

Welcome

to North London Hospice
at Jade Ward

Welcome

I want to wish you a warm welcome to North London Hospice at Jade Ward. I imagine, especially if this is your first experience in a hospice, that you may be feeling a mixture of emotions. It is my hope is that this booklet will go some way to answering any questions you may have, helping you understand better what we do and enabling you to feel fully supported at this time.

We have been in this community for over 40 years now, dedicated to being there for people who are living with a life-limiting illness. Most of our patients are looked after in their own homes, but our Inpatient Unit ensures that those who need 24-hour personalised care, at any point in their journey, have access to it here. While we are currently situated at Jade Ward during the redevelopment of our Finchley site, you will continue to receive the same high standards of care, with the same attention and support you would expect from us.

Our work is guided by an ethos of dignity and compassion. It is important to us that we get to know you, and by that, I mean not just what the



matter is, but what matters to you. We take pride in tailoring our care to meet your needs where possible and we encourage you to voice how we can best support you.

As you'll see in this booklet, we aim to create a calm and comfortable environment, where loved ones are always welcome and where pets are



greeted with open arms and lots of cuddles. We have tried to think of everything, but if there's something in addition that would help you, please let any member of the team know.

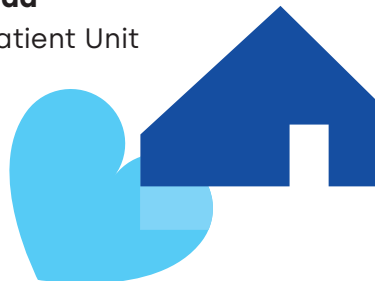
You will likely meet different members of staff and volunteers, including doctors, nurses, physiotherapists, social workers, complementary therapists and many more. Everyone has their own role in your care, but we are all here to help

you. If you have any questions, please do ask.

Rest assured, all our services are offered completely free of charge, and we are with you every step of the way.

Jo Hempstead

Head of Inpatient Unit
Services



About North London Hospice

North London Hospice is a registered charity that has been caring for local people since 1984.

We welcome people from all faiths, including no faith, from diverse communities within the boroughs of Barnet, Enfield and Haringey. We also offer some of our services to people within Camden and Islington.

We are committed to empowering patients with life-limiting illnesses, supporting them to achieve the best quality of life possible. We provide physical, emotional, and spiritual care to patients, as well as families, friends and carers.

Everyone is treated as an individual and our multi-disciplinary team consists

of specially trained doctors, nurses, physiotherapists, social workers, counsellors and chaplains. We also have a Patient Experience and Engagement Team, who are available to help with any specific wishes you may have.

Everyone working at North London Hospice is committed to ensuring that patients receive our full support, enabling them to choose how they receive our care.

Our goal is to help patients live life to the full despite their illness. As well as our Inpatient Unit (IPU) at Jade Ward, Edgware Community Hospital, where patients receive 24-hour care, we also work within the wider community to improve people's quality of life. Our Living Well Centre at The Mall in Wood Green, along with our building in Enfield are places for patients to visit and enjoy a wide variety of activities and therapies. We also provide support in





our patients' homes, through our Community Palliative Care Teams.

Our services are provided free of charge, but it now costs over £16 million a year to run

our charity. Whilst around a third of the amount comes from the NHS, we rely on the generosity of our community through donations and our charity shops to make up the shortfall in funding.

Our Care

North London Hospice is committed to providing the highest quality specialist palliative and end-of-life care. We offer this 24-hour service at our Inpatient Unit at Jade Ward, Edgware Community Hospital, with short-term admissions (on average two weeks) to address complex needs and/or care in the last days of life.

Our aim is to help patients maintain their independence and dignity in a warm and supportive environment. We offer support from our multi-disciplinary team which includes doctors, nurses, healthcare assistants, specialist physiotherapists, palliative care patient and family support and spiritual care professionals.

All care is individually planned with patients and families and we go to great lengths to ensure that your time with us is as comfortable as possible. As well as managing any physical symptoms that may

be present, we also make sure that we focus on the wider needs of the individual, by offering support with spiritual and emotional needs as well as practical issues.

On admission we ask that you complete an All About Me questionnaire so that we can work with you on what and who is important to you and what you enjoy doing, as well as a little about your beliefs. This will help us to know you better and what matters to you. We can then plan your care around this and ensure we can meet your needs.

Your room – your space

Whilst you are with us, we want you to feel as comfortable as possible. We have some single rooms with ensuite facilities and some shared rooms with shared facilities. It is important that you feel comfortable and have familiar things around you. If you have brought personal possessions from home, please feel free to display these out how you want to.

Your bed: Your bed is electronically adjustable and you can request further bedding for your comfort.

Towels and laundry: We will provide you with fresh bed linen and towels daily.

Toiletries: If you forget to bring your own from home, we can provide you with some essential items, until your visitors can bring you your favourites. Please do ask us for these.

Calling for help: Please press the call bell if you need any assistance. We have a number of devices within our call bell system which meet a range of patients' needs, so that if you are unable to use a traditional call bell system, we can help you to find the device that works best for you. Your nurse will show you and your visitors how to use

the call bell system.

Medicine rounds: There are typically four medicine rounds per day, where we come to visit you in your room to administer medications. This happens at approximately 9am, 1pm, 5pm and 9pm. Please don't worry if we come to you a little before or after these times. We will be working our way round all the patients and we will get to you.

Entertainment: Each single room has a wall-mounted TV which can be operated using a remote control. You are welcome to use your own personal tablets and laptops. We have a PlayStation 5 available. Please ask a member of staff if you would like to use this and we can set it up for you. If you are admitted to one of our bays

you are welcome to bring your laptop or tablet which you can use with headphones.

Food storage: You will have access to a small fridge, either in your room or in the kitchen, that can be used to store small items of food and drink.

Personal belongings: We are unable to take responsibility for any personal belongings you bring to our Inpatient Unit and encourage you to leave valuables at home. If you

do want to bring valuables with you, we suggest you ask for them to be stored in our secured locked cupboard. A member of the IPU team will be able to help you.

Flowers: Visitors may want to bring you flowers, which we welcome. Fresh flowers and plants help add to the atmosphere on the ward. Vases are available in all shapes and sizes, just ask a member of the team for help.



The hospice space

Getting here

By car: Edgware Community Hospital, Burnt Oak Broadway, HA8 0AD. Parking is available onsite at the main entrance and Northgate areas.

By bus: Routes 32, 142, 204, 251, 292 and 606 stop directly outside.

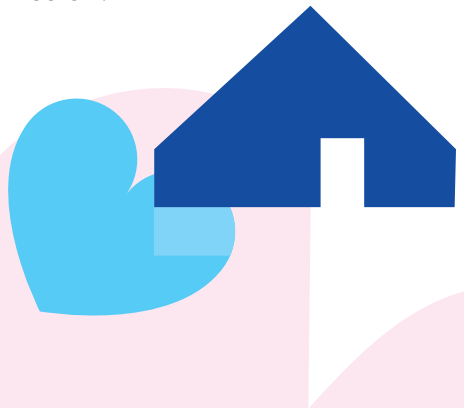
By underground: Burnt Oak Underground Station (Northern Line) is the closest station and is approximately 10 minutes walk.

The Café: There is a café located on the ground floor of Edgware Community Hospital, that is open from 8am to 3pm Monday to Friday. Outside of these hours patients will of course receive their meals and visitors have access to the cafes and supermarkets in the local area.

Prayer Room: There is a multi-faith room at Edgware Community Hospital which is a non-denominational community space for reflection, prayer, meditation and spiritual activities. You are welcome to make use

of our spiritual and religious resources. You can arrange access to the Prayer Room through your nurse, who will also be able to organise for you to talk to one of our spiritual care team, if you wish.

Smoking: We have a no smoking policy throughout Edgware Community Hospital and in the grounds, including cigarettes and vapes. This applies to patients, visitors and staff. Staff are unable to escort you to smoke whilst an inpatient. If you wish, you can access nicotine replacement products. Please feel free to discuss this with the team on admission.



Food and Drink

There is a catering team at Edgware Community Hospital. The catering team receives daily updates from the staff so if you have specific dietary needs, please mention this when you are being assessed or speak to a member of the IPU team.

Mealtimes are as follows:

- Breakfast from 8am
- Lunch from 12pm
- Evening meal from 5pm

Dietary requirements: We can cater for most diets including vegetarian and vegan. Please let us know about any requirements, preferences, or allergies you may have. If you have special dietary needs based on your religion or beliefs, we will be happy to accommodate your needs. Your family or friends can bring in food for you that can be heated up in our microwave. Please ask any member of staff for more information.

Snacks: Please let us know any time you would like

something to eat and drink and we will be able to help. Even if the kitchen is closed or it's outside of mealtimes, staff can access a variety of sandwiches, soups, jellies, yoghurts, fruit, ice-cream and ice-lollies.

Tea and coffee: Tea, coffee and biscuits are available in the unit. Please ask a member of staff to help you with this. We also have a tea and coffee trolley round twice a day in the morning and evenings, served by our catering team. If you have any questions or requests, please ask them and this can be arranged for you.

Alcohol: Alcohol can be consumed when you are on the Inpatient Unit, but please check with your nurse first, in case it affects any medication you are taking.

Patient drinks trolley: We have a daily drinks trolley offering patients both alcoholic and non-alcoholic drinks, free of charge. The trolley goes around the unit at 2pm. If you would like something specific,

we will always do our best to meet your preference.

Catering for your visitors:

There is a café on the ground floor of Edgware Community Hospital that is open from

8am to 3pm Monday to Friday. Outside of these hours, please ask staff as there are several local cafes and supermarkets nearby.



Communications

Making and receiving phone calls: You can use your own mobile anywhere within Jade Ward and there are some plug points to charge your phone in your room. If you don't have access to a mobile phone but wish to make a call, please speak to a member of staff who will be happy to arrange this for you. We also have tablet devices available for video calls.

Wi-Fi code: Wi-Fi is available for patients and visitors. Please ask a member of staff for more information. NB: this is an unsecure network.

Translation: If you would prefer to speak to someone in your first language, we can arrange for a translator to be booked either by video call or via the telephone. This service is free of charge for our

patients and carers.

Receiving updates: Our ward staff are available 24 hours a day to let your family and friends know how you are (with your consent). Your friends and family can telephone the hospice on 0800 368 7848 and press option two to be put through to the Inpatient Unit to talk to a member of staff. We can also set up a video call for you with them. Please ask if you would like our help with this.

Sharing your story: Patients and their friends and families often want to 'give back' to North London Hospice or ask for information about how they can do this. Working with our communications team to share your story can be hugely helpful in raising awareness about our care and our charity

to the wider community. Patient stories can also be extremely helpful to other patients and provides reassurance of experiences with the hospice. Telling stories helps us tell the

communities we support about who we are and why we are here. If you would like to talk to a member of our communications team, please ask the nursing team to put you in touch.

Visitors

Visiting hours: Your friends and family are welcome to come and see you at North London Hospice, Jade Ward at any time. They will need to sign in and out at the Jade Ward reception each time they visit using the entry system. If possible, please let staff know in advance if your visitors are planning to come after 8pm and/or intending to stay over.

Access to the main hospital: Between the hours of 8am and 10pm you can enter the hospital via the main entrance doors. Between the hours of 10pm and 8am you will need to use the buzzer at the front entrance doors and ask the security team to let you in. We would respectfully ask that you please call the unit if you are visiting between 10pm

and 8am so that our team can plan your arrival and prevent any delays.

Staying overnight: Your visitors can stay overnight, and we can provide somewhere for them to sleep and bedding.

Large group visits: We do not put a limit on the number of visitors, but we do ask that your visitors respect the privacy of other patients and their visitors too. If large numbers of people wish to visit you, we may suggest that a maximum of six people are with you at any one time, or a visiting timetable is drawn up. This will help us ensure the ward is not overly crowded or noisy, particularly at nighttime.

Young visitors: Children and young people are very welcome although those under the age of 16 will need to be supervised at all times within the building and in the grounds.

Bringing pets: During the daytime, you are welcome to bring in well-behaved pets, provided they are supervised within the building and

throughout the grounds on a lead. However, please check first with a member of the nursing team before arranging a visit from your furry friends.

Visitors' toilets: A toilet is available in the family room. Baby changing facilities can be found within the public toilets in the hospital. Disabled access toilets can be found near the main entrance.



Keeping You Safe

All North London Hospice staff and volunteers wear identification badges. When your visitors arrive at the hospice, we will ask them to sign in using the access machine at the ward entrance and a volunteer will be happy to help them. When leaving the hospice, we would ask that they sign out too so that in the event of an emergency we know who is on the premises. This is also for the safety and security of the patients and staff within the hospice. We use CCTV to monitor some areas to provide additional security for our patients, visitors and staff.

Fire alarms and evacuation:

Our fire alarms are tested on Fridays at 2pm. You don't need to evacuate for a fire alarm test. For patients, if you hear the fire alarm outside of the Friday 2pm test time, please stay where you are - a member of staff will check on you and let you know if you need to do anything.

Infection control (staff):

Keeping our hospice clean and infection-free is a top priority for the benefit of our patients, staff and all visitors. Our staff will clean their hands before and after seeing you and will wear gloves and aprons when delivering some types of care, which they will change before going to see another patient. All our equipment is single

use only or will be cleaned before use with each patient. You are welcome to ask if you aren't sure if they have been cleaned.

Infection control (patients):

Please wash your hands or use an antibacterial hand gel after coming into contact with someone else, after visiting the toilet and after eating and drinking. If you are able to, regularly showering or requesting a bed wash or handwash aided by our staff (wipes are also available) is advised. Advise your nurse if you have a sore throat, cough, loose stools, or pain passing urine. Wear a fresh set of clothes and slippers/ something on your feet when getting out of bed.

Infection control (visitors):

Please wash hands and use the antibacterial pump points. Avoid sharing cups, cutlery and utensils. If you are feeling unwell or have any symptoms or respiratory infection or loose bowels or vomiting we ask that you do not visit. Please call our team who will be able to give you further advice.

Electronics: If you wish to bring in any small electronic items, we can safety (PAT) test these for you within a day or two of admission (brand new items are exempt and can be plugged in immediately). This ensures your safety and that of the wider unit and hospice and this will need to be completed before you begin to use them.

Supporting You and Your Loved Ones

Patient and Family Support Team (PAFS): The team is specifically trained to understand and address the emotional, psychological and spiritual impact of the experiences you or your family may be going through. We have trained counsellors, social workers, spiritual care and bereavement support as well as help for families and children. A member of the team will make themselves known to you shortly after your arrival and explain the support available. They will help you find the right person to talk to if you are concerned about practical, financial,

emotional, or spiritual issues. Examples could be the effects of your illness and treatment, difficulties with your home, work or social life and planning for the future. Support is also available to your family and children through this team.

Special occasions: If you have an idea or request, please ask and we will do our best to make it happen!

Welfare advice: We have a social worker offering advice on the financial support available for patients and carers. This covers areas such as concessionary travel, Blue

Badge applications, housing support, financial support/signposting and applications for benefits and services or debt management.

Spiritual care: The spiritual care team offers pastoral, religious and spiritual support to all who would like this. A member of the team will introduce themselves to you during your admission. If you wish to see a member of the spiritual care team during your admission, please do not hesitate to ask and we will arrange this for you.

We are kindly supported by our local faith communities - including Buddhist, Christian, Hindu, Jewish, Muslim and Sikh leaders, and places of worship. Faith leaders can visit you at the hospice, at your request.

Support for your friends and family: We offer emotional support and counselling to patients and the people close to them, at any stage, including a range of support to those who have been bereaved. There is no time limit on this support for you, your family, friends

and loved ones. We write to families who are known to us approximately eight weeks after a bereavement to introduce ourselves and the services we offer. We support anyone affected by the death of a patient in our care. This support may be in the form of organised groups and activities, remembrance services and bereavement follow up.

Future planning: Being at the hospice may prompt new thinking about planning for your future, your health wishes, and arrangements for your own death. Should you or your family be concerned about a dignified and culturally appropriate funeral and burial or cremation process, or when time may be a consideration, the hospice can help facilitate a swift burial or cremation according to your religious and cultural wishes. If you need any information, please ask a member of the team who will be happy to help you.

Our People

Your team at North London Hospice is highly skilled and experienced in specialist palliative care. You will find them to be caring, approachable and friendly too. You can see their photographs and names on the Inpatient Unit photo board displayed in the corridor.

Doctors: During your stay, you will be under the care of a named consultant, supported by a team of other doctors. Whilst you may not see a doctor every day, (or the same doctor each time), the medical team works closely with the rest of the team to ensure your needs are addressed rapidly, including any symptoms you may be experiencing. Doctors are available on-site daily from 9am to 5pm. A consultant can be contacted by staff 24 hours a day.

Nurses: Your nurses are available on the ward 24 hours a day, 365 days a year. You may not always see the same nurse each day, but rest assured, all your nurses and healthcare assistants will be aware of your care plan and preferences. A senior nurse is always in charge. The Head of Inpatient Services oversees

the entire Inpatient Unit and you can always ask to speak with them. Our healthcare assistants will be able to help you with personal care and can relay your needs and preferences to the registered nurses.

Physiotherapists: Physios can help you to maximise your movement and function through exercise, mobility training and appropriate equipment. They can also teach you self-management techniques to help symptoms such as breathlessness and pain, to enable you to feel more in control.

Complementary Therapists: Our CTs can help reduce physical and emotional symptoms such as anxiety, insomnia, constipation, nausea and improve wellbeing and quality of life. Complementary therapies for



patients on the IPU include reiki, reflexology, massage and aromatherapy. Please ask your nurse for more information if you would like you or your relative to be referred for complementary therapies.

Patient Experience and Engagement Team (PEET): The team is here to help to ensure that the patient, relative and carer voice is central to what we do. You can ask to speak with the Patient Engagement and Experience Manager or a member of the team. They will focus on supporting you to have a positive experience with the hospice and ensure that your wishes and needs are met in terms of what is important to you and your loved ones.

The team will ask you for feedback on all elements of our service and they will use this to help shape the service and care we deliver. No request is too small or big. Please ask and they will do everything they can to support you in your request.

Facilities and housekeeping: Edgware Community Hospital has a team of cleaners and

caterers who work across all areas of our hospice setting at Jade Ward and across Edgware Community Hospital. They maintain the building and grounds' safety, security and cleanliness. If you spot anything that doesn't look right, please let us know and we will do our best to sort it out.

Volunteers: Our volunteers are a wonderful support to us and their time and commitment help us run our services and deliver on our charitable aims. Volunteers can be found in all kinds of roles on site, helping in the reception, helping with meal service, drinks trolley and befriending. This includes our volunteer therapy pets.

Other staff you may see: You may see other members of staff on our wards, such as members of our pharmacy team, students on placement, ward administrators or non-clinical staff. All North London Hospice staff are identifiable by their badge, and all contribute to the smooth running of the unit.

Protecting Our Community

- We are respectful towards each other.
- We are proud of the spiritual, religious, ethnic and linguistic diversity of every member of our skilled team.
- We expect all visitors and patients to always treat any member of the IPU team with respect.
- We will not tolerate racist, discriminative, aggressive, threatening, abusive, offensive, or intimidating words or actions.
- Where necessary we will not hesitate to call the police or follow an exclusion procedure.

Tell us how we are doing: We welcome all feedback on our services and we appreciate suggestions both on how you think we can improve, and what we do well. If you have any concerns or are unhappy about your care or any other element of our service, we encourage you to first talk to one of our Ward Managers, the Head of Inpatient Services or the Patient Experience and Engagement Manager. If you feel you would like to make a formal complaint or raise a concern, please ask to speak with the Patient Experience Manager. Please do not hesitate to ask one of our staff for a copy of What to do if you are unhappy with our service.



Concerns, complaints and compliments:

Contact our Chief Executive: **Declan Carroll**

Email: **dcarrroll@northlondonhospice.co.uk** or email **feedback@northlondonhospice.co.uk**

Visit our website: **northlondonhospice.org**

Write to: **The Patient Experience Team,
47 Woodside Avenue, London N12 8TT**

Whether you choose to write or email, you can ask for any messages of thanks or recognition to be forwarded to a particular team or member of staff if you would like to.

Your Personal Information

Members of your North London Hospice care team may need to share your information with other organisations such as your GP, community nursing or healthcare provider, to provide you with effective care. We will ask for your consent to do this, and you have the right to ask us not to. If you choose to ask us not to, we will talk to you about the implications this may have for your care. We will not routinely disclose any information about you without your express permission. However, there

are circumstances where we must or can share information about you owing to a legal/statutory obligation.

For further information on how we store your data and our privacy policy, please refer to the information displayed in each ward, or you can request to see a copy of our leaflet: **How we use your personal Information.**

North London Hospice has a Caldicott Guardian who is responsible for keeping confidential information safe.



Our Vision

The Best of Life, At the End of Life, for Everyone.

North London Hospice services are free of charge, but it costs over £16 million a year to run our charity. Whilst around a third of our funding comes from the NHS, we rely on the generosity of our community through donations and our charity shops to make up the shortfall.

Find out more about North London Hospice and the ways you can support us: northlondonhospice.org

North London Hospice

Serving the boroughs of Barnet, Enfield and Haringey

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northlondonhospice.org

Registered Address: North London Hospice, 47 Woodside Avenue, London N12 8TT

Registered Charity Number: 285300

Company Registration Number: 01654807