

Sylvan Ward Guide

Personalised holistic care to
meet your wishes and needs



*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

**For an alternative format or
language, please contact:**
enquiries@stnh.org.uk

“Each person is different, and as such, the care we offer is individual to each patient.”

Welcome to Sylvan Ward

Our staff and volunteers are on hand to look after your needs 24-hours a day and offer support to your family and loved ones. During your stay, you will be cared for by a range of professionals, led by a Consultant and Ward Manager.

The leaflet includes a layout of the hospice, however, if you need anything, just ask. Your comments about our hospice and our service are always welcome, please share these with the Ward Manager.

As a short-stay unit, we aim to provide a restful and comfortable time, while also supporting patients to return home or primary place of care. The length of stay on the ward typically ranges from one to two weeks, depending on needs.

Patient and visitor facilities

Your space

Make yourself at home, there is storage for belongings and your own television. We provide free Wi-Fi, so bring your own electronic devices (including headphones).

Puzzles, CDs, DVDs and books are available from the communal area, in the centre of our ward. You may use this area to spend time with your visitors, eating together, watching TV, reading or doing craft activities.

Food and drink

Our Ward kitchen will provide you with meals, drinks and snacks throughout the day and night.

Your visitors are welcome to use The Bistro, which is open at lunchtimes, offers homemade lunches and snacks. Vending machines in Bradbury Green, offer snacks, sandwiches and refreshments 24-hours a day, seven days a week.

Our tea trolley visits the ward every afternoon Monday-Friday, with cake for all visitors and patients. At the weekend there is cake available in the Family Room's fridge.

You are welcome to join your visitors in the Bradbury Green communal area if you wish and staff will be happy to help you with this.

Laundry

We have a washing machine and tumble dryer to launder your clothes, however, we're unable to provide this to families or visitors. On occasion, we may ask your family to take items home to clean, but will try to keep this to a minimum.



The Family Room

Located next to the Ward, our Family Room is a space where your loved ones can rest, there is a television, selection of toys and a desk. The Family Room also has a kitchen area stocked with bread, milk, tea and coffee and has a kettle and toaster. If there is anything your guests need, or it is not in a tidy order, please report this to a member of the nursing team.

**Children under 16 using the Family Room must be supervised by an adult at all times.*



The Garden

We are lucky here at the hospice to be surrounded by a beautiful garden. There is a wooded area and sculpture trail for younger visitors, as well as seating areas where you can relax and enjoy the fresh air.

You and your visitors are welcome to use the garden area anytime. We can help you access outside on beds and in chairs.



Making memories

We feel privileged that our patients and their loved ones tell us so much about themselves. We hear about their achievements, the different experiences they have had, their favourite foods, visits to special places, or celebrations and occasions they've enjoyed. We can also arrange moments such as movie nights, pizza, afternoon tea or hand casts. As a team we are happy to assist families arranging something special, or a memorable moment. Please speak to a member of staff for more details, we will do our best to support this.

Visiting



Families, carers and children are all welcome, as are well-behaved pets.

Free parking is available in the centre circle of the hospice car park (if anyone has difficulties parking please make reception staff aware). Your visitors are welcome anytime, but we do ask that they call in advance if arriving after 10pm, so they are expected. Due to Reception not being staffed overnight, if visiting in the evening or on a bank holiday visitors should use the intercom on the wall to the right of the front door. The nursing team will let them in as soon as possible, but patient care does come first, so please bear with us.

Infection Prevention for visitors on Sylvan Ward

Please support good infection prevention practice, we ask all visitors to Sylvan Ward to:

- **Wash hands with soap and water before entering and after exiting the ward**
- Use available alcohol gel during visits to decontaminate hands if they are visibly clean
- If hands are visibly dirty, please wash with soap and water

Belongings and medication

We must collect all medications on admission. Patients are required to have permission from a doctor to keep medications on them. If a patient is using cannabis or any other non-prescribed substance, please let the nursing and medical team know to ensure we prescribe medication safely.

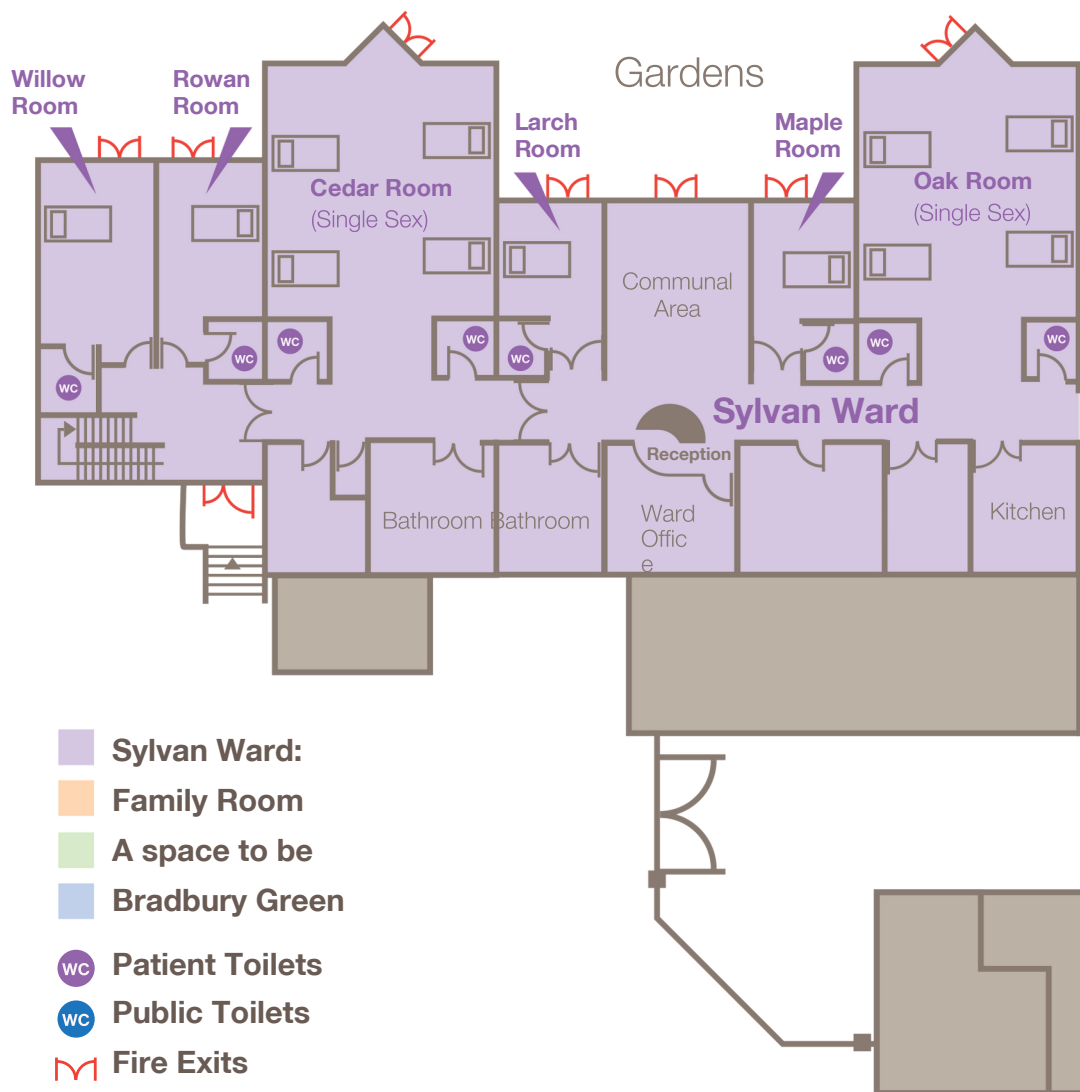
We encourage patients and families to make themselves feel at home by placing photos or personal items at the patient's bedside. We can provide toiletries and night clothes to patients, but we suggest families bring some of the following to settle in:

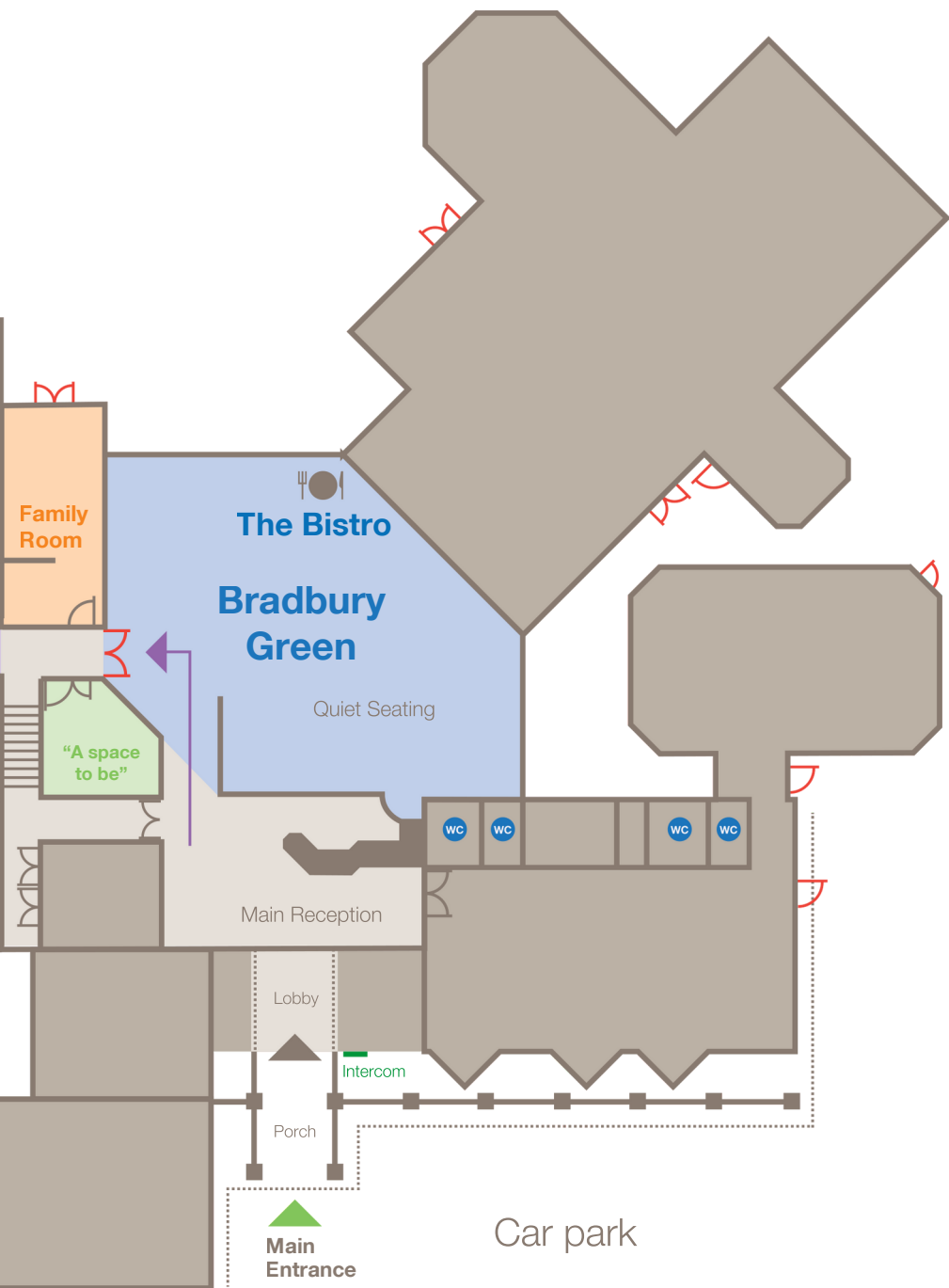
- Toiletries, such as toothbrush, mouthwash, body creams, hairbrush, razor and shaving items
- Slippers (not loose fitting)
- Headphones; lip balm (please see staff member if the patient is on oxygen as there may be some restrictions on lip balms used)
- Clothes for day and night
- Hearing aids and glasses
- Books, magazines and electronic devices



There are bedside units for items to be kept in. Your personal belongings remain your responsibility, so please avoid leaving valuables on the ward.

St Nicholas Hospice and Sylvan Ward layout





Meet the Team

On the ward you will see a variety of uniforms worn by staff that show their role and responsibility. Doctors often wear their own uniform or blue scrubs. They will always wear a name-badge.

Clinical Services Director

With overall accountability and responsibility, they oversee, manage and lead all the Hospice's clinical services.

Head of Nursing and Quality

Clinically registered professionals that are accountable and responsible for the care delivery and standards within their service area.

Ward Manager

Responsible for the delivery of safe and effective clinical care and support for patients and families on the Sylvan Ward.



Occupational Therapy

Works with those we are caring for to improve their ability to do everyday tasks if they are having difficulties.

Student Nurse

They observe and participate in delivering care. They work under the supervision of others while still gaining practical experience.





**Clinical
Nurse
Specialist**

Nurses: Responsible for providing end-of-life care to patients. They monitor patients' conditions, provide relief for physical symptoms, and encourage the maintenance of independence. They also offer guidance and support to patients and their families to help reduce isolation, fear and anxiety.



**Senior
Registered
Nurses (SRN)**



**Registered
Nurses
(RN)**



**Nursing
Assistant
(HCA)**

Please feel free to ask a member of staff if you are unsure who someone is or if you want to know more about their role within the team.

Sylvan Ward volunteers

We are fortunate to have volunteers give their time to help the team. Our ward reception is staffed by volunteers Monday - Friday, supporting admin, answering the phone and welcoming visitors.



Facilities team

Our Facilities Team looks maintains all of our sites and equipment. They ensure everything is in good working order and safe. You may see them fixing or replacing things.



Domestic team



Our friendly domestic team keep our ward clean and tidy seven days a week. Please speak with a member of the nursing team or reception staff if any area needs their attention.

Catering team



The Catering team provides ward patients with freshly cooked and nutritious food for every meal. Before each meal, the team will discuss the variety of menu options available. They will also ensure they meet your allergy and special dietary needs, so please share these with the nursing and catering teams.

Additional Support

Psychological Services team

A team of therapists, family support staff and trained volunteers support people to comfortably talk about death and dying.

In addition to professional services, the team can suggest books that help explain what you and your loved ones may be experiencing - for adults and children.

Independent Living team

Our Independent Living Team intends to improve the patient's quality of life by increasing what they can do for themselves and helping them to alleviate the symptoms like pain and anxiety associated with reduced mobility and independence.

Spiritual Care and Chaplaincy team

Support for you and your family's spiritual, religious and emotional needs. The team have a presence on the Ward so you will see them around, they are available 24/7. The team have a presence across the Hospice and in the community we serve.

If you have a faith leader they are very welcome to visit.

Safety and security

We have a weekly fire alarm test; this happens on a Monday at 11am (when Monday is a bank holiday this is carried out on a Wednesday at 11am). We hold regular fire drills so all staff are confident with evacuation procedures. All patients and visitors will be shown the ward and its facilities. Please make yourself familiar with their nearest fire exit.

Candles are not permitted on the Ward or nearby areas e.g. Bradbury Green, but staff can provide non-flame candles if requested. We have oxygen cylinders in some areas of the Ward and in patient bedrooms when required. Only persons trained in the use of oxygen cylinders are permitted to use them. Oxygen cylinders are a fire risk, therefore, should not be exposed to any naked flames.

We do have CCTV in operation in some areas of the hospice, this includes Reception, parts of the garden and entrance/exit areas.

We have a security team that carry out routine checks of the garden and surrounding areas as well as inside the hospice overnight. Security staff wear high visibility jackets and ID. They will not enter a patient bedroom without being accompanied by a staff member.

Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end-of-life care.

enquiries@stnh.org.uk

www.stnicholashospice.org.uk

01284 766133

Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

www.stnicholashospice.org.uk
/your-experience-survey



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