Saint Francis Hospice

Caring for you

The Hospice Ward

Information leaflet



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 three or four bedded 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, some of which are grown here at the Hospice. We will cater for your dietary requirements and you can ask for your favourite food!

Your loved ones and friends are welcome to visit. The relaxing 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 and Individual Support Team

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

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



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

There are regular therapeutic groups to support people to express their feelings. The counsellor'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 trained bereavement counsellors work individually or in one of the various therapeutic group sessions including our monthly walking group.

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 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 group to visit if appropriate.

The Hospice Sanctuary is a peaceful room 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 coordinator



Sister Rosemary Lenehan
Roman Catholic Sister & Hospice Chaplain

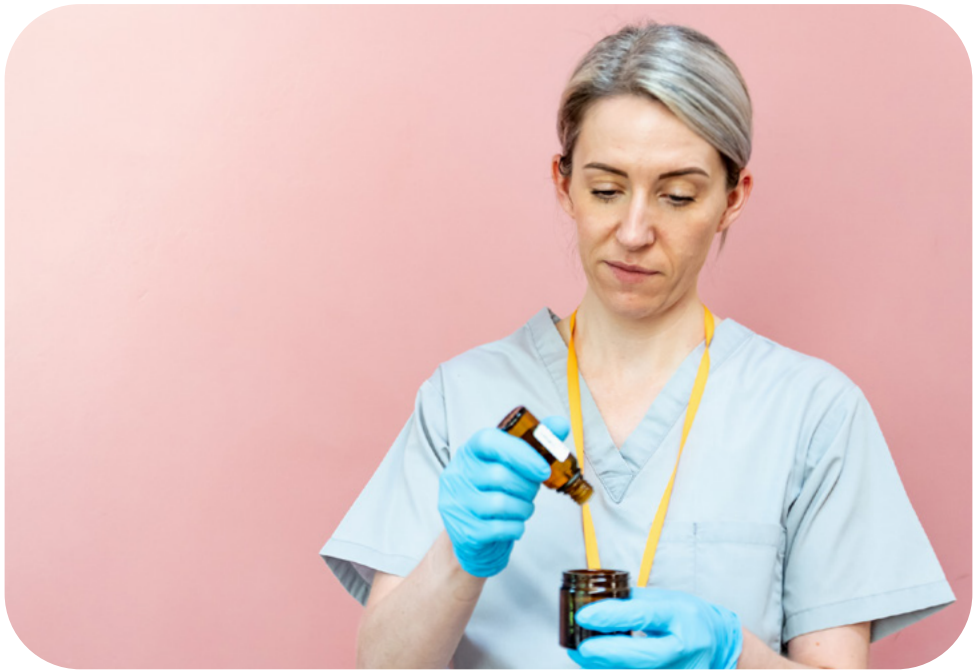


Complementary Therapies Team

The Complementary Therapies Team offer treatments to individuals, carers, families and loved ones. 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 you 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.

Physiotherapy Team

Adjusting to living with an illness or condition that can't be cured, often brings unexpected physical challenges. Our physiotherapists 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), whether you have any special wishes and thoughts concerning your current or future care, and whether others 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 database, 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 loved ones.

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 three or four bedded single sex bays and single rooms. Each bed in a bay has curtains which can be drawn for privacy. We have a smaller private room and a bigger lounge for you and your visitors to use. The Hospice canteen (Orange Café) is available for meals and refreshments.



Things to bring

Toiletries, clothing and medication.

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 own pharmacy 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.

Bedside storage 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.

Nurse call system

There is a nurse call button 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.

Please avoid bringing in large suitcases as space is limited for storing large items.

Meals

The Hospice prides itself on providing a catering service 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 people at the following times:

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

There is a main menu for each meal: alternative options are always available for people staying on the ward between **7:30am - 6:30pm.**

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 between **6:30pm - 7:30am.**

The light supper menu can be found in the individual's room. This needs to be ordered by **3.00pm** for service at **5.15pm**. In addition, there is the Out of Hours fridge in the Orange Café, where a selection of food and drink is available 24 hours a day. Payment either through using the coffee machine (tab 2 on the computer screen) or by donations in a SFH donation box.

Facilities

Lounge

Our large lounge has a kitchenette and a TV. There is also a room for occasional overnight stays for families, carers and loved ones. Please ask staff where these are located.

There is additional refreshment facility in the Breakout Area.





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, you must not smoke, use e-cigarettes or vapes whilst receiving oxygen therapy or in the immediate vicinity of anyone using oxygen as this is a highly dangerous and flammable gas.

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

Television

All beds have a colour television for your use. There is also a television available in the lounge area. It is advised to use headphones when using personal electronic devices or watching TV. Bluetooth headphones are suggested for use of the bedside televisions.

Information screens

Information screens are located in Reception and Orange Café.



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 on the signing in device 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 individuals staying at the Hospice to receive incoming calls. The telephone number is **01708 753319** ext. 2203. To speak to a member of the Nursing Team, please request the Nurse's station when calling **01708 753319**.

Headphones

The use of headphones is advised when using personal electronic devices.

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 direct you to the nearest fire assembly point.

Visitors facilities

Visiting times

Visits to individuals admitted to the Hospice can make a real difference to their wellbeing. However, large numbers of visitors may be overwhelming. As a guide, we would ask no more than four visitors at the bed space at any time. We suggest that you rotate the visitors, when possible, for example some at the bedside and others spending time in the lounge or café.

Children are welcome to visit at the Hospice. Please ensure that children are always supervised. We request that after 10pm children are discouraged from visiting. Always check with the nurse in charge if there are special issues to be considered.

We would ask visitors to respect the privacy, dignity and needs of all individuals being cared for 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 areas 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 responsibilty for washing up your crockery and cutlery.

Breakfast

Breakfast is available for those visitors staying overnight. If possible, this needs to be pre-ordered the night before at evening service - 5.30pm - via the Ward volunteer, Housekeeping team or the Catering team. Visitors staying on the Ward will receive their breakfast after those under our care have received their breakfast.

Visitor breakfast is served in the Orange Café from 9:00am. A limited breakfast range is available up to 10:00am.

Lunch

A full meal service is available to visitors from the Orange Café between 12 noon and 1.45pm. If you would like specific items from the daily menu, please either order before 10.00am via the Housekeeping team, Ward volunteers, Catering team, or visit the Orange Café from 12.00pm onwards.

Supper

If you require a meal at supper time, we would like you to order this by 3:30pm. 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 5:00pm.

Catering do offer dietary or cultural meals such as vegetarian, vegan, Halal and Kosher - please let the Catering team know of any dietary requirements as soon as you can.

Orange Café

The Orange Café also offers a selection of hot toasted breakfast rolls, toasted sandwiches, cold sandwiches, salads, yoghurts, and cold drinks. Also available are snacks such as homemade cakes, crisps, confectionary, chocolate bars and fresh fruit.

A selection of food and drink is available in our Out of Hours fridge 24 hours a day with payment either through using the coffee machine (tab 2 on the computer screen) or by donations in a SFH donation box.

Microwaves are 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.
What3Words code: ///class.pokers.rails

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

Because Saint Francis Hospice is an independent charity, all the services are free of charge. Kind and generous gifts from local people, companies and schools help make sure that everyone who is receiving the care of Saint Francis Hospice has round-the-clock support. Experienced consultants, doctors, nurses and other health and social care professionals, are on hand to care for individuals whether they choose to be at home, in the hospice itself, in hospital or in a care home.

To provide this dedicated and expert care, the hospice needs to raise nearly £9 million each year because only 31% of our costs are paid by the government. Individuals in need of our services and their loved ones, also depend hugely on around 700 skilled and committed volunteers who help keep costs down and bring huge joy and support to those who need our care, their loved ones, families, staff and volunteers.

£36	could pay for a bereavement counselling session
£50	could pay for an ultrasound scan
£120	could pay for a blood transfusion

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 staying on the Ward. They will let you know if your scheme includes partial reimbursement for a Hospice Ward stay. If they do, you will be forwarded an appropriate form for the Ward 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.

Scan here for more information

Treating staff and volunteers with respect

Saint Francis Hospice is committed to the wellbeing of individuals, 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 recipient of care or a loved one, 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 Hospice care. If you want to tell us about your Hospice experience or have your photograph taken then please talk to a member of the nursing team who will introduce you to a member of the Marketing and Communications team. We would be delighted to hear from you.

Access to health records

Application to access an individual's health records should be made either verbally or in writing to the Medical Director.



Compliments

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.

We have three podiums situated in The Orange Café, The Ward 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**

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.

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 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!
sfh.org.uk/lottery

Sponsor a nurse

Sponsoring a nurse can help care for people and their loved ones at a time when they need it most.
sfh.org.uk/nurse

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.
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.
sfh.org.uk/fundraise

About Saint Francis Hospice

Saint Francis Hospice, rated outstanding by the CQC, is an expert in providing care for people in our community with palliative and end of life care needs.

We provide support and care for any person from any faith or cultural background diagnosed with a serious life-limiting illness and living in Havering, Barking and Dagenham, Redbridge, Brentwood or parts of West Essex. Saint Francis Hospice has been offering expert, compassionate advice and support for over 40 years.

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

The Hall
Havering-atte-Bower
Romford
Essex RM4 1QH

Call: 01708 753319
Email: mail@sfh.org.uk
Visit: www.sfh.org.uk

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