



The Hospice Ward

Information for patients, families and carers



Welcome to the Saint Francis Hospice Ward

We welcome all people at Saint Francis Hospice regardless of race, age, gender, sexual orientation, faith and belief or disability.

A place of comfort where you carry on living your life, with a team of professionals to care for you around the clock. Here is a place to feel safe and secure in a tranquil setting.

There are single, en-suite rooms and small, same sex wards. The Ward is light and airy; with space for your belongings and doors opening out to beautiful grounds.

Your daily meals will be cooked on site using the best fresh ingredients and we'll cater for your dietary requirements and you can ask for your favourite food!

Your loved ones and friends are welcome to visit. The relaxing family lounge is the perfect place to unwind and there are toys and games for children and young people. There is internet access too.

Many people find that a relatively short period on the ward can make a real difference to how they feel.



Who you might meet on the Ward

Our people are at the heart of what we do. We are the nurses, therapists and doctors helping and caring for people. Together, we are Saint Francis Hospice. Here for you.

Here are some of the people you might meet while staying with us:



Doctor / Consultant



Nurse



Therapist



Ward volunteer



Healthcare assistant



Counsellor

Family Support Service Team

The family support team offers practical and emotional support to you, your carers, family, loved ones, friends, relatives, children and young people.

A social worker can assist you or liaise with your local social health services, to ensure you have the help you need, or be an advocate for you with other agencies such as housing, care agencies, welfare or benefits agencies.

Our therapists work to support everyone you care about including children and young people, either individually or working with the family group therapeutically to provide specialist support around end of life, communication and bereavement.

Psychological support and counselling is available for you, your carers, family, loved ones and friends.



Our counsellors work with a variety of psychological issues, anxieties or concerns.

There are regular therapeutic groups to help people express their feelings creatively. The therapist's role can enable an individual to gain a sense of space and security where they can begin to explore innermost feelings, how they relate to the world around them, how they can make sense of their own personal life journey and how they can live with change.

An integral part of the team's work is the bereavement support and counselling service. Our specially trained bereavement support team work individually or in one of the various therapeutic group sessions including our monthly walking group.

The Pastoral Care Team

Pastoral care is for people of all faiths or none.

Living with an illness can sometimes create uncertainty and concerns. There may be questions, fears, hopes or regrets which you might want to explore safely with a kind, supportive presence. Each member of our team will listen without judgement to anything on your mind.

You may long for ways to celebrate life and we can help you create important moments such as a wedding ceremony, a renewal of vows or exploring ways to connect with your beliefs and what is important to you. We can also help you design your own family or personal ceremony to mark occasions or special moments. We can organise acts of worship or rites, pray with you or for you, and can arrange for people from your own faith community to visit if appropriate.

The Hospice Chapel is a peaceful and quiet space which is open for all to use, for personal prayer, meditation or simply to have time for quiet contemplation.



Rev Paula Graham

Interfaith Minister & Pastoral
Care Team Co Ordinator



Sister Rosemary Lenehan

Roman Catholic Sister &
Hospice Chaplain

Complementary Therapies Team

The Complementary Therapies Team offer treatments to patients, carers and their families. Treatments available are massage, aromatherapy, reflexology, mindfulness and reiki.

The aim of our service is to communicate care through the medium of therapeutic touch; assisting with symptom control and offering support by providing a safe area for patients and carers to have time out from the demands of illness.

If you wish to be referred for treatment, or require further information, please speak to a member of the nursing team.

Occupational therapy team

Your occupational therapist can help you enjoy the things you used to and discover something new.

Practical help is often the first requirement and by advising you on how to make small adaptations to your home or providing specialist equipment, your independence and quality of life may improve.

A wide range of creative therapy activities is available and any hobbies or interests you have can be explored with the help of the occupational therapy assistant who could visit you on the ward.



Physiotherapy team

Adjusting to living with an illness or condition that can't be cured, often brings unexpected physical challenges. Our physios are here to help you keep your independence for as long as possible.

Physiotherapy can help to:

- ♥ Relieve pain and discomfort
- ♥ Aid relaxation and mobility
- ♥ Help with breathlessness and fatigue
- ♥ Address problems of balance and co-ordination.



Your choices for future care

We need to ask you (or your carer, family, loved ones or friends), as a routine, whether you have any special wishes and thoughts concerning your current or future care, and whether others in your family know of these special wishes.

Special wishes might include the following:

- ♥ An advance care plan which can include your thoughts and wishes in the event of a decline in health
- ♥ A preferred place of care
- ♥ A preferred place of death
- ♥ Registration on the National Organ Donation Data Base, including Tissue and Cornea donation
- ♥ A nominated Attorney who can speak for you and act in your best interest.

We have learnt that if these questions are not discussed we miss knowing about things which are very important and matter to you and your family.

Communication with people involved in your care

We ensure that your GP, District Nurse and those involved in your treatment and care are up to date with any changes or interventions we make. A copy of any letter we write to your GP or others would be available at your request.

Facilities for you

The Ward has a number of four bedded and single rooms. Each bed in a bay has curtains which will be drawn for privacy. We have single sex wards. We have a family room and a main lounge for you and your visitors to use. The Hospice canteen (Orange Cafe) is available for meals and refreshments.



Things to bring

Toiletries, clothing and loose change.

Medication

Before deciding which treatments you require, we need to know what medicines you are taking. Please bring them with you. We will use them during your stay, if appropriate. A two week supply of medicines will be provided when you are discharged. Please return any unneeded medicines to your family for disposal.

Medications are given in response to individual need and not routinely at set times. We ask, in order to maintain safety and security standards, that the nursing staff are not disturbed whilst dispensing and administering medication.

Money and valuables

We regret that the Hospice cannot accept responsibility for any personal property retained by you and not given in for safe keeping.

A bedside locker is provided for your personal belongings, but you are advised not to bring large amounts of money or valuables into the Hospice. If this is unavoidable, the items should be handed to a member of the nursing staff for safe-keeping. You will be given a receipt for these items.

There is a lockable compartment in your bedside locker, please ask for the key if you would like to use it.

Nurse Call system

There is a nurse call at each bed. Please do not hesitate to call if you need help.

Clothing and laundry

We have limited laundry facilities for essential usage. We would appreciate if your personal clothing could be taken home to wash for you. However, if this is difficult, please let the nursing staff know.

Meals

The Hospice prides itself on providing a catering service for patients where fresh ingredients are used and every meal is ‘home-cooked’ on the premises.

The catering manager will visit you to discuss any special dietary needs and to check on other needs. Special diets and pureed food is available.

If you would like to see a member of the catering staff at any time, please ask.

Meals and hot and cold drinks are offered to patients at the following times:

Breakfast	8:30am
Mid-morning Refreshment	10:30am
Lunch	12:15pm
Afternoon Tea	3:00pm
Supper	5:15pm

There is a main menu for each meal: alternative options are always available for patients between **7:30am - 6:30pm**.

The options are:

Grilled/poached fish	Sorbets
Omelettes	Ice cream
Snacks on toast	Yoghurt
Jacket potatoes	Jelly
Salads	Cheese and biscuits
Various sandwiches	Fruit
Soups and rolls	Toast

Between **7:00pm - 9:00pm** an alcoholic drink is offered and later a bedtime hot drink.

A selection of sandwiches and toast is also available for patients between **6:30pm - 7:30am**.

Facilities

Lounge

We have two lounges and one family room. The large lounge has a kitchenette and TVs. The smaller lounge has toys for children. There is a family room for occasional overnight stays. Please ask staff where these are located.



The Hub

The Hospice HUB is a central resource area aimed primarily at young people but open to all visitors to the Hospice, providing a safe and welcome space for healthy distraction and time-out. It can be a quiet space to come and read, to get information, watch the news, have a game on the Playstation II or connect to the internet to check emails or chat with friends via MSN, Facebook and a host of other social networking sites. We also signpost young people to internet support sites which have been developed by young people for young people.

The HUB is well stocked with information leaflets on a variety of topics. There is access to the internet via a laptop.

Internet access

Internet access is available throughout the Hospice. Please ask nursing staff for the password to access the Wi-Fi.

Smoking

Smoking is not permitted anywhere within the building

We ask that people only smoke in the designated external smoking areas and must not smoke or use e-cigarettes whilst receiving oxygen therapy or in the immediate vicinity of anyone using oxygen as this is a highly dangerous and flammable gas.

We ask that visitors smoke in the designated smoking area in the garden. Visitors are not permitted to smoke or use e-cigarettes or their charging units within the buildings or on the patio areas. Visitors must not smoke or use an e-cigarette in the vicinity of a patient on oxygen therapy.

Television

Each bed area has a colour television for your use. There are also televisions available in the lounge areas.

Information screens

There are four information screens located within the inpatient unit, visitors' lounge, reception and Orange Cafe.



Reception

Part of the Hospice receptionist role is to receive incoming telephone calls and greet visitors. They will be pleased to help you in any way they can.

All visitors to the Hospice are requested to sign in and out and give car registration numbers in the visitors' book at reception.

Please use the hand gel provided when entering and leaving the premises. In times of a national pandemic such as Covid-19, a face mask must be worn at all times when on site. These will be provided at reception. If additional PPE is required, this will be advised and supplied upon entry to the Ward.

Telephone calls

There is a cordless telephone available for patient use. To receive incoming calls on this phone the number is **01708 721430**.

Mobile phones

You are welcome to have mobile phones. Please be considerate of other people regarding the volume of ring tones and times of incoming calls.

Visitors are requested only to use mobile phones in the lounge area or outside the building.

Letters

Any incoming post should state your full name, followed by the Hospice address:

Saint Francis Hospice,
The Hall,
Havering-atte-Bower,
Romford, Essex
RM4 1QH

If you have any letters to be posted a member of staff will be pleased to help.

Fire alarm

The Hospice has a smoke detection and alarm system. These are tested every Tuesday at 11:00am when you will hear an alarm sounding. If the alarm sounds at any other time, please wait for instruction from a member of staff. Visitors should leave the building immediately when asked. Members of staff will assist patients.

Visitors facilities

Visiting times

Visits by friends and relatives to people admitted to the Hospice can make a real difference to their wellbeing. However, large numbers of visitors may be overwhelming and we would ask that you rotate the visits when possible. Please ensure children are supervised at all times. We request that after 10:00pm children under 16, are discouraged from visiting. Always check with the nurse in charge if there are any special issues to be considered.

We would ask visitors to respect the privacy, dignity and needs of all patients and allow doctors, nurses and other staff to do their job without disruption.

Visiting is open to all including pets. We request that pets are kept adequately under control and do not present any health and safety hazard. Please check with the nurse in charge.

Limited facilities are available for overnight stays. The main entrance of the Hospice is locked Mon - Sun at 9:00pm for security reasons. When arriving on site after 9:00pm and before 7:00am please ring the main entrance doorbell located to the left of the main entrance external doors. The night porter will meet you and let you into the reception area where you will sign in while he informs the nursing staff of your arrival. If you are not met by a nursing team member at reception please press the video intercom located directly outside the Ward doors and opposite the lounge. You will then be buzzed into the Ward by a member of the nursing team.

When leaving and/or returning to the Ward out of hours please inform the nursing staff and the night porter on duty.



Nappy changing facilities

These are available in the toilet located in the lounge.

Visitors catering service

We are able to provide the following service:

Lounge

In the visitors' lounge there are self-service tea and coffee making facilities. No charge is made for this service, but there is a contribution box available for your donation.

If you use the refrigerator to store food, please label it with your name and the date, using the labels provided, to ensure that we maintain our hygiene standards. Please ensure any unused and/or out of date foods are removed from the fridge or kitchen area and disposed of at home. There is also a microwave available for your convenience.

We would be very grateful if you would take responsibility for washing up your crockery and cutlery.

Breakfast

Breakfast is available for those visitors staying overnight. This needs to be pre-ordered by 8:30am from our catering staff and will be available to eat after 9:00am (following the patients' breakfasts being served). A limited breakfast range is available up to 10:00am.

Lunch

A full meal service is available to visitors from the dining room between 12 noon and 1:30pm. If you would like specific items from the daily menu please order before 11:00am.

Supper

If you require a meal at supper time we would like you to order this by 4:30pm. If you arrive at the hospice after 4:30pm we will be able to prepare a light meal for you as long as you order before 5:30pm.

Orange Cafe

Sandwiches, baguettes, yoghurts and fresh fruits are available from the refrigerator situated in the dining area after 6:00pm. Please use the donation box to pay for any items you take from the refrigerator. The price list for food available is on display in the dining room. A microwave is available for heating food.



Alcohol

Visitors are not permitted to consume alcohol in the building or in the grounds of the Hospice.

How to get to the Hospice

By car

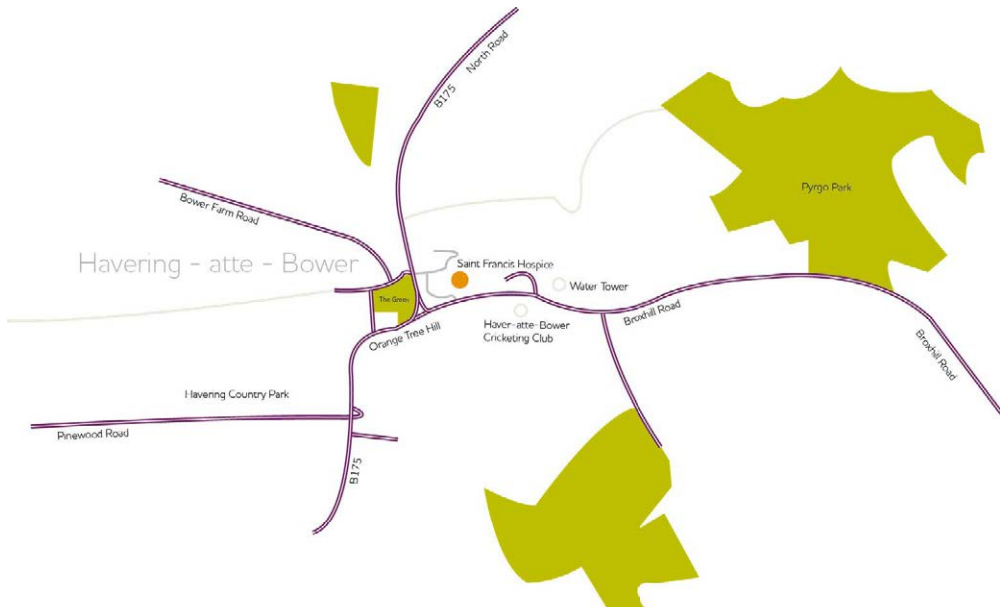
Enter the Hospice by the Broxhill Road entrance. Sat-nav postcode RM4 1PL.

By bus

Route 375 - Romford Station to Passingford Bridge Monday to Saturday.
Every 90 minutes from 6.45am to 7.15pm

By train

Romford Station is nearby. Alternatively Harold Wood Station is closer.



**Saint Francis Hospice,
The Hall,
Havering-atte-Bower,
Romford,
Essex
RM4 1QH**

Location of Saint Francis Hospice car parking

Disabled parking is available near the Broxhill Road entrance.

Car parking for visitors is available at the rear of the Hospice.

Parking is limited during the day. We request that the parking spaces allocated to late staff are kept free. There is parking at the church opposite. If you need to double park, please leave a contact number in your car window and the registration number with reception.

The Hospice cannot accept any liability for loss or damage caused to any vehicle or its contents whilst parked in the car park.

Vehicles should enter the Hospice from the Broxhill Road entrance and leave by the North Road exit.

Please note that between 12 midnight and 5:00am the gates at North Road exit will be closed. During these times please use the Broxhill Road entrance. Please be advised to take extra care and strictly observe the 5mph speed limit as the one way traffic system during the day will not be in operation. Night porters are fully briefed and if you need any help entering or exiting the site between these hours they will be on hand to advise and help.

Caution

There are two ponds within the grounds of the Hospice. Please keep young children under close supervision at all times.



Other Information

Cost of care

The Hospice is a registered charity, receiving some support from neighbouring health and local authorities. The NHS provides 28% of the total funding.

All of the care that you have received at the Hospice is entirely free of charge to you, your carers, family, loved ones and friends.

Hospice care is costly. We employ a number of experienced staff to provide the best care we can offer. Our average costs are:

£606 for one day's care in the Inpatient Unit

£400 could pay for 2 crisis clinical nurse specialist visits.

£194 pays for a patient visit from a community nurse

£54 for each hour of care by Hospice at Home

It is due to the generosity of many people that we are able to offer care without charge to you and those you care about.

If you would like to make a donation, please speak to a member of staff or visit the Hospice website.

Private health insurance

People with private health insurance often ask us whether their insurance scheme will contribute towards their stay at the Hospice.

Schemes do vary so if you have private health insurance please let your insurance scheme know that you are an inpatient. They will let you know if your scheme includes partial reimbursement for a hospice inpatient stay. If they do, you will be forwarded an appropriate form for the inpatient care team to fill in.

If your scheme is not sure or needs advice, our Director of Finance is happy to help and can be reached via the Hospice main telephone number.

Treating staff and volunteers with respect

Saint Francis Hospice is committed to the wellbeing of our patients, staff and volunteers. We expect those accessing our services and premises to treat everyone with the courtesy and respect that they would expect to receive themselves.

Any verbal/physical abuse, harassment, violence or discrimination is unacceptable and will not be tolerated. Thank you for your co-operation.

Share your story and make a difference

Those who have experienced our services, whether as a patient or relative, are always the best people to spread the Hospice message. It means so much more to hear it from someone who really knows first-hand what Saint Francis Hospice is all about.

“Maybe if we can encourage people to talk we can make things better for other families and that would be a great thing to do in Debbie’s name.”
Cliff Jones, Debbie’s father, Spurs legend and Hospice patron.

If you would like to join them in sharing your experiences to enable us to continue the work of the Hospice, we would be delighted to hear from you. Your words could comfort people already in our care, persuade others to turn to the Hospice for help or inspire the next donation. You can provide as much or as little information as you wish and we will always seek approval before using your story.

Saint Francis Hospice also has access to a team of talented volunteer photographers who provide us with quality images to help illustrate the impact of first class patient care. If you want to tell us about your Hospice experience or have your photograph taken then please call the communications team on **01708 771405** or email **marcomms@sfh.org.uk**. We would be delighted to hear from you.

Access to patient records

Application to access patient health records should be made either verbally or in writing to the Medical Director.



Comments and Complaints

We are always interested to hear your views of care received. Your feedback is really important to us and will help us improve the service for you and others. It is reassuring for us to know that we are meeting the high standards of care and service that we set ourselves.

Complaints

If any aspect of your care gives you cause for dissatisfaction, please speak to the nurse in charge, who can direct your complaint to the appropriate person/department. All complaints are taken seriously and will be dealt with promptly, sympathetically and in complete confidence. For further details, please see our Comments, Compliments and Complaints leaflet, which is available on request.

If you would like to leave a review, please visit:

[**http://SaintFrancisHospice.iwgc.net.**](http://SaintFrancisHospice.iwgc.net)

Alternatively, we have three podiums situated in Reception, Inpatient Unit and Pemberton Place, where you can complete your real time feedback or scan the QR code below, which will take you directly to iWantGreatCare.

All comments are shared Hospice wide each month.

iWantGreatCare



Please tell us about your care today.
Good or bad, your comments are really important and will help us improve the service for you and others. Please visit
[**http://SaintFrancisHospice.iwgc.net**](http://SaintFrancisHospice.iwgc.net)

Take our virtual tour

Take our virtual tour and have a look around the hospice, find out more about our services and meet some of the team.



Scan the QR
code to take
the virtual tour



About this booklet

If you have any comments or suggestions about the information contained in this booklet, please contact the Ward Manager.

Get involved

Are you looking for inspiration on how you, your family or loved ones can help support future patient care at the Hospice? Let us inspire you with some ideas.



Play the lottery



For £1 a week you could win one of 54 weekly cash prizes, including the weekly jackpot of £1,000, PLUS the chance of winning the rollover which could reach £10,000!

www.sfh.org.uk/lottery

Sponsor a nurse



Sponsoring a nurse can help care for people like Fred, who was living with bowel cancer and a neurological condition. Read Fred's story.

www.sfh.org.uk/sponsor-a-nurse?mode=regular

Donate



Whether you decide to make a one-off donation or pledge a monthly gift, we promise that the donation you make today will be used to help local people who desperately need our care. **www.sfh.org.uk/donate**

Fundraise



Many people have asked us for different ways that they can support the Hospice. So we've listed some of the best ways here.

www.sfh.org.uk/fundraise

About Saint Francis Hospice

Saint Francis Hospice provides care 24 hours a day, 7 days a week to local people affected by life-limiting illnesses. As a registered charity, we rely on the financial support of our community to keep providing world class care free of charge to individuals and their families. Every year, we provide treatment, care and support to more than 4,000 local people affected by a life-limiting illness.

Confidentiality

At Saint Francis Hospice we are committed to upholding your rights to confidentiality and protecting your privacy. We will treat your information with respect. Keep it secure and comply with the requirements of the Data Protection Act 2018 including GDPR. Our privacy notice is available on request or by visiting our website www.sfh.org.uk

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Visit: www.sfh.org.uk

Reviewed annually
Revised September 2022

