

# Adult Inpatient Unit

Information for relatives,  
carers and friends



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Reg Charity No. 503386

This leaflet has been designed to answer the questions most frequently asked by relatives, carers and friends.

If after reading it however, you have further questions, please speak to a member of the team who will be happy to help.

### About Us

St Oswald's Adult Service provides hospice care for local people with non-curable conditions. We aim to help patients enjoy the best quality of life possible, by offering effective symptom control, as well as spiritual and emotional support.

We realise the impact an illness has on the whole family, therefore, we aim to provide

**holistic care.** This means supporting and caring for patients, their relatives and friends too.

Our nurses work in two teams (Blue and Red), and each team is led by a senior nurse. Other qualified nurses and auxiliary nurses make up the team who look after the patients, all of whom have undertaken additional training in palliative care. A named nurse, who is responsible for planning the patients care, will be introduced on admission or soon after. Other members of the multi disciplinary team include, doctors, physiotherapists, occupational therapists, complementary therapists, social workers, bereavement support workers and a chaplaincy team.

### What are the visiting times?

Relatives, carers and friends may visit at any time during the day. We suggest, however, that most visitors come in the afternoon or early evening (up until 9pm) to allow the patient time to rest. At 8pm the main door in reception is locked so visitors are asked to leave via the side door (please ask a member of staff for directions to this exit).

We ask that there are no more than four visitors at the bedside at any one time and due to fire regulations, all visitors must sign the Visitors Book in reception when they arrive and leave.

Some patients tire easily and may request visiting to be restricted; this will be discussed with the family and a notice to that effect will be left at reception next to the signing in book.



### **Can children visit?**

We welcome and encourage children and grandchildren of patients to visit. We have a family room where patients with young children can stay together. Toys and videos are always available. For health and safety reasons we ask that children are supervised at all times.

Staff are able to offer emotional support to children. They also offer advice and guidance to parents and guardians, in helping children and young adults to understand what is happening to their loved one, who is a patient of the Hospice.

Our Family Support Team, made up of experienced social workers and bereavement support workers, can provide additional support to children and families.

### **Are single rooms available?**

The Ward has two four-bedded bays, ten single rooms and two communal day areas. Due to demand, the single rooms are not always available and patients may have to share the four-bedded bay. All rooms are light and airy and have views of the garden.

### **Is smoking allowed in the Hospice?**

There is a designated smoking room, **for patients only**, where they are welcome to smoke. Smoking is not permitted anywhere else.

**We ask visitors not to smoke in St Oswald's buildings and grounds.**

### **What should be done with medication?**

Please give any medication currently being taken to a member of the nursing team on admission to the unit.

### **When do the doctors do their rounds?**

Doctors see patients most days and discuss their care with the rest of the clinical team. There is also a weekly Ward Round where the consultant doctors visit and discuss any issues with the patient and their family.

There is a Red and Blue Team Ward Round; please ask your Nurse for further information about this.

## Patient meals

Approximate patient mealtimes are:

**Breakfast** - 8.00am to 9.00am, **Lunch** - 12.30pm weekdays, 12 noon at weekends, **Evening Meal** - 5.30pm and **Evening Snack/Drink** - 8.30pm

Patients who require assistance with their meals are helped by nurses, family or friends. Each day, patients will be given a choice of menu. If, however, the patient would like something different, our catering staff will do their best to oblige. Many diets can be catered for, including Kosher and Halal. Snacks or sandwiches can be provided, if the patient prefers.

Families are also welcome to bring in favourite foods for the patient. If these are stored in the ward fridge they should be clearly labelled with the patients name, room number and date.

## Meals for relatives, carers and friends

Relatives staying overnight with us can pre-order a hot lunch and evening meal, chosen from the daily patient menu. Orders are taken at the same time as the patient's are made and should be paid for at reception. On paying you will be issued with a meal receipt which should be passed on to the chef or nurse when your meal is served.

Your meal will be served at the same time as the patient's and may be eaten at the bedside (if appropriate) or in the day room if preferred. Overnight guests may also have cereal and/or toast for breakfast free of charge.

For all day visitors there is a selection of sandwiches, snacks and confectionary which can be purchased from reception. Please also help yourself to tea and coffee at the reception beverage bay or from the ward kitchen. There is no charge for drinks however if you wish to make a small donation, there is a collection box in the ward kitchen or at the beverage bay.

## How can the ward be contacted?

Relatives and friends wishing to enquire about a patient should ring 0191 285 0063, and ask for the Adult Inpatient Unit. Personal mobile phones may also be used.

This leaflet can be made available in a range of formats on request. Please ask a member of our team if you require a different format. Thank you.

We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.