



Sheffield's Hospice

Welcome to St Luke's

All you need to know about your stay with us



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Accessibility



Please scan the QR code below to access the following accessibility functions:

- Read-aloud
- Text size changes
- Colour, ruler and screen mask
- Dictionary
- Translations
- Magnifier
- Plain text mode
- Audio download

Connect to Wi-Fi

If you have your own device with a wireless connection, you can connect to the internet using the St Luke's Wi-Fi network.

If you don't have a device of your own to connect to the internet, then we may be able to lend you an iPad tablet. Just ask a member of staff. You will find a guide to using the iPad in the patient's section of this folder.

On the right are the details you will need to log on to the service. Please note that after four hours, you will need to log back in again to carry on using the internet. If you need any help, just ask a member of staff.

QR code

Getting connected to our Wi-Fi

Network name:
St Luke's WiFi

Username:
guest

Password:
may1840



Welcome to St Luke's In Patient Centre

Welcome to St Luke's In Patient Centre

We understand you may have mixed feelings about your stay at St Luke's, but we would like to reassure you and your family and friends that we are here to support you during your stay with us. We will do everything to ensure your time at St Luke's is comfortable.

St Luke's strives to be pioneering in providing high-quality care. We recognise everyday matters to you and the team on the In Patient Centre strives to make sure your quality of life is at the forefront in all of the care we provide.

We want you to feel comfortable and at home in your new surroundings as quickly as possible. We hope your stay will be more relaxing by getting to know you and your loved ones so, soon after you arrive, a doctor or nurse will ask you for basic information about yourself and your treatment so far.

They will ask about your symptoms and illness, likes and dislikes, what is important to you, beliefs, personal circumstances, family, if you follow a special diet or if you need any practical help at home.

They will also inform you of your named consultant. The staff looking after our inpatients include the consultant who is responsible for you during your stay with us and a multi-professional team including nurses, therapists, spiritual care, hospitality and pharmacy teams.

We have put this handbook together to tell you a little about St Luke's and the services we have to offer, and we hope you find it helpful during your stay.

This guide should answer any questions you may have about St Luke's and your care, but please do ask a member of the team if there is anything else you would like to know.

The St Luke's team



About St Luke's

We are St Luke's, Sheffield's Hospice and we provide palliative and end of life care to nearly 1,800 people across Sheffield each year, while also supporting their families and carers too.

We're here for people aged 18 and over from across the Sheffield region, at all stages of life from the point of diagnosis with a terminal illness, be that end stage neurological, heart, kidney or lung conditions, cancer, HIV, dementia or other serious illness. Some people may access all of our services, and some may only access one or two.

Whether supporting patients in their own homes, providing 24-hour palliative care on our In Patient Centre, or supporting someone with social prescribing or tailored therapies; we care for people, not just a condition. We provide holistic, individualised care and support to each person and their families or carers too.

We also partner with, and train other organisations, both within Sheffield and beyond, to share our support and knowledge with others, for better end of life care for all.

St Luke's is here for Sheffield, thanks to Sheffield. We are a charity that provides care to patients without charge, when they need it most. With around just a quarter of our running costs being covered by government funding, we rely on the people of Sheffield and local businesses to support us to carry on caring.

We have been doing all of this for more than 50 years and in that time have cared for over 40,000 patients and their families in our journey so far.



More about St Luke's

The care we provide

We have three core services that provide care and support. These are:

Patient and Family Support

Our Patient and Family Support service offers practical, wellbeing, spiritual and social prescribing for patients and their families or carers. This is also known as social prescribing.

Patients are people before anything else, so our teams listen to their goals and wishes and help them to achieve them - whether that is someone wanting to live independently for as long as possible, marrying a loved one or feeling strong enough to climb the stairs.

Patients can access physio and occupational therapy, wellbeing and creative therapies, social work and chaplaincy, or spiritual support for all faiths and none.

Anyone over the age of 18, at any stage of life after a palliative diagnosis with a life-limiting illness, is welcome to benefit from the services at St Luke's.

It can be quite a daunting time but our therapy sessions, craft or exercise workshops mean that St Luke's is not a place to fear – it is a place for care, compassion and calmness where people can connect with staff, specialists, and other patients. You can ask for a chaperone to accompany you at appointments and medical discussions should you wish.

Our Patient and Family Support service can help give precious time to families. That might mean helping someone to feel well enough to enjoy a special family birthday or simply enjoy time together. End of life care is not just a clinical challenge – we want to look after the whole person, in all the ways we can.

Families and friends play a valuable role in a patient's care so we also provide dedicated support for loved ones through social, spiritual and bereavement support.

Specialist Palliative Inpatient Care

Over fifty years ago, St Luke's opened as the first modern hospice in the UK outside of London. We have come a long way since then and, today, our In Patient Centre provides 24 hour specialist palliative care for around 300 patients each year – that's around 5,000 days and nights of care.

Our In Patient Centre, is open 365 days a year, offering up to 20 patients, around the clock, tailored care.

Our multidisciplinary team of experienced specialist doctors, nurses, Spiritual Care team and occupational and physiotherapists specialise in symptom and pain management. Their combined support provides not only help to patients but also allows loved ones the time to step back from a carer's role and spend precious time together.

We also have a dedicated in-house catering team who can tailor their menus to suit individual patient needs, with all dietary requirements taken care of, and prepared onsite with locally sourced ingredients.

In addition, we have many facilities that include a spa bath for patients, a physio gym, a creative therapy room, and a garden room, as well as access to our grounds and gardens.

Specialist Palliative Community Care

At any one time, we are caring for around 500 patients in their own homes or care homes. Home is usually where we're most comfortable and closest to the people and things that matter to us, especially as we become unwell. It's our mission to enable those who choose to stay in the place they love. This is only possible because of the incredible work of our Specialist Palliative Care Community team, providing advice and support to patients and their families. This service operates between 9am and 5pm seven days a week.

Our community team's main aim is to support patients throughout their illness so that they have the best possible quality of life and relief from symptoms, often helping to avoid hospital admissions. Patients are offered a choice of being seen at home or attending a clinic at St Luke's Hospice

We support our patients to have flexible choices about where they are looked after. By working together with Community/District Nurses, GPs, Social Workers and other professionals and specialists, we deliver 'wrap around care' to patients and, often, their families too.

We have a core team of Clinical Nurse Specialists but you may also have a visit from our Assistant Practitioners, Physiotherapists, Occupational Therapists, Wellbeing Practitioners, Social Workers, or Chaplains depending on your wishes and needs. We have a Consultant and Specialist Registrar in Palliative Care Medicine – and you may also meet Junior Doctors in the earlier stages of their training.

We are an experienced team that provides advice and support to patients with terminal conditions and their families in their own homes across Sheffield.

We are research active

Like many healthcare organisations, we are a research active hospice. By supporting research, we are working towards our objective of improving end of life care for all. If you are willing to participate in research once admitted to our In Patient Centre, please discuss with your family and then let a member of the clinical team know.

Our values

We hold our values at the core of all we do and how we care. Our values are:

- **Caring**

With patients, relatives, volunteers, supporters, partners and each other.

- **Pioneering**

Looking for new ways to help us move closer to our vision.

- **Respectful**

Being considerate to others, always, helping us to stay inclusive and offer dignity to our patients.

Our teams work within the above values, and in return, we ask that you follow the UK Government's NHS zero-tolerance policy for abusive or threatening behaviour towards its staff.

We are committed to a strict policy of zero tolerance in response to any sort of discrimination, harassment, bullying or abuse regarding a person's disability, race, age, gender, sexual orientation, gender reassignment, religious beliefs, marital or civil partnership status, pregnancy or maternity or socio-economic background. We take allegations of threatening, abusive, humiliating, anti-social, violent or hurtful behaviour against any of our colleagues or patients seriously. We hope that you welcome our zero tolerance approach, which is in place to protect the interests of our hard-working colleagues as well as all the patients and communities we serve.

There are occasions where a member of the clinical team needs to assess with you, which may involve an intimate examination. We are committed to putting you at ease whenever possible, and if you wish for a chaperone to be present during your examination, please do not hesitate to let a member of the clinical team know.

How our care is made possible

St Luke's is an independent charity and our patient care is provided without charge.

With a small amount of our funding coming from statutory bodies, we rely on the generous people of Sheffield supporting us with marathon running, bake sales, donating pre-loved items to our shops and the many more ways that people support us! Some of our supporters even volunteer their time to help St Luke's – some of the activities you access during your stay may be supported by volunteers.

We simply couldn't do what we do, or provide our care at no cost to our patients without this support, so we're extremely grateful to those who make this possible.

Could I help?

There is no obligation to support St Luke's – your care here at St Luke's comes with no charge to you or your family.

Over half of all our supporters have personal experience with St Luke's, either as patients or relatives or friends of people that we have cared for.

There are many ways to support St Luke's, from sharing a story to volunteering, supporting us financially or shopping in our charity shops.

How you can help

There are lots of ways that you, family and friends can help – here are a few:

- Share your story with our team – real stories of our care and how it has helped can compel people to support us.
- Tell your family and friends about St Luke's.
- Donate pre-loved items for us to sell in our charity shops.
- Fundraise for us.
- Play our St Luke's lottery.

If you'd like to help, please let a nurse know and they can ask someone to come and have a chat with you or your family.



Staff uniform guide

During your stay you will notice various different colour uniforms, so we hope that you will find this general guide below helpful, to understand who is who. To see who is working today, please check our staffing board near the In Patient Centre Reception. Please note Doctors may wear blue scrubs or their own clothing, Pharmacy wear blue or purple and Spiritual Care, Social Work and Counselling wear their own clothes. All staff will wear a name badge.



Nursing support team



Staff nursing team



Senior nursing team



Our Wellbeing team wear purple tunics



Our Occupational Therapist team wear dark green tunics



Our Physiotherapy team wear white or light grey tunics



Our Maintenance team wear black polos

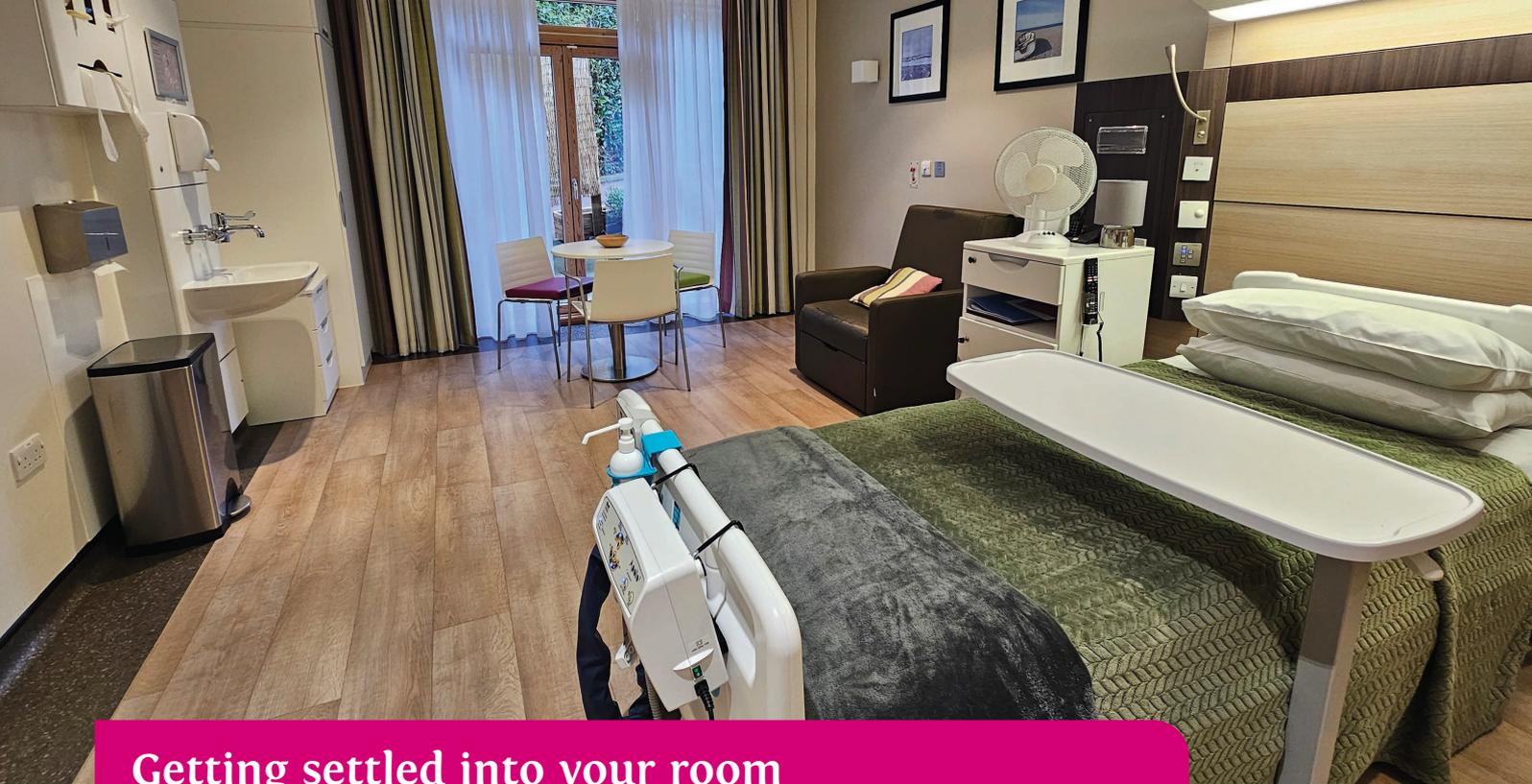


Our Hospitality team wear light green shirts



Our Housekeeping team wear pink tunics and shirts





Getting settled into your room

To help you settle in, we have included a how-to guide and some other general information below.

Call a nurse

Our nurse call system allows you to call for assistance at the press of a button. The nurse call handset is attached to the panel by your bed.

The handset detaches from the panel so you can move it to a position that's convenient for you.

To call a nurse, just press the orange call button once. There's also a torch button that switches on a light on the back of the handset.

There is also a call button located on the wall opposite your bed. To call a nurse, just press the orange call button once.



Call button handset



Call button on the wall

Adjust the room temperature

You can adjust the temperature in your room using the white dial by your bed:



- Mid-point
- Indicator
- Adjustable dial

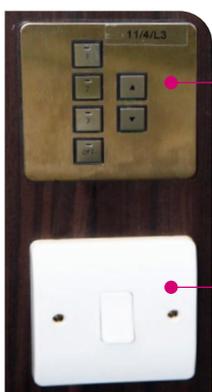
If you'd like any help, please let a member of staff know.

The mid-point of the dial will set the temperature in your room to around 22°C. Each notch on the dial raises or lowers the temperature of your room by 1°C.

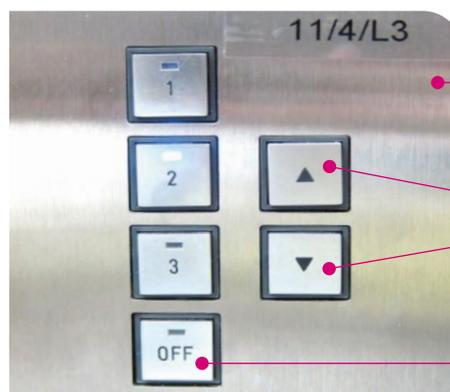
Please note that if you would like your room to be cool and you have had the temperature set for heat it will take around 20 minutes to cool down. Also, the heating and cooling system won't work if you have your windows or balcony door open as there are sensors on the windows and door.

Adjust the lighting

The lighting control by your bed looks like this:



- Main lighting control
- Bedside reading light



- Main lighting control
- Brightness control
- Off switch

The buttons numbered 1, 2 and 3 turn on the lights in your room. They work as follows:

1. Turns on the lights.
2. Raises the brightness of the lights and turns on the examination light.
3. Switches off the examination light but keeps the lights bright.

The arrows increase or decrease the overall brightness of the room. The off switch will turn off all the lights in your room.

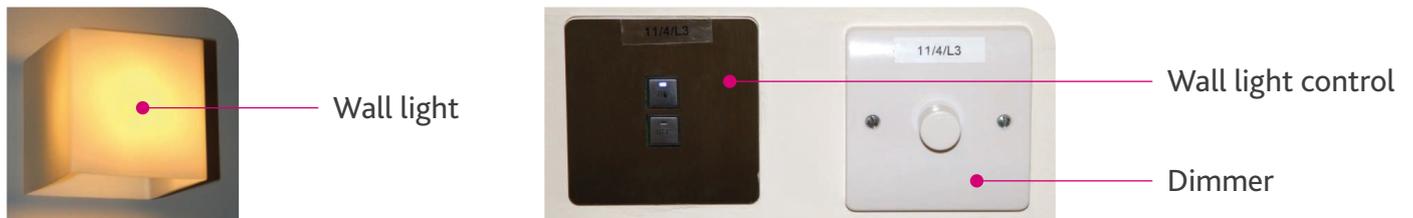
You will find an identical lighting panel on the wall opposite your bed, in case you need to adjust the lights when you are not in bed.

Bedside reading light

There is a reading light by your bed. This is operated by pressing the white light switch immediately underneath the main lighting panel (see previous page).

Wall light

There is a separate control panel for the light on the wall opposite your bed.



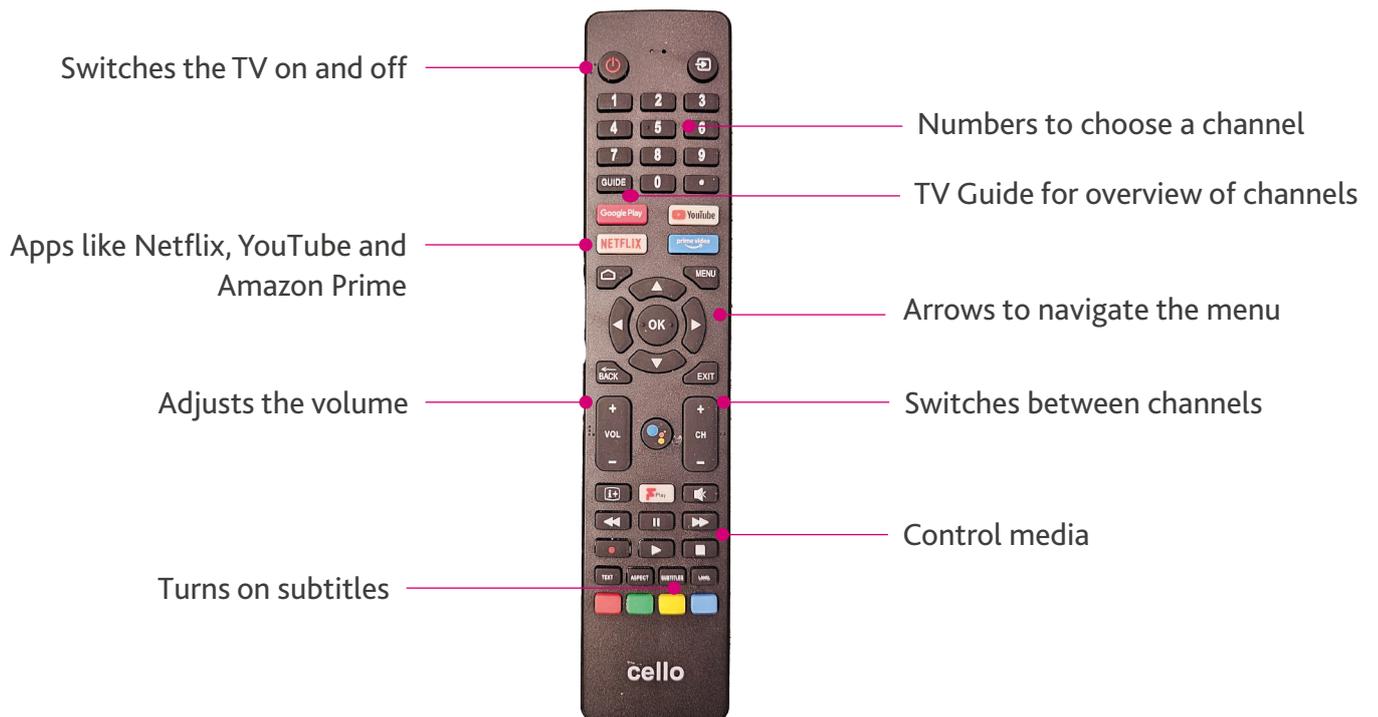
The panel on the left turns the wall light on and off. The switch on the right increases and decreases the brightness of the wall light.

If you need any help operating the lighting system, please speak to a member of nursing staff.

Use the television

Your room is equipped with a flat screen television which receives all the main TV channels. There is no charge to use the television.

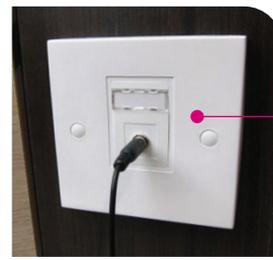
To operate the television, you will find a remote control attached to the cupboard by your bed. The picture below shows the main controls:



The TV has speakers, but if you wish you can also listen through headphones. There is a headphone socket at the side of your bed. If you don't have your own, we have ones that can be provided.

We can also arrange for you to listen to radio channels through your television if you wish- just ask a member of staff.

Should you have any issues accessing the Freeview tv or apps which are available via the television, please let us know and we will be happy to help.



Headphone socket

Relaxation programmes

Through use of the Youtube app, we can help you access content to help you relax such as:

- Relaxing music, including sounds of nature, Gregorian chants and classical music.
- Spoken guided relaxations, covering subjects such as sleep, anxiety, breathing and positive thinking.
- Meditation exercises.
- Mindfulness exercises.

You can listen through headphones or your TV speakers, and if you have a treatment from our Wellbeing team in your room, the therapist might also use relaxing music or sounds. We can also provide a Virtual Reality (VR) headset to help with relaxation.

Our patients have told us that they find relaxation programmes can help with difficulties such as worrying, anxiety, sleeplessness, pain and over-active minds.

Use the telephone

A cordless phone for your use is provided in your room:



If you would like any more information on how to use your in-room telephone, please ask a member of staff.

Press the green button to make or answer a call

Press the red button to end a call

To dial out, please press 9 followed by the number.

To make a telephone call to your room, your relatives and friends can call the main reception number – **0114 236 9911**.

Mobile phones

You are welcome to use your mobile phone at the hospice. If you bring in a phone charger, please tell a member of nursing staff before you use it so we can make sure it is tested for safety.

If you use a mobile phone in the communal areas, please remember to be considerate of others who may need rest and a peaceful environment.

Connect to Wi-Fi

If you have your own device with a wireless connection, you can connect to the internet using the St Luke's Wi-Fi network.

If you don't have a device of your own to connect to the internet, then we may be able to lend you an iPad tablet. Just ask a member of staff. You will find a guide to using the iPad in the patient's section of this folder.

On the right are the details you will need to log on to the service. Please note that after four hours, you will need to log back in again to carry on using the internet. If you need any help, just ask a member of staff.

Getting connected to our Wi-Fi

Network name:
St Luke's WiFi

Username:
guest

Password:
may1840

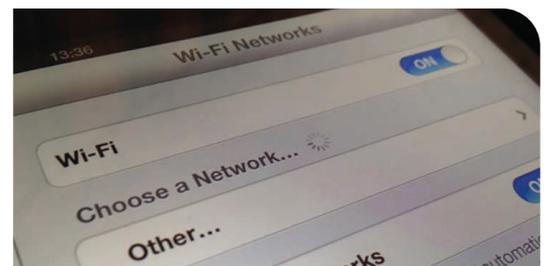
Use a tablet

We have an iPad tablet that you can borrow. For example, you can use it to browse the internet, play games and watch TV programmes.

The following pages give a brief guide on how to use the iPad. A more detailed guide is available if you ask – plus if you need some help using the iPad just ask a member of staff and they will be happy to show you.

Connecting to the internet on the iPad

To connect to the internet on the iPad, you will need to follow the instructions overleaf to connect to the St Luke's Wi-Fi network.



1. From the iPad home page, tap the Settings icon.
2. Tap Wi-Fi.
3. Swipe the on/off selector switch at the top of the screen so it reads ON.
4. Under Choose a Network, select St Luke's WiFi. It may take a few seconds for the network to appear if you have just switched on the wireless feature. When prompted, enter the user name and password above and select join. You should now be connected to the internet. Please note that after four hours, you will need to log back in again to carry on using the internet.

Personal belongings

You have a lockable bedside table in your room for your essential personal belongings. You also have a small hanging wardrobe in your room – big enough to take the clothes you need while staying with us. Inside the wardrobe, there is a safe for any valuables - please let a member of staff know if you are bringing anything valuable on to the ward. We can offer to securely store this for you should you prefer.. Please keep only a small sum of money and essential valuables in your safe. You will be asked to complete a property form on admission. Please note that we can't accept any responsibility for loss or damage to your personal possessions while you are here.

Housekeeping and laundry

Your room will be cleaned daily by our housekeeping team, who will also change your bed linen and towels. If you do not want your room cleaning, please just let a member of the team know.

We assume that a member of your family or your carer will wash and iron your clothes and suggest that you keep some polythene bags in your locker for storing all the things waiting to be collected. If you have no one to wash your clothes, please tell one of your nurses. They will ask our laundry to wash them for you, but please make sure that each item is clearly and permanently marked. Laundry staff can't hand-wash delicate fabrics, nor can they take responsibility for any damage to your clothes.

Smoking

Cigarettes, e-cigarettes and vaping are not permitted inside any of our St Luke's buildings. If you smoke or vape, please speak to a member of the team who can direct you to our smoking shelter. Please inform a nurse before you go outside for a cigarette who will provide you with a key fob and walkie-talkie to take with you, in case you need assistance.

If you smoke and are unable to use our smoking shelter outside, please ask a nurse to order some nicotine patches.

Electrical equipment

You are welcome to bring your own electronic devices in, such as ipads, smart phones, laptops or kindles, but these will need to be PAT tested by our Maintenance team before being plugged in.

Please speak to a member of the team to organise this.

Gifts and gratuities

Please note that our teams are unable to accept gifts from patients or relatives.



Items available to you during your stay

In room resources

We have a range of resources available to you during your stay, to help make you more comfortable.

Please speak to a nurse if you would like to access any of the below:

- Multi-lingual resources
- Tablet/headphones
- Digital photo frames
- Radio
- Sensory items
- Communication aids
- Newspapers/books
- Audiobooks
- Easy read digital clock
- Virtual reality sets

Services available to you during your stay

Physiotherapy

Our physiotherapy team will support you to meet your aims and enable you to improve your quality of life in various ways from helping you build confidence, be more independent and by helping you achieve your personal goals whilst taking into account how your symptoms impact what you can do physically and safely. Assessments will be completed before treatment to establish the right support for you. All treatments are adapted to you to allow you to get the most out of your treatment. Physiotherapy can be a huge help to people coping with a long-term illness.

Physiotherapy can involve:

- Managing Breathlessness
- Managing poor mobility
- Enablement
- Pain management
- Acupuncture
- Gentle gym based exercises
- Lymphoedema support
- Chair based aerobic sessions

Falls

Falls account for most patient accidents, so please call a nurse if you have been advised to do so or if you feel weak or unsteady at any time. Never try to walk without supervision if you are unsteady and please bring suitable footwear/slippers during your stay, as well as any walking aids, glasses or hearing aids you have to support with your mobility. Please let the nurses know if you feel you could benefit from a physiotherapy assessment to support with safety, strength and equipment provision.

Occupational therapy

Our Occupational Therapy Team will help you to do the things that you want and need to in daily life. This includes taking care of yourself and helping you meet any goals you might have, and focusses on “What matters to you”. The term “Occupation” is used to define these activities and includes leisure, self-care and work. Independence in these areas can allow a person to feel value in their roles, a sense of identity and a feeling of self-reliance. The Occupational Therapists focus on breaking down the barriers to these “Occupations” be they physical, psychological or environmental and use a wide variety of interventions working directly in partnership with people to achieve goals that are meaningful to them.

Occupational therapy can involve:

- Fatigue management
- Anxiety management
- Creative therapy sessions
- Enablement
- Environment assessment
- Adaptive equipment assessment and provision
- Horticulture and Nature therapy sessions
- Making memory sessions
- Practical problem solving
- Support through group activity

Wellbeing

After being referred to our Wellbeing team, someone will come and meet you to talk about which treatments you could benefit from. Our Wellbeing team are fully qualified therapists who can provide therapies in the comfort of your room to provide a private, comfortable space to relax and benefit from our services. Alongside the use of Complementary Therapies, we also offer beauty therapy and hairdressing services.

How we can support you:

Massage

Gentle repetitive and flowing strokes, create a rhythmic wave of movement over the body which soothes the skin, calms the nervous system and induces relaxation.

Aromatherapy

Essential oils are diluted in carrier oils. Scents of the oils can bring a sense of calmness, reassurance and pleasure. This service can be combined with massage to relieve tension, pain, stress, fatigue, joint stiffness, sleep and nervous exhaustion.

Acupuncture

Acupuncture involves the placing of sterile needles in the skin to improve both painful and non-painful conditions. The acupuncturist places needles along points on the body where, it is believed, they can restore that flow of energy. The needles are safe and painless throughout the treatment. Studies show that acupuncture releases natural chemicals in the body which can relax muscles, and relieve breathlessness and nausea, as well as pain.

Reiki

Reiki is performed while you're fully clothed. The therapist's hands are held slightly above the body, directing the natural energies around you in a simple and calm way and helping to recreate balance between your mind, body and emotions. You would feel a gentle warmth leave the therapist's hands and spread through your body as you lay peacefully listening to relaxing music. Occasionally, you may feel the light touch of his or her fingers, other than that there is no physical contact. Reiki is not faith healing and those who try it need not have any particular religious beliefs. Patients say that Reiki relaxes them and gives emotional and physical release from tension, anxiety and pain.

Relaxation

We have a variety of audio available to help you relax. This can ease anxiety and stress associated with any illness. They can be used whenever you wish, to aid rest or sleep. We provide the audio. We also practice relaxation techniques which use visualisation and gentle breathing.

Reflexology

The application of varying pressure to the feet and or hands to stimulate effects in the associated body parts. Very useful if someone does not want a massage, or if the body part is inaccessible. Reflexology treats the entire system.



Social work

Our social workers are here to provide emotional, practical and social support to both patients and their families. We can work closely with you to help you to understand your needs, and help you navigate any challenges or worries that may arise during your stay. We can help by providing advice and information relating to the non-medical aspects of your life such as welfare benefits, financial and legal matters. We can also assist by liaising with agencies, organizations and services on your behalf.

We may be involved with ensuring a smooth transition from hospice care to home or to another care setting, and that you have the right care in place to support you moving forwards.

Our aim is to help you feel empowered to make informed decisions, enabling you to maintain a sense of control and dignity throughout your care.

Counselling

Counselling is a professional and confidential service that provides individuals with a safe space to explore their thoughts, emotions, and challenges. Guided by a trained counsellor, it aims to help individuals gain insight, develop coping strategies, and improve their mental and emotional well-being. counselling fosters growth, self-awareness, and resilience, empowering people to navigate life's complexities more effectively.

Spiritual care

You may have worries, concerns or questions; perhaps about your illness or your hopes and fears for yourself and your loved ones and would benefit from talking to someone about it. Our Spiritual Care team of chaplains specialise in pastoral care and seek to give support through compassionate listening and are willing to journey with those affected by terminal illness. We understand that everyone has a spirituality but not everyone expresses that through faith, however our team will also support any religious/belief needs that you have

Bathing service

We understand that as someone becomes less well it can become harder, and more unsafe for someone to bathe or shower at home. Our bathing service offers patients the chance to safely enjoy a relaxing bath in the comfort of our spa style room, where mood lighting and music is available. Our friendly bathing staff will be on hand to assist you with as much or as little help as you require.

Therapy dogs

We often have therapy dogs visit us on the In Patient Centre – a different kind of St Luke's volunteer!

Lunch club

Our lunch club offers the opportunity for patients, and their loved ones should they wish, to leave their rooms and have lunch in a separate dining room. The sessions are facilitated by a volunteer as well as housekeeping staff and the Therapy team are on hand also.

Hospitality

Our Catering team provides freshly cooked meals and snacks for all tastes and diets, including those guided by religious, cultural or medical conditions such as diabetes, allergies and gluten intolerance. Please see your in-room Menu for more information.

Our meals can be adapted for those patients where swallowing and digestion is more difficult and we can and we can also make occasional 'special meals' on request – please speak to a member of our Hospitality team to request this.

Hospitality staff will be available to serve breakfast at a time that suits the patient. Lunch is served in two sittings at 12:30pm and 1:15pm and dinner at 5pm and 5:45pm. Orders will be taken prior to each service from that day's menu. Drinks are served throughout the day and night as needed.

We want our patients to enjoy their food and if there is something different that they would prefer, we always try to accommodate any requests.

Relatives and visitors can also order food to eat with their loved ones but we ask that meals are paid for at reception by 11am for lunch and 4pm for dinner sittings. Your receipt should then be passed to a member of hospitality who will place your order with the kitchen. **Please note, if you are a resident visitor then you will not be charged for your food.**

Our Coach House Café is open Monday to Thursday, from 11am to 2pm, at our Ecclesall Road South building offering hot and cold drinks, cakes and light lunch meal deals.



Pharmacy

The Pharmacy team are available on the In Patient Centre Monday-Friday and consist of a Pharmacist and a Pharmacy Technician. They are here to make sure that all of your prescribed medicines are safe, effective and available to you. Shortly after you begin your stay on the In Patient Centre, the Pharmacy team will visit you to obtain an accurate list of your medicines. This is so that the clinical team on the In Patient Centre can make safe changes to your medicines that you haven't tried before.

Whilst you are staying with us at St Luke's Hospice there are several ways that Pharmacy can support you with your medicines:

- Prepare your discharge medications
- Large print labels for your medications on discharge
- 'NOMADs' (also known as monitored dosage systems) on discharge
- Green Cards – act as a reminder of your medicines and inform you when to take them
- MAR Charts – these are usually supplied if you have carers that help you to administer medications
- Answering any questions that you may have about your medicines
- Removing "Click-locks" from bottles to make them easier to open

We can also offer a variety of counselling relating to medicines, including, but not limited to:

- How to use and look after your inhalers
- When to take your medicines
- How to take your medicines
- What your medicines are for

We will encourage you and those closest to you to be actively involved with your treatment discussions and plans.

We do ask that you allow staff to give you your medicines when you are admitted to St Luke's Hospice. However, it is possible for you to continue to use the following items yourself:

- Creams/ointments
- Eye drops
- Inhalers
- Creon - a medication that need to be taken with meals/snacks

If you are interested in these services, please inform a Nurse.

Mail

You are able to receive mail to St Luke's whilst you are an inpatient. Your mail will be delivered to our main reception and will be distributed to you during your stay by a member of the team.

• In Patient Centre (IPC) Reception

Our IPC reception team are available seven days a week, from 8am to 7.30pm and can support you or those closest to you, with any questions you may have.



Our gardens and garden room

We have a beautiful garden at the rear of the hospice which is a lovely tranquil space available to all patients and visitors. The therapy team may take you outside for some of your therapy intervention or you can book the Garden Room for a family occasion.

The Garden Room is a beautiful space within the gardens where you can spend some time away from your room with your visitors and can enjoy the gardens and its wildlife. Access to the gardens for you and your visitors is via a lift, if you would like to access the gardens please ask the nursing team for a fob which will allow you access in and out of the building. You will also need to request a "nurse call" fob for you to use in case you need any help while you are outside. If you need a wheelchair, the staff will be able to arrange this for you. The gardens also allow access to the gardens at our Ecclesall Road South site.





Infection control

Handwashing

We encourage everyone at St Luke's to handwash frequently. Visitors are asked to handwash on arrival at our main reception and we have hand-gel dispensers situated both in and outside each room, along with sinks inside each rooms.

Isolation and transmission-based precautions

Sometimes, when a patient is known or suspected as carrying a germ that could infect others, additional precautions may be put in place. The most common of these precautions are known as "isolation" and "transmission-based precautions". These two precautions are linked but distinct from one another. If you are found to carry an infection that could transmit to others, this will be discussed with you by the multi-disciplinary team (MDT).

Going home

All patients admitted to the In Patient Centre are reviewed regularly by one of the hospice medical team. If you have been receiving care for the review and management of your symptoms, we will start to discuss going home at the most appropriate time, this is generally after a 1-2 week stay with us.

When being discharged home from the In Patient Centre, many people travel home with a family member or close friend, but if needed we can order an ambulance or taxi to support you, depending on your needs. Equipment, care and onward referrals are made and assessments will be completed to ensure you are well enough to go home and that you understand the next steps in your care.

Our Pharmacy team will ensure that you have a seven day supply of medication to go home with and any items that you will need to help you take your medicines (e.g. oral syringes/ tablet cutters). They will also provide you with a copy of your discharge medication list and make sure that your GP is aware of any changes made to your medicines during your stay at St Luke's Hospice. Any changes or new medication should then be updated on your patient record and you will order repeat medications as you would do normally with your GP surgery.

Once you are home, one of our team will contact you to arrange appropriate follow up.

The patient helpline number is 0114 2357663 and is available 7 days a week 9-5pm should you need to make contact in the meantime. If you need to call, please leave a brief message on the voicemail facility and your call will be returned in a timely manner. If voicemails are left after 4pm, this may be the following day.

Many patients are discharged from our In Patient Centre after a short stay for specialist pain and symptom and management. They then often receive support from our Patient & Family Support service and our Community team.

The logo for St Luke's, featuring the text 'St Luke's' in a pink, rounded font with a small smile-like curve under the 'e'.

← Reception

← Patients' visitor parking

← Drop off point

Information for visitors

Visitors are welcome on the In Patient Centre between **10am and 6pm each day**, with the option for resident visitors available too. Please tell us if you have any special requests relating to your visitors. For instance, some patients who feel very poorly ask us to restrict the number of people coming to see them. Relatives/Carers can chaperone you at appointments and medical discussions should you wish. Baby changing facilities and nappies are available at St Luke's. Please ask a member of the team who can direct you to this.

Getting here

By car

Inpatient visitors will need to arrive at our Little Common Lane site entrance on **Little Common Lane (S11 9NE)** and use the car park outside our Reception.

By bus

For those arriving by local transport we would recommend that they use the Journey Planner on Travel South Yorkshire's website: (www.journeyplanner.travelsouthyorkshire.com) which will provide a detailed itinerary including approximated walking time between bus stops. For the destination, they can type in Little Common Lane, S11 9NE.

Should your visitor require a taxi, please ask them to speak to our main Reception who can book a taxi for them.

Relatives and carers who would like wellbeing support can access activities at our **Ecclesall Road South site (S11 9PX)**. Here, they can also visit our Coach House Café, serving complementary drinks and a range of light lunches and cakes to purchase.



Site map

St Luke's is made up of two key buildings. The first is our Little Common Lane (S11 9NE) building, which is where the In Patient Centre is located, and also where our medical clinics take place.

The second is our Ecclesall Road South (S11 9PX) building where the social prescribing activities provided by Patient and Family Support takes place.

We also have a Coach House Café in our Ecclesall Road South building, where patients and relatives and/or carers can visit, offering complementary drinks and a range of light lunches and cakes to purchase. For directions from the main Reception, please ask and they will offer guidance.

Resident visitors

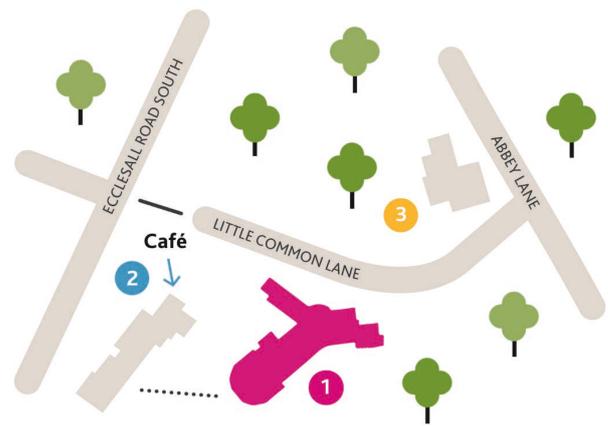
If you have a next of kin or a carer they are able to stay with you, in your room overnight, as a resident visitor. We have beds in each room to allow resident visitors to stay close to you during your stay at St Luke's. Please inform the Nurse In Charge if your next of kin or carer would like to become a resident visitor. There is also a Family Suite which we may be able to offer dependent on availability. This room has a connecting door to your loved one's room. It has a small kitchen area and the connected room has a double bed, separate bathroom area and relaxation space with TV, sofa and balcony access. If you believe you would benefit from the Family Suite, please do speak to a member of the team and they will be able to advise on if it is suitable for you and available.

Who can visit

Children are welcome to visit you, there is an activity area for when you or they need space or time to themselves. Creative and other activities can be arranged in advance, please ask a member of staff to arrange this. We also have a family room available in our Ecclesall Road South Site which has toys, games and gaming console available to use. There are services available to support children, families and friends, please speak to the Nurse in Charge if you would like more information. If you have any pets, these are welcome to visit you. We just ask that you arrange this with your nurse and that the pets are kept under control by your visitor on their visit.

Food and drink for visitors

A visitor food and drink menu should be available in each patient's room, to order food and drink to enjoy in their room. Alternatively, the hospice cafe can be used by visitors between Monday and Friday 1- 2pm. We also have a vending machine in reception, along with a water cooler and hot drinks machine. A selection of cold drinks and snacks are also available by the coffee machine in our reception area which can be paid for at reception or in the 'honesty box'. Our Coach House Café is also open Monday to Thursday, from 11am to 2pm at our Ecclesall Road South Site offering hot and cold drinks, cakes and light lunch meal deals. The walk to the café takes around 5 minutes and is on an uphill incline.



Key to map

- 1 Little Common Lane
- 2 Ecclesall Road South
- 3 Rising Sun Inn
- Footpath

Smoking facilities

Smoking or vaping is not allowed in the building. If you smoke or vape, please speak to a member of the team who can direct you to our smoking shelter.

Support available for families and carers

In addition to caring for you, we care also for your family and close friends. If any of them are having difficulties of any kind, please ask them to talk to us. Initially, they should speak to one of the nurses or the In Patient Centre receptionist.

With your consent, your family or carer will be able to take part in discussions and choices about your care. They can also see and speak to medical staff whenever necessary. We also have a Spiritual Care team who can provide religious or spiritual support to people of all faiths and none. Our Social Work team can provide advice and education and can refer into other services as required whilst our Psychology team can also support your family or close friends, and see them either separately or with yourself.

Your family or close friends can also access social activities at our Ecclesall Road South site through our Patient & Family Support service.

To find out more about the activities available:

Please visit: www.stlukeshospice.org.uk/pafs

Email: pafss@hospicesheffield.co.uk

Call: 0114 235 7650

Feedback and complaints

Please speak to a doctor, nurse or our Patient Experience Lead (PEL) if you have a suggestion or concern regarding our services. We also have a leaflet called 'Tell Us What You Think' or a form is available on the St Luke's website at www.stlukeshospice.org.uk/feedback

During your stay our PEL may drop in a Quality Questionnaire where you can rate our care during your stay and offer any feedback to ensure we continue providing the Sheffield Community the best care possible.

You can also send feedback directly to our governing body, the Care Quality Commission (CQC). To do this, please visit www.cqc.org.uk/give-feedback-on-care, or scan the QR code below.



If you want to make a formal complaint we can provide you with our complaints procedure or if you ever feel your complaint has not been resolved by us you may want to contact the Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.



Sheffield's Hospice

If you have any questions about anything in this pack, or anything else during your stay, please speak to a member of our team who will be happy to help.



www.stlukeshospice.org.uk

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