

Inpatient care on Sylvan Ward

Pain management and respite
for when it's hard to cope

*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773



Need to talk?

01284 766133

stnicholashospicecare.org.uk

Care and support on Sylvan Ward

Whilst most of our care is provided in the community – in people's own homes – sometimes people need to come to us for inpatient care on our ward, known as Sylvan Ward.

Sylvan Ward provides a peaceful environment for people to receive 24 hour dedicated and specialised care, particularly if their needs become more complex. Where possible, the aim of clinical staff is to enable patients to return home as quickly as possible by giving them professional and tailored care whilst supporting their family members.

The care package given is dependent on the patient's needs and is delivered in partnership with the patient's own GP and other external healthcare professionals.

Why might someone be admitted to Sylvan Ward?

- To manage symptoms that are particularly complex and have been difficult to control at home
- To help people adapt to changes so they can go back home
- To provide care at the end-of-life when it is not possible to die at home



About the ward

The ward has single rooms and single-sex shared bays. Each bed has a free television and telephone that accepts incoming calls. All the rooms overlook and have access to our beautiful gardens. At the heart of Sylvan Ward is a communal area where people can eat together, read, undertake art and craft activities or simply socialise.

Visitors

Your family and friends can visit any time you would like. We welcome well-behaved pets and we also have regular visiting dogs and cats for those who enjoy the company of a furry friend once in a while. Chaplains, vicars or faith leaders are welcome to visit. Our own chaplains can be there for you too.



Eating and drinking

The Hospice provides freshly cooked and nutritious meals everyday to everyone who is in our care. We try to offer plenty of variety to tempt different appetites. Before each meal we will discuss the menu and alternative options with the person we are caring for. We will also accommodate any allergies or special dietary requirements.

People in our care are welcome to eat in the communal area Bradbury Green too, where they can join families and friends around the table.

Information and facilities for visitors

Families, carers and children are all welcome, as are well behaved pets. Free parking is available in the car park in front of the Hospice. There is a family room, located next to Sylvan Ward, which has a television, games and an area for children. Please ask the ward staff for details of overnight accommodation if you wish to stay.

Visitors are welcome to use The Bistro, which is open at lunchtimes, Monday - Friday. It offers a variety of affordable homemade lunches and snacks, including smoothies, fruit, jacket potatoes and cakes. There are also vending machines in Bradbury Green offering sandwiches, other snacks, and hot and cold drinks which are available 24 hours a day, seven days a week. Meals are also available at the neighbouring West Suffolk Hospital.

Visitors arriving after 10pm are asked to call in advance so ward staff know to expect them. Reception is not staffed at night or on some Bank Holidays. When the front doors are closed for security reasons, please ring the doorbell to the right of the door, and a nurse will respond as soon as they can.

Calls can be received at the bedside from friends and family anytime by calling the Sylvan Ward on 01284 725700 and the call will be transferred. Mobile phones can be used as long as they are not a disturbance to other people. There is a pay phone in the family room available for public use.

If you would like to find out more about our inpatient care, please contact us on

01284 766133 or **enquiries@stnh.org.uk**

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This leaflet is available in different formats upon request.

Please contact the Marketing and Communications Department for further information on 01284 766133.

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