

Welcome to the Inpatient Unit



Hoşgeldiniz

Kaabo

ברוך הבא

Benvenuto

Bienvenido

Witaj

Bem-vindo

καλώς ήρθατε

Bienvenu

Akwaaba

Yaka malamau

خوش آمدی

Bine ati venit

خوش آمدید

Soo dhawoow

Croeso

Welcome

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

We have been in this community for 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.

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.

Wolfie Smith
Director of Patient Services

About North London Hospice

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life-limiting illnesses, supporting them to achieve the best quality of life possible.

We welcome people from all faiths, cultures, and communities within the boroughs of Barnet, Enfield, and Haringey. 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 Woodside Avenue (N12), where patients receive 24-hour care, we also work within the wider community to improve people's quality of life. Our Outpatient and Wellbeing Services is 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.

As a registered charity, our care is free of charge to those who need us, and whilst we do receive a contribution from the NHS, we still need to raise more than £10 million each year. It now costs more than £16m a year to fund our services.



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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 in Woodside Avenue, 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 page 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 all your needs. You can complete this yourself or someone close to you can complete this with you.

Your room - your space

Whilst you are with us, your room will be your own private space, with an ensuite shower room and toilet which are fully accessible. 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 put 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. Our in-house laundry team can also wash your clothes. Please speak to the team if you would like to use this service which is free of charge.

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.

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 and supports your needs. Your nurse will show you and your visitors how to use the call bell system.

Medicine rounds: There are typically four medical rounds per day, where we come to visit you in your room to administer medications. This happens at approximately 9am, 1pm, 5pm and 12am (midnight). 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 room has a wall-mounted smart TV which can be operated using a remote control. The radio is accessible through your TV. You can also play DVDs and CDs brought from home through the TV. You are welcome to use your own personal tablets and laptops. We have a PlayStation 5 and a few games available. Please ask a member of staff if you would like to use it.

Food storage: Your room has a small fridge, 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 safe. A member of the IPU team will be able to help you.

Fresh air: Each room is unique in size and some of our rooms have access to the garden area via French doors, other rooms are more spacious and have window seats. We have an internal courtyard area which has a small pond (fenced for safety) and access to comfortable seating for you and your visitors to use. We can move your bed out into this area should you wish to have some fresh air.

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: The nearest underground station is Woodside Park (Northern Line – High Barnet Branch). For SAT NAV please use postcode N12 6TF. The hospice car park is for staff use only.

Free parking is available in the residents' bays around the hospice and on some single yellow lines, but restrictions are in place between 9.30am and 10.30am or between 2pm and 3pm. Please check the relevant signs carefully. Please ask at reception if you are having trouble with parking and they may be able to help you with this. Please also ask at reception about parking vouchers which are available – please be aware there is a small charge for these.

The Café: We have a fantastic on-site cafe located in the front of house area serving a range of sandwiches, baguettes, wraps, fresh fruit and other treats. The cafe is open 9am - 6pm Monday to Friday and 10am - 6pm Saturday, Sunday and Bank Holidays.

The Room of Quiet: The Room of Quiet is our non-denominational community space for reflection, prayer, meditation and spiritual activities. You are welcome to light a battery-operated candle or make use of our spiritual and religious resources. You can arrange access to the Room of Quiet through your nurse, who will also be able to organise for you to talk to one of our spiritual care team, if you wish. The Room of Quiet is accessible 24 hours a day and can be found in the front of house area.

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

The gardens: Our gardens have some plants that can be hazardous if consumed. Please take care to ensure that any visiting children and pets are supervised.

Events: Occasionally we use our gardens to host events. These are infrequent, well-managed and typically end early in the evening (before 10pm) ensuring

the peace and respite of the outdoor spaces is maintained. Whilst infrequent, these events are essential for fundraising and raising awareness of our work as well as providing us with opportunities to celebrate our staff and volunteers.

Food and Drink

We have an on-site catering team with all meals freshly prepared at North London Hospice. 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 5.30pm

Every day a ward clerk will bring the menu to you and if you would like a member of staff to help, please just ask and they will be happy to assist.

Alternatively, if you or a visitor wish to complete this, just let a member of staff know when you are ready, and they will collect this for you and ensure your meal is ordered. If you change your mind later in the day, that's not a problem, just let a member of staff know.

If you need adaptations or have special requirements, we have a range of adapted cutlery or options to help with eating and drinking.

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. 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, staff can access a variety of sandwiches, soups, jellies, yoghurts, fruit, ice-cream, ice-lollies and sorbet.

Tea and coffee: Tea, coffee and biscuits are available in the unit. Please ask a member of staff to help you with this. If you would like something a little fancier, then lattes and cappuccinos can be purchased from the café in the front of house area. 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: Toasted sandwiches and light meals can be ordered by visitors and paid for at the café in the front of house area. Please note that we only accept card payments and typically have one chef onsite catering for everyone. Visitors can bring in their own food too or order a local takeaway to eat in.

Communications

Making and receiving phone calls: You can use your own mobile anywhere within the hospice building and there are several 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 guests. 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.

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 one 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

Your friends and family are welcome to come and see you at North London Hospice at any time. They will need to sign in and out at the main 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.

Evening access: After 6pm our main door is closed. To gain access to the Inpatient Unit out of hours you will need to enter

through the night gate (to the left of the main entrance). You will need to press the intercom for entry, and a member of staff will help you to sign in.

Staying overnight: Your visitors can stay overnight, and we can provide a trundle bed for them to stay in your room if you would like them to. We can accommodate two overnight visitors per person and have a limited number of overnight pull-out guest beds.

Guest room: We also have a Guest Room on the unit that provides a safe quiet space for visitors, should they wish to stay overnight but are more comfortable not staying in your room. Please ask for one of the ward clerks who will be able to check if the room is available.

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. We may also be able to offer your visitors a separate private space where they can be together.

Young visitors: Children and young people are very welcome, and those under the age of 12 will need to be supervised at all times within our 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: Toilets are available in the Inpatient Unit and in the front of the house area. Baby changing facilities can be found in the front of house toilets.

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 front entrance and a volunteer will be happy to help them. When leaving the hospice, we would ask that they scan their temporary ID badge 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 Mondays at 10am. You don't need to evacuate for a fire alarm test. For patients, if you hear the fire alarm outside of the Monday 10am 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 staff, patients 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 comply with the latest government guidelines related to Covid-19 and any guidance in place in the hospice. Wash hands and use the antibacterial pump points. Avoid sharing cups, cutlery and utensils.

Electronics: If you wish to bring in any small electronic items, we can safety (PAT) test these for you on 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.

Welfare advice: We have a dedicated 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 a member of the team who 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.

Special occasions: If you would like to celebrate a birthday, anniversary, or special occasion we are more than happy to help you with this. Our team has done it all - Christmas in July, weddings, children's birthday parties. If you have an idea or request, please ask and we will do our best to make it happen!

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.

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 9am-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 in charge at all times. 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 at 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:

We have a large team of cleaners, facilities, caterers, and laundry team who work across all areas of the hospice and the Inpatient Unit. They maintain our building and grounds' safety, security and cleanliness.

Volunteers: Our volunteers' 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 front of house cafe and the garden, and on the Inpatient Unit, wearing a blue apron. This includes our volunteer therapy dogs too!

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 treat any member of the IPU team with respect at all times.
- 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.

Heightened emotional circumstances can be incredibly stressful for our visitors and patients but we ask you to remember that our team is here to help, and they are people too. You and your visitors have a right to always be treated with respect by our team. Any member of staff can direct you to our complaints procedure if you feel this is not the case. If you would like to know more, please visit the comments and complaints section on our website.

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 informally 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: dcarroll@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.

We operate a zero tolerance policy

Everyone has the right to a safe and comfortable environment, and we are committed to providing this for our patients, visitors, staff, and volunteers.

There is no place for abusive behaviour or sexual harassment anywhere in our organisation. Bullying, intimidation, or harassment of any kind will not be tolerated, and we will take prompt action if required.

Thank you for your understanding.





Our Vision The Best of Life, At the End of Life, for Everyone

North London Hospice cares for patients with a life-limiting illness and supports their families, friends, and carers too. We care for patients in the communities of Barnet, Enfield, and Haringey and in our Inpatient Unit in Finchley. The hospice was established in 1984 as the UK's first multi-faith hospice and each year we care for over 3,500 patients. We are an independent charity and provide all our care, free of charge.



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