other healthcare professionals to assess and arrange your individual plan of care. The nursing staff can support you with access to other services provided by ACCORD such as Social Work, Physiotherapy, Occupational Therapy, Patient & Family Support and our Day Therapy Unit.

The unit has the ability and facilities to admit and care for 8 patients within one of our single rooms.

You (the Patient) may need to be admitted to our unit for various reasons for example

- assessment of your medication,
- symptom control of your pain,
- help to improve your mobility and activity
- when the end of your life is getting closer,

When the end of your life is getting closer and you wish to be looked after in the Hospice, we will make every effort to respond as quickly as possible to make your wish happen.

Information that might be helpful for you and your family during your stay in our Inpatient Unit:

VISITING

Visiting your family and friends at ACCORD Hospice is very flexible and we do not have fixed hours, our preference would be between 2pm—9pm.

We have alternative rooms available for you and your visitors to meet and we have a very flexible and creative approach to getting the balance right for everyone. Please also bear in mind that receiving too many visitors, for too long, can be exhausting and rest time is important for you and them.

Telephone enquiries regarding patients are welcome at any time during the day or night.

Visitors are requested to sign **in & out** at Reception when entering or leaving the building in case of fire.

We are more than happy to help your family visit at different times if it is more convenient for them. To support families and friends visiting we have a very comfortable lounge where they can relax with a tea or coffee while waiting to see you. When appropriate and weather permitting we will make every effort to support you (the patient) to get outside into our garden areas whether in a wheelchair or in your bed.

As we have a responsibility for your health and wellbeing can you please inform staff if you wish to leave the building with your visitors



SMOKING

ACCORD Hospice has a **NO SMOKING** policy for patients, visitors and staff within the Hospice and **immediate external grounds**, this includes all tobacco based products and the use of 'E' cigarettes.

If patients require to smoke we have a designated smoke shelter outside the IPU for **Patients Only**.

We do not offer a facility for visitors to smoke within the Hospice grounds.

PARKING

Car parking is available at the Hospice. We would ask that you acknowledge disabled parking and the entrance to the Inpatient unit to allow ambulance access. We regret that the Hospice cannot accept responsibility for cars or their contents at any time.

PATIENTS MEAL TIMES

Breakfast	8.15am - 9.15am
Lunch	12.00pm - 1.00pm
Dinner	5.00pm - 6.00pm

All foods brought into the ward that require to be refrigerated will be labelled with the patients name & date. Please note that we can only refrigerate food items for a 24 hour period, regardless of use by / sell by dates, due to food safety standards, after this period food will be disposed of.

CLOTHING

You may want to wear everyday indoor clothes while you are in the unit. We would encourage families to take any laundry home however, if this is not at all possible facilities are available for laundering clothes in the Hospice. Any clothes washed in the Hospice require to be marked with your name. There is a wardrobe to store all your clothes and belongings in.

VALUABLES

We ask that all your valuables are sent home for safe keeping. We regret that the Hospice cannot take responsibility for any valuables which you choose to keep in your possession.

CLEANLINESS & INFECTION CONTROL

Maintaining high standards of cleanliness is very important at ACCORD to protect you (the patient), relatives and carers and staff towards preventing the spread of infection. At the entrance to the Inpatient Unit we have alcohol rub that we would ask your relatives and friends to use when they enter and leave the unit.

Patients who have been in hospital in the last 6 months will need to be tested on admission for any infections that they may have picked up while in hospital (such as MRSA). Visitors are not required to wear gloves and aprons but we do ask that you wash your hands when leaving the room and use the alcohol rub on the wall outside the bedrooms.



FIRE

Our fire alarms are tested every Wednesday between 2— 2.30pm

Visitors are requested to sign **in & out** at reception when entering or leaving the building in case of fire. Any electrical equipment (radio, fan, etc) that you might want brought into the Hospice requires to be checked to meet Health & Safety and Fire Regulations.

Please inform staff of such equipment and this will be checked promptly for suitability of use within the Hospice. There are smoke and heat detectors throughout the building. There is also an automatic door release system which operates on the sounding of the alarm.

INFORMATION GIVING

We understand that visitors and family are keen to know how their friends and loved ones are when they are in the Hospice, however we require to be respectful of the wishes and confidentiality requested by each patient. We will therefore only discuss your condition and care with your permission, even if the relative is a next of kin.

RESUSCITATION POLICY / LIVING WILLS

The Hospice policy on resuscitation (life-saving practice attempt) is available to anyone on request and a member of the medical staff will always discuss this fully with anyone who asks.

If you have already made a statement regarding your views/wishes on future treatment through a living will or an advanced directive, please inform the staff on admission to the Hospice. If you wish to write such a statement regarding your wishes don't hesitate to ask one of our staff who will be happy to offer guidance.

COMPLEMENTARY THERAPIES

This service is available to you and your family or carers free of charge. Therapies can assist with symptom control, aid relaxation and promote a calm sense of wellbeing. Please ask staff if you wish access to this service.



PATIENTS & FAMILY MEMBERS -

Personal Information

In line with General Data Protection Regulations, our “lawful” basis for processing patient, family and next of kin data is the legitimate purpose of providing a health and social care service. “Special category” data (which might include information including but not limited to race, faith, gender, religion, disability and family status) is also processed for the purposes of providing a health and social care service.

If you, a relative or a friend, are cared for or supported by ACCORD, the personal-sensitive information you provide to us will be used only for the purposes of offering access to and providing you with our specialist services including bereavement support, for training our staff or for monitoring the quality of our services. ACCORD will not disclose your personal information to any third party without your consent, except in the following circumstances:

- to health and social care professionals and organisations involved in the provision of your care, and always within the appropriate regulations governing sharing of your health and social care records.
- exceptionally, to professional bodies or otherwise as required by law, regulation or codes of practice.

PATIENTS & FAMILY MEMBERS—

Personal Information cont:

We will not use your information for other purposes without your permission. If you tell us about your own experience with terminal illness or the experience of someone else we will explain how we will use that information. If you don't want us to use such information for other purposes or change your mind at any time, it will not affect any services we provide.



SPIRITUAL AND PASTORAL CARE

Spiritual is a word that will mean different things to different people. For some, spiritual means religious, for others it means something much wider. Often it is a mix of both and depends on the person.

Spirituality is whatever gives you meaning in life, what is important to you right at that minute. It may be faith or religion that comes to mind, but not necessarily at the top of the list; thoughts of family; friends; health or work may be your priority at that moment and will change regularly.

The Hospice Spiritual & Pastoral Care Group support the spiritual and religious care of all, to those of any faith or no faith. The group comprises of local ministers, priests and leaders from the Church of Scotland and the Roman Catholic Church on a voluntary basis.

Books of Faith are accessible to all and are kept in the patient lounge.

A Remembrance Book of thoughts and prayers is kept in the Sycamore room for anyone to use.

FREQUENTLY ASKED QUESTIONS

Q: Can I use my mobile phone in the Hospice

A: Yes

Q: Can my pet visit?

A: Yes, pets are very welcome to visit for short periods, please arrange this with the ward staff.

Q: I have a Power of Attorney in place; do the Hospice staff need to see this?

A: Yes, a copy of your Power of Attorney should be kept in your medical notes in the ward. Hospice staff will be happy to photocopy this for you.

Q: How long will I stay in the hospice?

A: It's difficult to answer this question, some people come to stay in the hospice during the final stage of their illness; others come just for a short time, for example to help manage their symptoms and then return home. The average length of stay for a person who has been admitted for symptom control is around two weeks.

Q: What happens when I'm ready to return home?

A: You may continue to get a range of care and support from our hospice community team.

We can also arrange for you to get the equipment you need at home, or adaptations made to your home to make it suitable for you or additional care at home.



FREQUENTLY ASKED QUESTIONS CONT:

Q: What if I'm not well enough to go home?

A: If you can't return home because you still need support, we'll advise you and your family on what to do next. We don't offer long-stay placements at the hospice, but we can help you find suitable care, such as a nursing home or residential care.

Q: Do I have to let the Department of Works & Pensions (DWP) know that I have been admitted to the hospice?

A: Yes, it's always best to keep DWP updated of any change of circumstance if you are in receipt of state benefits. When you contact them, let them know that you have been admitted to ACCORD Hospice which is a charity NOT an NHS facility, your benefits should not be affected.

Q: Can my loved one stay overnight at the hospice with me?

A: On occasion, yes this can be an option, please discuss this with the nursing staff.

OTHER USEFUL INFORMATION:

- Tea & coffee making facilities are located within the Inpatient Unit family lounge.
- Hot drinks machine in Reception area.
- There is a garage on Hawkhead Road (turn right on leaving Morton Ave).
- Supermarkets are within 10 minute drive of the hospice,
 - Tesco, East Lane, PA1 1QA
 - Morrisons The Anchor Mill, 7 Thread St, PA1 1GZ
- There are a few Coffee Shops along Glasgow Road.
- Public Transport: Mc Gills Buses No 10 drops off and picks up on Ben Nevis Road. No 66 drops off and picks up on Barrhead Road.

If you require advice on other information please do not hesitate to ask the ward staff or at reception.

Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website www.accordhospice.org.uk

If you do not have access to the internet please request a leaflet from your nurse.

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Jacki Smart
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Edinburgh Office:
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
0131 623 4300

Glasgow Office:
Delta House
50 West Nile Street
Glasgow G1 2NP
0141 225 6999

Email: hcis.complaints@nhs.net

www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats