



**Farleigh
Hospice**

**Patient and Family
Resources**

Information for visitors to the Inpatient Unit





The Inpatient Unit (IPU)

Welcome to the Farleigh Hospice Inpatient Unit. We are a short stay unit which consists of 10 individual bedrooms, each with their own ensuite and outside courtyard garden. We offer care to patients with a range of symptoms and needs and we also provide support for our patients' families.

Our multi-disciplinary Inpatient Unit team is comprised of doctors, nurses, social workers, physiotherapists, occupational therapists, spiritual care team members, complementary therapists and many volunteers, all here to help you. The team would like you to be aware of the patient safety and staffing board located in the central atrium. We hope it is useful for you.

Visiting hours

There are no set visiting hours on the Inpatient Unit. You may visit at any time. Occasionally the nurse in charge may ask visitors to rotate and reduce the length of time of visits depending on our patients' needs. It may also be necessary to adjust visiting hours if there are concerns over infection in order to keep our patients safe.

Monday to Friday 08:30-17:00

On arrival to the hospice we ask that all visitors report to the Main Reception.

On occasion, visitors may be asked to wait in reception. Your patience and understanding is appreciated should this be necessary.

During other times

Please go directly to the Inpatient Unit via the entrance at the rear of the building and ring the doorbell. From the entrance barrier, please follow the pathway up past the visitors car park and the car park adjacent to the side of the building. At the rear of the building turn left and follow the pathway round. The IPU entrance is the last door before you reach the gardens.

Please be aware that due to Infection Prevention protocols these guidelines may vary at times. Please do speak to a member of staff to clarify what our latest procedure is if unsure.

Overnight stays

In some circumstances, you may wish to stay overnight with your relative and this can be discussed with the Inpatient Unit staff.

Parking

Parking is provided for visitors of patients who are staying in the hospice. Please use the designated visitor parking spaces which are located to your right as you come through the entrance barrier. There are also disabled spaces near the main entrance. Vehicles and contents are left at the risk of the owner and Farleigh Hospice accepts no responsibility for any loss or damage.

Children

Children are most welcome to visit, but we would ask parents to respect other patients and families in the hospice and to supervise children at all times.

There are baby changing facilities in the reception area.
Please ask a member of staff for directions.

Pets

Our patients pets are welcome within the hospice provided they are kept under proper control. Please do check with a member of staff first so a visit can be arranged and measures put in place to support the visit.

Please do not let any pets enter the IPU family room, any other bedroom, or any food preparation areas within the hospice.

Please clean up after pets if they have fouled in the gardens.

Food and drink

The IPU kitchen and family room is available for patients and relatives to use to make refreshments. There is a donation box located in the lounge area should you be able to contribute towards the cost of these.

It is possible to buy hot and cold food in the Courtyard Café. A daily menu is available to view on request. Please ensure your meal order is placed with our café staff by 10am on the day, and collected from, or eaten in the café, by 1.30pm. Payment must be made at the Welcome Desk.

If you would like to bring your own food into the Inpatient Unit please ensure that all food is clearly labelled and stored in the correct fridge.

Some visitors may wish to enjoy an alcoholic drink with a patient. However, we would ask that this is done in moderation. Alcohol cannot be provided to relatives by the hospice.

Smoking

Smoking and vaping are not permitted inside or outside of the hospice, except in a designated smoking area. Please ask a member of staff to direct you if unsure of the location.

Fire alarms

If you hear a continuous alarm, please vacate the building at the nearest exit. On exiting the building gather in the car park to the side of the hospice.



Infection Prevention

We welcome visitors to the hospice at all times but please help us to reduce the risk of spreading infections by following the information below.

Please do not

- **Visit if you have had diarrhoea or vomiting. You must be 48 hours clear of symptoms prior to visiting.**
- **Visit if you have a heavy cold, flu, a chest infection or if you have had recent exposure to COVID19.**

If however, you have an immediate need to visit, please discuss this with the IPU Ward Manager.

- **Sit on the patients' beds.**
- **Enter 'staff only' areas unless given permission to do so.**

Please do:

- **Discuss any concerns you may have regarding infection prevention with the IPU team.**
- **Follow any verbal or written instructions given by the IPU team.**

Hand Hygiene

Hand washing is the single most important method of preventing and controlling infection.

Use the alcohol hand rub supplied in all clinical areas. Depress the pump lever/automatic sensor several times to ensure an adequate amount of rub is dispensed. Rub into all areas of the hands, paying attention to the thumbs, fingertips, between the fingers and backs of hands until the hands feel dry.

Alcohol hand rubs are not effective against some germs so always follow advice given by the staff.

Comments

We are always pleased to hear any comments about the services we are providing. You will be given a feedback form on admission which can be handed in to the hospice staff. Your feedback helps us to maintain a high standard of service and we are really keen to hear from you. You can also complete our feedback survey via our website.

Please visit: www.farleighhospice.org/feedback

Useful Numbers:

General Enquiries: 01245 457300

Inpatient unit (IPU): 01245 457361



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www.farleighhospice.org   

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