

# In Patient Unit



## Have Your Say

The quality of the services we offer is regularly reviewed and we welcome your views. You may speak to any member of staff about how to feed back. This may include a questionnaire, such as 'I Want Great Care' or VOICES.

This feedback can be anonymous and any information we hold on you will be treated with the strictest of confidence.



**Jersey Hospice Care**  
*your care, your choice, your time*

Mont Cochon  
St Helier Jersey, JE2 3JB  
T: 876555 | F: 876333

E: [administration@jerseyhospicecare.com](mailto:administration@jerseyhospicecare.com)  
[www.jerseyhospicecare.com](http://www.jerseyhospicecare.com)  
[facebook.com/jerseyhospicecare](https://facebook.com/jerseyhospicecare)  
[twitter.com/jerseyhospice](https://twitter.com/jerseyhospice)

Photographs by Glen Perotte



**Providing round the clock specialist  
palliative care and support**



**Jersey Hospice Care**  
*your care, your choice, your time*



*'Thank you for all the loving care, attention and encouragement I received from every member of the team'*

At times, you may need round the clock care and support that can be provided on the In Patient Unit at the Hospice.

The In Patient Unit offers facilities for short stay admission. This is typically for assessment, symptom management, respite and end of life care. We provide, individualised, high quality care and support with any physical, psychological, spiritual or social issue.

### **Who can refer me for an In Patient Unit admission?**

Your GP, Community Nurse Specialist, Day Hospice staff or hospital medical professionals may request a short admission to the In Patient Unit.

### **Why might I be referred to the In Patient Unit?**

If you have a life limiting condition, you may be admitted to Hospice at any stage of your illness. There are various reasons, which may include:

- assessment of your needs allowing staff to listen to your concerns about your illness and plan care that suits the goals you wish to achieve

- managing symptoms that are complex and have been difficult to control at home
- rehabilitation to help you adapt to changes and remain as independent as possible
- planned respite to provide a break for you and your carer so you can return home and continue to live life as fully as possible
- care as your illness progresses towards the end of your life. Over a third of patients admitted to the In Patient Unit go home after a stay. Some people may choose to spend their final days supported by the specialist team on the In Patient Unit.

Our aim is always to enable our patients to enjoy the highest quality of life possible, for whatever time remains.

### **Who will care for me?**

Skilled and experienced nurses in specialist palliative care work with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

The multi-disciplinary team includes a specialist medical and nursing team, working with your own GP, physiotherapists, Lymphoedema therapists, complementary therapists, healthcare assistants, chaplains, social workers, emotional support and bereavement counsellors, as well as dedicated volunteers.

We recognise the impact an illness may have on you and your family and aim to provide care that supports you all as individuals.

Your GP continues to provide your medical support. If you need to see a doctor whilst staying in the In Patient Unit, we will contact your GP with your permission. Jersey Hospice Care provides a free service. The cost of GP visits to you in the In Patient Unit will continue to be your responsibility, in the same way it would if you were in your own home.

### **What can I expect when I come to the In Patient Unit?**

When you arrive, you will be welcomed by staff, who will address any initial worries you have. Our facilities will be explained to you, while you settle in. The team will then talk to you about your illness and your care plan.

### **How long will I stay?**

This will depend on your needs. Generally, people are admitted to the In Patient Unit for short periods of time; an average length of stay is ten days. As such, we may start talking to you quite early on in your stay about future plans and returning home.

Jersey Hospice Care does not provide long term care on our In Patient Unit. If it would be difficult for you to go back to your own home, then we will help you and your family to look at and find other places where your care can be continued, for example a nursing or residential home.

*'You all really made a difference; you gave us that extra precious time for us to be together'*

### **What are the visiting hours?**

Visitors are welcome at any time. We ask you and your visitors to respect the privacy of other patients. There are some communal areas available for visits with family and friends and a sanctuary for quiet reflection.

If you wish to restrict the times of your visitors, to allow you some quiet time, please speak to one of our nursing staff who will be happy to arrange this.

Children are welcome to visit, but we ask an adult supervise them at all times.

In most cases your pets are welcome to visit too. Please speak to your nursing or care staff to make arrangements for this.