



St. Benedict's Hospice
 & Centre for Specialist
 Palliative Care

Your guide to

St Benedict's Hospice & Centre for Specialist Palliative Care

*Information for patients,
their families and friends*



South Tyneside and Sunderland
NHS Foundation Trust

Providing a range of NHS services in
Gateshead, South Tyneside and Sunderland.



“
...from coming in to
going home I was treat like
a **whole** person and not just
a bunch of symptoms...”

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Welcome to St Benedict's Hospice

Welcome to St Benedict's Hospice and Centre for Specialist Palliative Care. Our staff, patients and volunteers work together as a team with one shared aim to provide individualised care whilst maintaining the dignity, privacy and informed choice for each patient.

We aim to make your stay as comfortable as possible. This information has been designed to answer the questions most frequently asked by relatives, carers and friends.

We will ensure you are well informed of services available to allow you to make choices that are meaningful to you and your family / carers.

St Benedict's Hospice has been providing excellent care to the people of Sunderland and its surrounding districts since 1984. The hospice started out at Havelock Hospital then relocated to Monkwearmouth Hospital in 1994 where the unit underwent a major refurbishment in 2005 but the most recent move to Ryhope in 2013 has meant that care can now be delivered in a building designed specifically to deliver the kind of care our patients require in an environment which will enable the service to grow and develop further.

We offer an honest and open environment and, by treating your stay as an extension of your own home, we will respect your individual wishes dignity, privacy and freedom of informed choice and provide your care at a pace that suits you.

St Benedict's Hospice welcomes everyone who will benefit from the expertise and care of our team. We will work with you, your family and carers with the aim of providing you with an individualised care plan. This includes caring for people with difficult or distressing symptoms whether they are physical, emotional or spiritual.



What is a hospice?

Traditionally, hospices have been thought of only as places where people with cancer go to die and many believe that people are only admitted towards the end of their life to be cared for until they die.

This is not true – people with a wide range of problems, including pain, sickness, breathing difficulties and other distressing symptoms are regularly admitted to St. Benedict's and we focus our care upon improving your quality of life.

Whilst most return home, some people choose to die in the hospice. We understand death is a unique experience for every person and their family. It is unfamiliar and can be frightening, causing much distress. During the last few days or weeks of life we know it is important for everyone to maintain their self-esteem, personal dignity, sense of independence, control and their integrity as a human being.

Whilst caring for people at the end of their life and managing people's symptoms are certainly part of our hospice work, we also offer a broad range of other services for those with palliative care needs due to life-limiting diseases, for example, long-term chronic illnesses.

We recognise the impact illness has on you and your family and aim to provide care around what is important to you. This means supporting the needs of, and caring for, you, your relatives and friends.

What is palliative care?

Palliative care is given when any illness is no longer curable by treatment though the person may not be near to death. There are many ways we can help you and your family have a good quality of life over the full duration of your illness.

For example we can help prevent or control pain and sickness. You may find it difficult to discuss some aspects of your illness. We understand how you may feel and are always available to help you and your family cope with your illness.

By promoting both physical and psychological well-being we focus on:

- The quality of your life
- Your past life and present condition, understanding and respecting what is important to you
- Caring for you and those who matter to you
- Respect for your choices and help you make decisions in advance around your future care
- Open and sensitive communication with you and your family



Before you come into the hospice

When you come to stay at St Benedict's you will need to bring:

- All the tablets and medicines you are taking. We provide further supplies of medication and medication for discharge
- Any documentation you have completed regarding your future care
- Your night clothes
- Day clothes, as you may feel more comfortable being dressed during the day
- Toiletries and towels
- Juice and snacks if you wish (Your room will have a fridge)
- Any pastime activities you enjoy

Please don't bring in large sums of money and valuables as we can only be responsible for articles handed over to us for safe keeping.

We do not charge for your stay with us as care at the hospice is provided by the NHS.

When you arrive

A member of our nursing team will greet you when you arrive and give you time to settle in to your room. A doctor and nurse will plan your care with you and the same nurse will co-ordinate your care throughout your stay. Family / carers can help to settle you in and be involved in your plan of care.





The hospice team

A large team of staff work together to provide your care during your stay.

Key members are:

Doctors

A consultant will take charge of your care. You will be seen by the consultant on the day of your arrival and a team of doctors are available at all times and will attend to your day to day medical care.

Nurses

Our nurses work in two teams, blue and red. Each team is made up of qualified nurses who have undertaken further training in palliative care, supported by health care assistants and student nurses who will deliver your care.

Chaplaincy

Although we have a chaplain who works closely with the Hospice, your religious advisor is very welcome to visit you. Please let your nurse know if you would like to see them. There is a chapel and prayer room within the hospice you can visit any time you wish.

Other members of the team

Other members of our care team include, for example, a physiotherapist, an occupational therapist, a pharmacist, social workers, hairdresser, volunteers and domestic staff.

Active treatment

For the majority of people at St Benedict's Hospice, CPR (CPR: mouth to mouth breathing and pressing on the chest over the heart) is unlikely to be of help, therefore we do not routinely carry it out. If it is thought that it would be of benefit to you, the doctor will discuss this with you.

If you would like more information please ask your doctor or nurse.



Layout of inpatient areas of St Benedict's Hospice

Access is from main reception via lift or stairs



Key

- areas of the ward you, your family and friends are welcome to use at any time. If a room is being used for something else we will put a sign on the door to say so
- patient areas, on arrival you will be shown to your room and your relatives and friends will be guided to which patient areas they can access
- staff only areas, some rooms may be locked to make sure medication, equipment and your records are kept safe
- Buzzer access is required



Our facilities

We have fourteen single en suite bedrooms which all have access to outside space.

Your room will have a television and radio. We can arrange for you to have access to the internet and a laptop computer is available on request.

We have a small library of books and games that you are welcome to borrow during your stay.

We offer you complementary therapies during your stay, by arrangement.

Our Chef will provide breakfast, lunch and tea for you. Drinks and snacks are available throughout the day and night. We prepare everything carefully and present it tastefully.

If you have special dietary needs, please speak to a member of our team.





Visiting

Your relatives, carers and friends may visit you any time during the day. However please discuss your visiting arrangements with your nurse when you are admitted so we can plan your care. We ask visitors to remember that you will need time for individual care and rest.

When your visitors arrive during the week they will be welcomed into the main reception area where refreshments are available as we may ask them to wait if you are receiving treatment. Out of hours visitors will be welcomed and leave through the ambulance entrance.

If you become tired we can restrict your visiting. If you request this a message can be left in the reception area to make your visitors aware of this.

We welcome and encourage children and grandchildren to visit and have areas with toys and books but children must be supervised at all times. If you have children in your family who need support to understand what is happening to you, our staff can help by talking to them or their parents, just let us know.

If your relative, friend or carer wishes to stay overnight there is a relative's room with en suite facilities. There is also a sitting room and dining room for their use. Meals can be ordered and will be provided at a small cost and can be enjoyed either in the café in main reception or with you in your room.

If your relatives and friends wish to make enquiries or speak to you, they can telephone directly on 0191 5128424.





Protecting your safety in the hospice

Infection control

We take every possible step to reduce the chance of infections occurring and also to prevent infections spreading. This is particularly important to us as many of our patients can catch infections very easily.

We have very safe procedures in place for this and have further written information and advice that will be given to you during your stay. We will advise you about any special precautions but hope you and your visitors will help us by washing your hands with soap and water when arriving and leaving the hospice.

Electrical equipment

Electrical equipment within the hospice is checked regularly for safety. If you wish to use any electrical equipment of your own, e.g. radio or CD player, then please tell a member of staff who will arrange a safety check.

Data Protection

St Benedict's Hospice is registered under the Data Protection Act 2018 (GDPR) to store and use personal information. We ask for information about you so you can receive the best care and treatment. We keep this information securely together with details of your care as it may be needed in the future by any members of our team. Everyone working in the hospice has a legal duty to keep information about you confidential.

You have a right to access information we hold about you. If you would like to do so please ask a member of staff.



Going home

Planning your return home is very important. By working together we can make sure that support services you need are in place for your return home.

These are some of the services that may be appropriate to care for you at home. We will discuss them with you and your family when we plan your discharge.

- 24-Hour hospice advice line (0191 5128424)
- Community specialist palliative care nursing service (Macmillan nurses)
- Out of hours specialist palliative care service
- District nursing team
- Marie Curie nurses
- Palliative care social work team
- Social Service carers
- Out patient clinics
- Hospice day services
- Lymphoedema service

You will be given seven days supply of your medicines to take home and your own doctor and district nurse will be informed about your stay and the care you received.

If you have any worries or concerns once you get home then please contact us at any time.



How to get here

St Benedict's Hospice and
Centre for Specialist Palliative Care
Located:

St Benedicts Way
Sunderland
SR2 0NY

Phone number:
Main Reception 0191 5128400
In patient unit 0191 5128424

Website: www.stbenedicts.co.uk

Bus Services

Go North East 60 and 61
(gonortheast.co.uk)

Arriva 24 and 24X
(arrivabus.co.uk)



Improving our service

We are always looking at ways to improve our services. If you have any suggestions, we would be happy to hear them.

At some point during your care you and your relatives / carers may receive a questionnaire about the service. We would really appreciate it if you would take the time to complete this.

Further Reading

We have a wide selection of written information.

You and your visitors may take any of the free leaflets. You can borrow some books and booklets and we can order some of the books for you if you ask.

Thank you

Thank you to all of the patients, relatives and staff who contributed to this booklets development and kindly agreed to allow us to use their photographs and words.



“
*...our time at the hospice
was a time of great
reflection, peace, joy,
sadness and love
...a place we could share
and experience time with
each other...*”

Ray and Dorothy





For more information contact:
**St Benedict's Hospice and
Centre for Specialist Palliative Care**
St Benedicts Way
Sunderland
SR2 0NY
Main Reception: 0191 512 8400

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We are committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request. For further copies of this leaflet please contact on telephone number above.