

*ellenor.**

hospice care in your home or ours

INPATIENT WARD

Patients facing a terminal illness sometimes have physical, emotional and spiritual problems that are not improving at home or in hospital. A short admission to the ward gives the team an opportunity to observe symptoms and the effect of treatments, with the aim of lessening their severity and frequency before transfer to another place of care.

As well as symptom management, some patients may be admitted for care at the end of life care or respite, where appropriate.

Patients needs are assessed daily and patients are encouraged to express how they are feeling and ensure that they are involved in their future care.

The ward has free Wi-Fi access for patients to use their own laptops or if required, a loan of one maybe arranged from the Hospice during their stay. We also have a shared fridge and our phone can be used for calls within the UK, if needed.

Well behaved pets are welcome, please speak to a member of staff before bringing them in.

There are a few things which we suggest patients bring with them to help make their stay at the Hospice more comfortable:

- current medication (including packets where possible)
- nightwear and day clothes
- toiletries such as shaving equipment, shower gel, soap and tissues

- favourite things like pillows, photos, soft toys, books, DVDs, blankets etc.
- preferred soft drinks and confectionery
- loose change to buy items from the coffee shop
- mobile phones and other electrical equipment - can be used in the hospice but chargers must be tested prior to use.

There is no need to bring towels as we provide these.

ellenor is unable to accept any responsibility for personal belongings. Please speak to a member of staff if you have valuables with you. Our visiting hours are flexible, however staff may need to restrict visits from time to time in order to meet the individual needs of patients.

The staff will do a dietary assessment to identify preferences and needs, they will liaise with the catering staff and arrange for a discussion with the chef if needed.

There is a small fridge where food items can be stored, these should be labelled. Meal times are:

- Breakfast 8.30 – 10am
- Lunch 12.30 – 1pm
- Dinner 5.30 – 6pm

Outside these mealtimes, staff or volunteers are happy to make snacks.

Family and friends are able to contact the Inpatient Ward on **01474 538505** if they have any concerns or wish to speak with you.

Part of providing the best care and support for families, means being there for as long as a family needs us.

You can help us to be there, when we're needed.

Please speak to a member of staff or visit our website for ways you can help.

Thank you



ellenorcharity

www.ellenor.org

ellenor is a charity registered in England and Wales (1121561), and a company limited by guarantee (6302132). Registered office at Coldharbour Road, Gravesend, Kent, DA11 7HQ.