



Coming to Kilbryde Hospice as an Inpatient



KILBRYDE HOSPICE

Information for Patients, Families & Carers

This leaflet explains what you can expect as an inpatient at Kilbryde Hospice. We hope to be able to answer our most commonly asked questions. If you have any more questions, please ask your doctor or nurse.

Why do people come to the inpatient unit?

Patients come to the inpatient unit for a variety of reasons. You may need help to control difficult symptoms such as pain, breathlessness or may require emotional support. Some people come for care at the end of their life.

How long can I expect to remain an inpatient?

This varies from patient to patient and we will review your individual needs regularly. Kilbryde Hospice is not a long stay unit. If you no longer require the specialist type of palliative care provided by the hospice, our team will discuss options for you and your family for the next step. This might be discharge back home with appropriate support. If this is not possible, we will, in consultation with you and your family, arrange for you to be transferred for longer term care in another setting.

What is the inpatient unit like?

The inpatient unit has 12 single rooms with their own bathrooms. Each room has a TV and access to the internet. These rooms are split into two wings and you will be allocated a single room with doors opening onto our front or back gardens.



Who will look after me?

The unit is staffed by a multi-disciplinary team of specialist nurses, doctors, occupational therapist, pharmacist, physiotherapist and dietician who work closely with you and those close to you to plan and deliver expert care. If you require the care of other specialists such as surgeons or oncologists then our medical team will liaise and arrange for you to be

reviewed. Your GP and district nurse will also be updated of your progress. You also have access to music therapy, complementary therapies, counselling or have a visit from our spiritual care team.

What about meals?

Meals are usually served at 08:30 hours, 13:00 hours and 17:00 hours daily but can be arranged at a time to suit you during the day. You can have hot and cold drinks and snacks at any time. Please ask for our snack menu. We have a varied and changing menu, but we are happy to accommodate any particular preferences, whenever possible. If you are on a special diet, please tell us so that we can prepare a meal that suits you.

Can I smoke?

Kilbryde Hospice and University Hospital Hairmyres grounds are a non-smoking area. This also applies to e-cigarettes. Patients who smoke can do so off the hospice site. Unfortunately, we cannot provide a staff member to accompany you off site but one of your family or friends can accompany you if you are well enough to walk or sit in a wheelchair.

Should I bring my medication?

Please bring any medicines you are taking with you including prescribed drugs, over the counter medicines and any supplements. If you have a prescription request form please bring this as this helps us to make sure that we have an up-to-date view of your medicines. It also means that once they have been checked you should be able to continue to take them.

If you are taking any unusual medicines or products that have not been prescribed for you – for example health food supplements – we may ask you to supply these yourself.

If there are any problems with your medicines, our pharmacist will be available to help. A note of any previous reaction to any medication would be helpful.

Clothing

Here at Kilbryde Hospice, we place an emphasis on regaining and maintaining independence wherever possible. This includes improving mobility and with personal care tasks. We would therefore encourage you to bring appropriate footwear and clothing for your stay. It is recommended that you bring in comfortable nightwear, and also day-clothes. Please try to avoid clothing which may be restrictive, e.g. tight waistbands or many zips or buttons. Supportive footwear will also assist with mobility. Please try to avoid backless slippers wherever possible. Our Physiotherapist and Occupational Therapist will provide you with any walking aids or daily living aids as necessary to enable you to remain as independent as possible.

Valuables

Small cupboards are provided for your use in each room. We advise against bringing large or valuable items into Kilbryde Hospice as we cannot accept responsibility for their safe-keeping.

What if English is not my first language?

We have access to an interpreting service and encourage you and your family to use it to make it easier for you to tell us what you need and how we can help you (*please ask the nurse in charge to arrange this for you*).

Visiting Hours

Our visiting times are flexible and we want all of your family and friends to feel that they are welcome to visit our Hospice at any time. We are also mindful that many visitors and late visits can be tiring for our patients, we ask that you let the nursing staff know if someone will be visiting, particularly very early or very late in the day.

Where can my visitors eat and relax?

The Kilbryde Kafe on the ground floor is a friendly and relaxing place where you and your visitors can enjoy refreshments together. The Kafe is open from 10:00 hours – 15:00 hours 7 days a week. Where possible you are welcome to join them in the Kafe.

There is also an information area in the Drop In area where you and your visitors can find up-to-date information about a number of key areas for patients and their carers coping with illness. This includes printed leaflets and access to the Family Room outside Reception. You and your family are welcome to visit our Sanctuary on the first floor. This is an area of calm where families can pray, reflect or just take time to themselves.

Can we use the gardens?

The gardens are open to patients and visitors, and you can access them from your room in a wheelchair or a bed.

Visiting pets

Your pet is welcome to visit you here at Kilbryde Hospice within the following guidelines:

A member of the nursing team is consulted to confirm a visit is appropriate.

Staff will assess the risks before confirming a visit

The only animals allowed in catering areas, in particular Kilbryde Kafe, while food is being served are assistance dogs.

About Kilbryde Hospice



Kilbryde Hospice is a voluntary independent hospice which exists to provide specialist palliative care to patients with life limiting progressive illnesses and to their relatives and carers. Services provided by Kilbryde Hospice are available to those people with palliative care needs. The service is provided free and does not discriminate on the basis of race, colour, faith, national origin, disability, sexual orientation, age or financial means.

We would like to hear from you!

We take all compliments, comments and complaints about our service seriously and deal with them in confidence. Kilbryde Hospice welcomes feedback on any of our services which can be submitted by post, or on our website.

www.kilbrydehospice.org.uk or by Email: info@kilbrydehospice.org.uk

Contact Us

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Registered Company No. SC224366

Should you feel that your complaint has not been resolved by Kilbryde Hospice, you may contact Healthcare Improvement Scotland regarding services delivered within Kilbryde Hospice or within a person's own home.

Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, Telephone 0131 623 4300

www.healthcareimprovementscotland.org

Kilbryde Hospice aims to communicate effectively with all patients and carers. This document is available in braille format for those who are visually impaired. A translated version is also available for those whose first language is not English.

To facilitate this service, please call 01355 202020, or Email your request to info@kilbrydehospice.org.uk