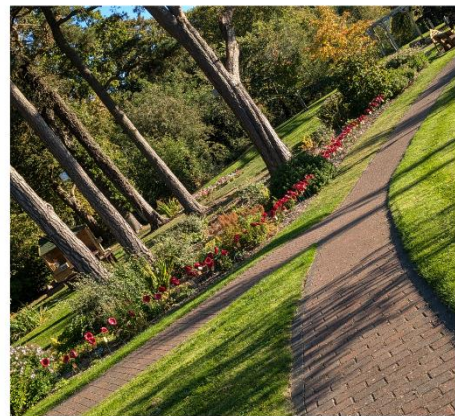




# **Here for You:**

## A Guide to Your Hospice Admission



**[www.willowburnhospice.org.uk](http://www.willowburnhospice.org.uk)**

## **Your referral for admission to Willow Burn Hospice has been made... what you need to know**

We understand that the decision to be admitted to the hospice, as part of navigating an illness, can be a difficult and emotional time for patients, families, and carers.

This leaflet provides an overview of what to expect once a referral has been made. We hope it will help answer some of your questions and ease any anxieties you may have before you arrive.

Once you are with us, we will offer you plenty of information and support to help make your stay as comfortable and worry-free as possible.

### **How are referrals and admissions arranged?**

Admissions to the Helen McArdle In-Patient Wing are arranged following a referral from a healthcare professional involved in your care. This professional will have carefully assessed your current situation and, after discussing it with you, agreed that admission to the hospice is the right place at the right time for your needs.

Healthcare professionals who make referrals understand the role of the hospice within the wider system of palliative and end-of-life care. They are familiar with the criteria for admission, the usual length of stay and will take these factors into account when considering a referral. Admissions are accepted when we can ensure that we can meet all of your needs.

For example, you may be referred for a short stay to help manage new or difficult symptoms, with the plan for you to return home once you are feeling more comfortable. Alternatively, it may have been discussed with you and your family or carers as part of Advance Care Planning that the hospice is your preferred place for end-of-life care.

We aim to admit patients within 24–48 hours, depending on bed availability. In urgent situations, admission can happen within as little as two hours.

### **What happens on admission?**

Following admission, one of our nurses will spend time with you and, if you wish, your family or carers, to carry out a comprehensive assessment. This helps us to understand your needs, preferences, and any issues or concerns so we can deliver care tailored to you.

The nurse will share this information with our medical team, who visit the hospice three times a week. The doctors work closely with the team to support your care by assessing, managing, and reviewing the medical aspects, such as medication and treatment options, as well as planning the next steps in your care journey.

You will remain registered with your own GP throughout your stay. We use a shared care record, which allows your GP to continue providing prescriptions both during your time in the hospice and after you return home, ensuring seamless care.

The usual length of stay in the hospice for any episode of care is around two weeks. This allows time for thorough assessment, symptom management, and future care planning.

As part of this process, we also assess the social and psychological needs of both you and those close to you. Our aim is to ensure you all receive the right support, whether that's help with practical matters like finances, equipment, and care at home, or emotional support. Our Family Support Co-ordinator, who is part of the in-patient team, is available to help with this.

We recommend bringing any personal items that will help you feel comfortable during your stay. These might include:

- Glasses, dentures, hearing aids
- Daywear and nightwear
- Personal toiletries
- Closed-back slippers
- Any special items that bring you comfort, such as a favourite pillow, cushion, blanket, or photograph

We will provide towels for your use.

If you have preferred brands of food, drinks, or snacks that we may not usually stock, you are welcome to bring them with you.

**Clothing:**

We kindly ask that personal clothing is returned home for laundering. Clean clothing can be brought back as needed; we will package and store any laundry items in your wardrobe.

**Valuables:**

We advise against bringing large sums of money or valuable items.

**Electrical Items:**

Any personal electrical items (such as chargers or grooming devices) must be safety checked as required by regulations. This testing is carried out on Mondays, Wednesdays, and Fridays.

## Medical Items

The healthcare professional referring you will ensure that we have a seven-day supply of your current medications, including any creams, dressings, or other treatments.

If you are coming directly from home, they will advise you whether to bring your medication, or whether a new prescription will be arranged and delivered to us before your arrival.

If you have a **Red Medication Kardex** and a supply of “as required” injections at home, please bring these with you.

If you have a **Do Not Attempt Cardiopulmonary Resuscitation (DNACPR)** document (usually in a yellow envelope), please bring this too. You will likely already be familiar with this document.

Please also bring any specialist equipment you normally use, such as:

- Walking aids
- Slings
- Incontinence management aids (e.g., catheter bags, pads)
- Artificial feeding aids or prescribed nutritional supplements

## Visiting

We have an **open visiting policy** and warmly welcome visitors. However, for security:

- The main entrance is locked at around **9 pm**. After this time, please ring the ward unless we have made a prior arrangement and are expecting you: 01207 529 224
- On early evenings and weekends, when Reception is un-attended, please enter the front lobby and press the bell to alert the ward staff.
- Please be aware that the nurse or healthcare assistant may be busy providing care, so there may be a short wait before they can attend to you.

We kindly ask all visitors to **sign in and out** in the Visitors' Book at Reception. This is a confidential process, but it is essential for fire safety so we can account for everyone in the building.

The **Willows Café** is open **Tuesday to Saturday, 10:00 am – 2:30 pm** and visitors are welcome to order food to bring into the ward.

## Parking

Parking is **free** and available adjacent to the hospice.

- An **overflow car park** is adjacent.
- **Designated disabled parking** spaces are available.
- **Electric vehicle (EV) charging** is available via app.

If you need this document in large print, in audio, Braille, in an alternative format or in another language, please ask at Reception, email: [info@willowburnhospice.org.uk](mailto:info@willowburnhospice.org.uk) or call: 01207 529 224