



Helen McArdle Wing In-Patient Visitor Guidance

Reviewed September 2026

Welcome to Willow Burn Hospice

We would like to warmly welcome you and those closest to you to Willow Burn during your stay in the Helen McArdle In-Patient Wing. At Willow Burn, we are committed to providing the highest quality care and support, ensuring that your individual needs, wishes and preferences are respected and met. Our aim is to relieve physical and emotional distress, manage symptoms effectively and provide comfort, compassion and dignity throughout your care. We are here to support not only our patients, but also their families and friends, helping everyone feel informed, valued and cared for during their time with us.

On Arrival

Finding Willow Burn Hospice

Willow Burn is located on Howden Bank just outside of Lanchester. We are located within Maiden View estate, please turn into the estate (you will see a Willow Burn sign) and then take the second left and drive down to our car park. If using a sat nav, please use this post code DH7 0BF.

Parking

Adjacent to the Hospice are designated spaces, with Disabled Parking identified at the front. We also have an overflow car park available. Willow Burn has two charging points for electric vehicles. These are available for visitors, staff and volunteers to the hospice. You can find details for use on the charging points. Please consider our local neighbourhood and park responsibly at busy times.

Arrival at Reception

The Reception at Willow Burn is located at the front of the hospice. During working hours please arrive at Reception and sign in using the tablet on the desk. The Receptionist will inform the nursing team of your arrival and will provide access to the in-patient wing. Out of hours or when Reception is unattended, please ring the doorbell located to the right of the door in the entrance vestibule. This will be answered by our Clinical Team but please be patient if there is a slight delay as they may be busy providing care to patients and unable to answer immediately. Please follow instructions given by staff when they answer.

Comfort

Our Lounges

The Family Lounge, with ensuite facilities, and the Communal Lounge (with dining and lounge area) are shared spaces for patients, families and visitors. Facilities are available for making hot drinks and a microwave is provided for your convenience. To help us maintain a relaxing, welcoming and safe environment for everyone, we kindly ask that you leave these areas clean and tidy after use. The refrigerator will usually contain milk for visitors.

You are welcome to store food items in the fridge; however, please ensure that all items are clearly labelled with your name and date. Any out-of-date or unlabelled food may be disposed of.

Toilets

Toilets are located on the main corridor opposite the patient rooms and within the Family Lounge. Please note that the ensuite facilities within patient rooms are reserved for patient use only.

Catering

For relatives staying overnight, you will be offered breakfast free of charge and lunch will be offered at a reduced price. Food can be brought in ensuring it is labelled and stored in an appropriate place. The Willows Café at Willow Burn is open Tuesday to Saturday, 10am - 2.30pm and relatives will be provided with a discount card to use within Willow Burn Café with 20% off all meals.

Overnight Arrangements

We can offer overnight stays for those wishing to stay for a short period. We can accommodate no more than 2 people. Please discuss your needs with the nurse in charge on duty.

Guest Book

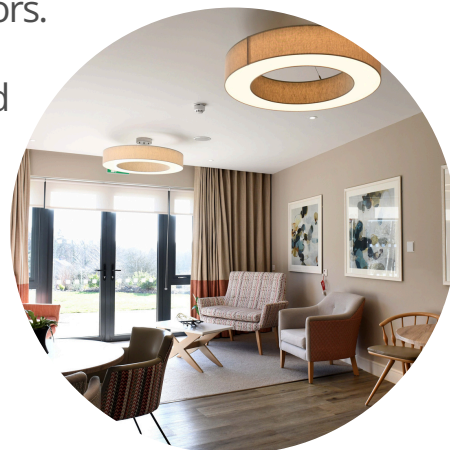
A guest book is available in the Family Room for comments, suggestions and ideas. Please do leave comments if you believe we can improve any of the services we offer

Garden and Pond

We warmly welcome patients, families and visitors to enjoy the beautiful gardens at Willow Burn Hospice. For the safety of all our visitors, we kindly ask that children and pets are supervised at all times while using the gardens. Please be aware that there is an uncovered, unfenced pond located immediately outside the in-patient rooms. We also ask visitors to be mindful of accompanying children and anyone with visual impairments when accessing the garden areas.

Staff

Our Senior Nurses wear a navy uniform, our registered nurses wear a royal blue uniform and our Health Care Assistants wear sky blue uniforms. Our Housekeepers wear a green uniform and our Catering Team wear maroon. Our counselling colleagues do not wear a uniform. Our staff on duty at each visit are displayed on the television screen next to the Clinical Office.



Health and Safety

Fire

Signing in at Reception on arrival and leaving, accounts for all visitors in the event of a fire. Our Fire Alarms are tested weekly and staff will inform you of any tests. In the event of the alarm sounding, please assemble at the fire evacuation point outside the café marked by a sign and the large carved wooden owl. Please leave immediately through the patio door - we will manage the situation requesting assistance only if necessary. It is important that we are able to account for you at the Assembly Point.

Smoking

Willow Burn Hospice operates a no smoking policy. Smoking is prohibited inside and in the grounds of the hospice, this includes , but is not limited to, cigarettes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes. Please show consideration for our neighbours when smoking outside of the hospice grounds.

Hand Hygiene

Hand hygiene is most important in reducing spread of infection - please utilise the hand gel, handwashing facilities & information to support effective handwashing.

About Willow Burn

Willow Burn Hospice is an independent local charity that provides palliative and end of life care and support for people living with life-limiting illness and their families. Around half of our funding is provided by the NHS, with the remainder raised through the support of our local community. We are proud to offer a safe, compassionate and supportive environment where people can access the help they need at the time they need it the very most.

If you would like a copy of this guidance in large print or an accessible format please speak to a member of staff.

