

St Vincent's Hospice
Midton Road
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Tel: 01505 705 635
Email: info@svh.co.uk

www.svh.co.uk

Registered Scottish Charity SC006888



Midton Road, Howwood, Renfrewshire PA9 1AF
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St. Vincent's Hospice Ltd Registered in Scotland No. SC150148
Scottish Charity No. SC006888



In Patient Unit Information Booklet



www.svh.co.uk

Useful Telephone Numbers

St Vincent's Hospice	01505 705 635
Royal Alexandra Hospital	0141 887 9111
Southern General	0141 201 1100
Western Infirmary	0141 201 2000
Glasgow Royal Infirmary	0141 211 4000
The Beatson Cancer Centre	0141 301 7000
Accord Hospice	0141 581 2000
Ardgowan Hospice	01475 726 830
Johnstone Social Work	01505 342 300
Advice Works	0141 885 1188
Maggie's Centre	0141 330 3311



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Our Aims

St. Vincent's Hospice provides a specialist palliative care service aiming to enhance the quality of life of people with a life limiting illness.

You can be referred to the hospice by a healthcare professional. The general practitioner and/or consultant must also be in agreement.

Each person is treated equally in respect of their care, regardless of culture, race, religion or social background.

The In Patient Unit

You may be required to be admitted for symptom control, respite, rehabilitation or end of life care.

The ward has 8 single rooms with en suite shower facilities. On admission, you will meet and be assessed by members of the nursing and medical team. Following this, a plan of care will be discussed and agreed between yourself and the hospice team. You will also meet members of the wider hospice professional team. This includes the physiotherapist, occupational therapist, and the patient and family support team. We also have a team of housekeepers and cooks.

What to bring with you

Bring anything you would normally take to hospital including all current medications, day clothes if appropriate, night clothes/dressing gown/slippers, toiletries, tissues, juice, spectacles, hearing aid etc. Please do not bring valuables or large sums of money as we cannot accept responsibility for damage or loss.

Laundry

There are no facilities for personal laundry and family are asked to take laundry home in patient laundry bags.



Suggestions and Complaints

We are continually looking at ways to improve our service.

During your admission, you may be asked to tell us what you thought about the care you received.

If you have any concerns regarding any of our services, please speak to a member of staff who will ensure that you are seen by the most appropriate person. All complaints are dealt with as quickly and efficiently as possible. If you are unhappy with the way your complaint or suggestion has been dealt with, you can contact Health Improvement Scotland on 0131 623 4300 or write to Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB.

Issue Date: April 2013

Review Date: April 2014

Visiting

Visitors are welcome mainly between the hours of 2-8pm. Visiting out with these hours can be discussed with the nurse in charge. See 'protected mealtimes' section below.

Please note that toilets for visitors are situated in the reception area.

Overnight accommodation is available to close family members when appropriate.

Protected Mealtimes

The hospice values the use of protected mealtimes in order to promote an environment conducive to your enjoyment of your meals in peace without interruption. Breakfast is from 08:15 to 09:00, lunch is served between midday and 13:00 and evening meal 17:00 to 18:00. Visitors can purchase food from The Barn Tearoom which is situated in the hospice grounds. This is open Monday to Saturday 10am to 4pm and Sunday 11am to 3pm. Please note that during mealtimes, staff are busy serving meals, assisting people with eating and ensuring a calm, relaxing environment at this time. We are always happy for further discussion if this arrangement does not suit you.

Pets

We welcome the opportunity for your pets to visit you, but every effort must be made to keep them under control and avoid damage to hospice property. It will be helpful to discuss their visit with hospice staff.

Parking and Entry

Parking is at the rear of the hospice and entry is gained through the front door into the reception area. Your visitors will be asked to sign in and out and wear a visitor badge. This is for fire safety reasons. Out of hours, there is a controlled entry system operated by ward staff.



Enquiries and Phone calls

Telephone enquiries are welcome anytime. We are here to offer support to your family and carers and we encourage your family visitors to make themselves known to us.

Normally you can use your mobile phones; however, this may depend on equipment in use. Please check this with nurse in charge. There is also a cordless phone which may be available to you.

Smoking Facilities

There is a no smoking policy within the hospice building for all patients, visitors and staff. There is a designated outside smoking area in the hospice grounds for patients who wish to smoke. Please note that this is only for patients. Patients requiring assistance must be accompanied by their relatives. There will be no access to this area after visiting time finishes. Visitors wishing to smoke should do so out with hospice grounds.

Sharing of Information

The hospice recognises that your visitors and family members wish to be informed of your progress. Your wishes concerning this are discussed with you before information is shared. Information you or your family give to the hospice staff will be treated sensitively but may be discussed within the professional team as part of planning your care.

Transport

For bus times, visit www.mcgillsbuses.co.uk or call 0871 200 22 33.

Trains are available to Johnstone station, Milliken Park Station and Howwood Station. Taxis or buses can then be taken.

Taxi phone numbers:

Alpha 01505 336688/331444/335858

Johnstone TOA 01505 323333

Johnstone Taxis Railway Station 01505 321444

Donald's Disabled Taxi 07770 966128

Johnstone Radio Cars 01505 336000

Gryffe Taxis 01505 321444

Greystone Executive (7 seater) 01505 348509

Infection Control

Every care will be taken to protect patients from contracting preventable infections. All staff adhere to the guidance issued by Greater Glasgow and Clyde Health Board. There are daily cleaning schedules kept by nursing staff and housekeeping staff. Keeping all surfaces as clear as possible, not using patient en suite toilets and refraining from sitting on the bed are encouraged as measures towards infection control. Visitors are encouraged to use the alcohol gel provided outside the patient's room and follow the instructions regarding this. All dirty laundry will be placed in a patient's clothing bag. Please follow the instructions on the bag with regards to laundry.

