

ACCORD
Hospice

Registered Charity No SC013682

Inpatient Unit



Our Philosophy of Care

Our purpose

Our purpose is to provide palliative and end of life care to people living with or affected by a life limiting illness in Renfrewshire and parts of East Renfrewshire.

Working in partnership

In partnership with patients and their families we provide compassionate, individualised care that addresses not only the physical signs of illness but also emotional, spiritual and social needs. We assist and support patients throughout their illness and end of life continuing to comfort their loved ones into bereavement and remembrance. We are always adapting what we provide to the changing needs of individuals and communities. Consequently, our work is not confined to our hospice building and, through various engagement and collaboration, we are able to bring the hospice approach to care to other settings. We seek to optimise all that brings meaning, comfort and hope, ensuring that we value and celebrate life in all its diversity.

'While we cannot add days to life, we can put life into days'

Dame Cicely Saunders

General Information

ACCORD is an abbreviation for 'Action for Continuing Care Over Renfrewshire and District'. We cover Renfrewshire and parts of East Renfrewshire, to a population of over 190,000.

We provide specialist palliative care for people living with an illness no longer responding to healing treatment and our aim is to offer pain relief, symptom control, emotional, psychological and spiritual support, delivered by a team of specialist healthcare professionals. We respond to the needs of our patients and their families, matching these needs to the most appropriate service.

Services are provided free of charge. NHS Greater Glasgow and Clyde contribute to the running costs, with the remaining funds required raised by our own fundraising team and voluntary donations.

Referrals to all services provided by ACCORD are accepted through the patient's own Doctor, either General Practitioner or Hospital Consultant.

If you wish to enquire about any of our services please do not hesitate to contact the Clinical Services Manager:

Mr Brian Hunter
0141 581 2000



INPATIENT UNIT

The unit is bright, warm, friendly and calm with our hope that you will see it as your home for the length of time you spend with us. Your care will be led by our Consultants in Palliative Medicine Dr David Gray, Dr John Walley and Dr Lindsay McNeil, with the support of Dr Eirean Bishop a Specialty Doctor in Palliative Medicine, a Clinical Assistant Dr Gordon Forrest and a dedicated team of General Practitioners to meet your medical needs 24 hours per day.

Highly trained nursing staff led by Charge Nurse Alison Auld work closely with our medical team and other healthcare professionals (Physiotherapist, Social Worker, etc) to assess and arrange your individual plan of care. The nursing staff can support you with access to other services provided by ACCORD such as Social Work, Physiotherapy, Occupational Therapy, Patient & Family Support and our Day Therapy Unit. The white board on the wall in the corridor clearly tells you which nurses are on duty each day.

The unit has the ability and facilities to admit and care for 8 patients. We have single and shared rooms available which are allocated depending on the individual needs of every patient.

You (the Patient) may need to be admitted to our unit for various reasons for example

- assessment of your medication,
- symptom control of your pain,
- help to improve your mobility and activity
- when the end of your life is getting closer,

When the end of your life is getting closer and you wish to be looked after in the Hospice, we will make every effort to respond as quickly as possible to make your wish happen. At this time we can arrange sleeping facilities within the Hospice for your family so they can stay with you at this time.

Information that might be helpful for you and your family during your stay in our Inpatient Unit:

VISITING

Open visiting between 2pm - 9pm,

To help support your care and rest we ask that no more than 3 visitors are at your bedside at any one time with no more than two staying overnight if required

Telephone enquiries regarding patients are welcome at any time during the day or night Visitors are requested to sign **in & out** at Reception when entering or leaving the building in case of fire

We are more than happy to help your family visit at different times if it is more convenient for them. To support families and friends visiting we have a very comfortable lounge where they can relax with a tea or coffee while waiting to see you. We also have a small 'kiddies corner' in this lounge with some toys, books and games available for children to use. Pets are very welcome to visit for short periods. When appropriate and weather permitting we will make every effort to support you (the patient) to get outside into our garden areas whether in a wheelchair or in your bed.

As we have a responsibility for your health and wellbeing can you please inform staff if you wish to leave the building with your visitors?



SMOKING

ACCORD Hospice has a **NO SMOKING** policy for patients, visitors and staff within the Hospice **and immediate external grounds**, this includes all tobacco based products and the use of 'E' cigarettes. If patients require to smoke we have a designated smoke shelter outside the IPU for **Patients Only**. If any relatives require to smoke the designated area is to the right (facing main entrance) down our drive to the fence, through the gate to the cycle path.

PARKING

Car Parking is available at the Hospice. We would ask that you acknowledge disabled parking and the entrance to the Inpatient Unit to allow Ambulance access. We regret that the Hospice cannot accept responsibility for cars or their contents at any time.

PATIENTS MEAL TIMES

Breakfast	8.15am - 9.15am
Lunch	12.15pm - 1.00pm
Dinner	5.00pm - 6.00pm

All foods brought into the ward that require to be refrigerated will be labelled with the patients name & date. Please note that we can only refrigerate food items for a 24 hour period due to our food safety standards, which means that any of your food (home-made products) that has passed the 24 hours will be disposed of.

CLOTHING

You may want to wear everyday indoor clothes while you are in the unit. We would encourage families to take any laundry home however if this is not at all possible facilities are available for laundering clothes in the Hospice. Any clothes washed in the hospice require to be marked with your name. There is a wardrobe by your bedside to store all your clothes and belongings in.

VALUABLES

We ask that all your valuables are sent home for safe keeping. There is access to a safe in the Hospice to support special circumstances. We regret that the Hospice cannot take responsibility for any valuables which you choose to keep in your possession.

CLEANLINESS & INFECTION CONTROL

Maintaining high standards of cleanliness is very important at ACCORD to protect you (the patient), relatives and carers, towards preventing the spread of infection. At the entrance to the Inpatient Unit we have alcohol rub that we would ask your relatives and friends to use when they enter and leave the unit.

Patients who have been in hospital in the last 6 months will need to be tested on admission for any infections picked up while in hospital (such as MRSA). Visitors are not required to wear gloves and aprons but we do ask you to wash your hands when leaving the room and use the alcohol rub on the wall outside the bedrooms.



FIRE

Our **fire alarms** are tested every Wednesday between 2 – 2.30pm.

Visitors are requested to sign **in & out** at reception when entering or leaving the building in case of fire.

Any electrical equipment (radio, fan, etc) that you might want brought into the Hospice requires to be checked to meet Health & Safety and Fire Regulations.

Please inform staff of such equipment and this will be checked promptly for suitability of use within the Hospice. There are smoke and heat detectors throughout the building. There is also an automatic door release system which operates on the sounding of the alarm.

TELEPHONE

The Hospice has a hands-free phone which can be taken to your bedside if required.

Mobile phones may also be used but not if you or your relative has a syringe driver in use.

INFORMATION GIVING

We understand that visitors and family are keen to know how their friends and loved ones are when they are in the Hospice, however we require to be respectful of the wishes and confidentiality requested by each patient. We will therefore only discuss your condition and care with your permission, even if the relative is a next of kin.

USE OF PERSONAL INFORMATION

Information regarding your (the patient) condition will be recorded in your 'Electronic Patient Record'. This is used on a daily basis to support and plan your treatment and care. At no time will information be disclosed to any unauthorised person. At all times staff in the Hospice must observe a 'Code of Confidentiality' to keep information about our patients' health confidential. We will ask you to give consent to share discharge information electronically with your GP. If you object to this please do not hesitate to inform staff.

Your information may also be used for statistical purposes to show the patterns of health and disease in Scotland however this does not require individuals to be identified.

RESUSCITATION POLICY / LIVING WILLS

The Hospice policy on resuscitation (life-saving practice-attempt) is available to anyone on request and a member of the medical staff will always discuss this fully with anyone who asks.

If you have already made a statement regarding your views / wishes on future treatment through a living will or an advanced directive, please inform the staff on admission to the Hospice. If you wish to write such a statement regarding your wishes don't hesitate to ask one of our staff who will be happy to offer guidance.



SPIRITUAL AND PASTORAL CARE

Spiritual is a word that will mean different things to different people. For some, spiritual means religious, for others it means something much wider. Often it is a mix of both and depends on the person.

Spirituality is whatever gives you meaning in life, what is important to you right at that minute. It may be faith or religion that comes to mind, but not necessarily at the top of the list; thoughts of family; friends; health or work may be your priority at that moment and will change regularly.

The Hospice Spiritual & Pastoral Care Group support the spiritual and religious care of all, to those of any faith or no faith. The group comprises of local ministers, priests and leaders from the Church of Scotland and the Roman Catholic Church on a voluntary basis.

A Remembrance Book of thoughts and prayers is kept in the Sycamore room for anyone to use.

COMPLEMENTARY THERAPIES

This service is available to you and your family or carers free of charge. Therapies can assist with symptom control, aid relaxation and promote a calm sense of wellbeing. Please ask staff if you wish access to this service.

Other Useful Information:

- Tea & coffee making facilities are located within the Inpatient Unit family lounge.
- Hot drinks machine in Reception area.
- Sleep over facilities outwith the single rooms are available, please discuss with staff.
- There is a garage on Hawkhead Road (turn right on leaving Morton Ave).
- Supermarkets are within 10 minute drive of the hospice,
Tesco, East Lane, PA1 1QA
Morrisons The Anchor Mill, 7 Thread St, PA1 1GZ
- There are a few Coffee Shops along Glasgow Road.
- Public Transport: Mc Gills Buses No 10 drops off and picks up on Ben Nevis Road. No 66 drops off and picks up on Barrhead Road.

If you require advice on other information please do not hesitate to ask the ward staff or at reception.



Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website www.accordhospice.org.uk

If you do not have access to the internet please request a leaflet from your nurse.

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Edinburgh Office:
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
0131 623 4300

Glasgow Office:
Delta House
50 West Nile Street
Glasgow G1 2NP
0141 225 6999

Email: hcis.complaints@nhs.net

www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats