

Your guide to in-patient care and facilities

Hospice Isle of Man uses a team approach to care based on the underlying principle of respect for and response to the individual wishes of patients, families and carers, offering choice to all

Admission to the In Patient Unit (IPU)

The Hospice In Patient Unit provides excellent nursing and medical care and a high standard of accommodation in a friendly, relaxing, comfortable environment, fully equipped and staffed to provide the help you need.

What you should bring with you for admission to the IPU?

It is useful to bring night clothes, dressing gown, slippers, toiletries, tissues, walking aids (if appropriate) and **all** the medication you are taking at present - tablets and medicines, including vitamin supplements. You may also wish to bring in your laptop, iPod or Kindle as we have Wi-Fi facilities.

If possible, please **do not** bring valuables or large sums of money into the Hospice.

IPU offers the following facilities

- **12 single rooms**, each with TV and DVD player, radio and cassette/CD player, en-suite toilet and shower, sofa bed so that loved ones can stay over with you if you wish, and a patio door that opens out into the peaceful and beautiful gardens.
- **High standard of equipment** that includes air cushions and mattresses, reclining chairs and electric beds. We also have a library of books, games, DVDs and CDs at your disposal.
- **Doctors, registered nurses, physiotherapist, occupational therapist, complementary therapists, counsellors, social worker and chaplain** will provide the care you need.
- **Braddan Lounge** is a quiet area with dining facilities and internet computer; There is also a 'smoking' lounge for patients only; two bathrooms with Jacuzzi baths; Rehabilitation Suite and the Chapel.



- **Relaxation Room:** that includes multi-sensory equipment, soft music and lighting.
- **Day Therapy Unit:** situated in Hospice's Scholl Centre, offers a range of services that may suit your needs.
- **The Chaplaincy team** offers spiritual support during your stay, regardless of your beliefs, faith or denomination. If you wish, your own local religious leader can also be called in to visit you in the IPU. The Hospice chapel is multi-faith and is always available as a place of quiet for you and your relatives, as are the short services held here during the week.

An A-Z of other important information

- **Alcoholic drinks** are available for IPU patients only and at the discretion of the Nurse in Charge. Relatives are requested not to bring alcohol into the IPU without discussing it with the doctor or nurse first. Visitors are asked to refrain from consuming alcohol whilst on Hospice premises.

- **Cardiopulmonary resuscitation:** Unlike a hospital, Hospice does not provide advanced cardiopulmonary resuscitation. If you wish you can discuss this further with your Specialist Palliative Care Nurse or any of the other IPU staff.

- **Gifts:** no monetary gifts are accepted by Hospice staff, but donations to the Charity are very welcome.

- **IPU multi-disciplinary team:** meets weekly and consists of all professionals involved in your care. This is followed by a ward round which helps to plan for the remainder of your stay and your future care. You are encouraged to have your say in decisions made and family and carers are welcome to attend the ward round. Liaison between the team and your GP and District Nurse helps ensure that your needs can be met in the community following discharge.

- **Laundry:** in exceptional circumstances patients' laundry can be washed at Hospice and it is advisable to clearly mark all clothing with a laundry pen or label to prevent possible loss.

- **Meals:** breakfast, lunch, tea and supper are all provided. You can select varied choices on the menu or request an alternative meal if you prefer. Meals are served between 12:30 - 1:30pm and 5:00 - 6:00pm. During meal times clinical staff prefer not to disturb you but nurses are on hand to assist you, if you need them. Meals can also be provided for two close relatives or your carers. There is also Elaine's Coffee Shop for visitors to use.



■ Smoking:

Patients

The designated "smoking" room in the Hospice is the only area where smoking is allowed. Whilst every effort will be made to allow you to smoke at a time to suit you please remember that the decision to allow you to smoke lies with the Nurse in Charge.

NB This means that there may be times, particularly if you need nursing assistance to get to the room, that this will not be possible. If you need assistance or supervision whilst smoking, please note you will need a relative or friend to help you. Nursing staff will not assist or supervise you at this time.

Visitors

Visitors are only allowed to smoke outside the building at the designated smoking area, and not in the smoking room provided solely for patients. Access to this area outside the building may be restricted out of hours due to demands on staff unlocking and locking outer doors. Visitors smoking outside the Hospice building do so at their own risk.

■ **Suggestions and complaints** should be made to Hospice's Chief Executive or Clinical Director. A leaflet detailing the complaints procedure is available from any member of staff on request.

■ **Telephones:** each IPU bedroom has a telephone for incoming calls only. As an in-patient you can use a mobile phone as long as it does not inconvenience or disturb other patients. Visitors are requested not to use mobile phones in the Hospice building except in an emergency. The IPU direct line number is **01624 647406** and your relatives and friends are very welcome to enquire about you at any time.

■ **Visiting:** dependent on your wishes, we operate 'open visiting' for close family and next of kin. However, we would appreciate mornings being kept free, if possible, for medical/nursing assessments and personal care to be carried out. All other visitors are welcome between 2.00pm and 8.00pm.

■ The reception has toys for children to play with and pets are allowed to visit provided they are kept under control.

On arrival, visitors should use the main door at the patients' and visitors' entrance (the door is open 9am - 6.30pm) and go to reception. Outside these hours and at weekends, it is necessary for visitors to ring the



bell at reception to be welcomed and admitted by a staff member.

Every visitor is requested to sign the visitors' book and to wait in reception as it is necessary to establish if it is convenient for you to see the patient.

How to contact Hospice Isle of Man and Rebecca House

By Post:

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Telephone:

01624 647400

Email:

General Enquiries: admin@hospice.org.im
Fundraising: fundraising@hospice.org.im

Website:

www.hospice.org.im

Hospice Isle of Man is the operating name of the Isle of Man charity Hospice Care, registered number 317.

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