



Welcome to Les Bourgs Hospice







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We appreciate this can be a difficult time for you and those close to you therefore we have designed this booklet to tell you a little more about what to expect during your stay with us.

Les Bourgs Hospice offers specialist palliative care, 24 hours a day, free of charge, to islanders with life limiting illnesses. The only charges that you will incur whilst with us are from your GP.

We offer care through our in-patient unit and also our day patient unit which is available two days each week.

Our administration, fundraising and retail teams and housekeeping staff work behind the scenes to help us raise the fund needed to run our Services. In addition we get wonderful support from the Friends of Les Bourgs and the general public.

As an independent charity we rely entirely on this generosity and are extremely grateful for this support. Although we provide services free of charge, donations and support with fundraising is always welcomed.

We hope that you have already noticed the warmth of our friendly and supportive staff and volunteers. You will find that they are always ready and happy to help with any requests, so please ask if there is something you require.







Why we are here

Being at Les Bourgs Hospice does not mean that the quality of your daily life should suffer. In order to ensure it remains as high as possible, we can offer extra care by experienced people. Listening to our patients is very important and this is why we involve you, and those around you to develop your own personal care plan along the way.

We strive to create a relaxing and homely atmosphere and we hope you will soon feel this too.

Our highly experienced team of nurses are here to make you feel as comfortable as possible, 24 hours of the day and we are here to offer you and your family the very best nursing and support. We will all get to know one another very well during your stay so please feel free to discuss any concerns, worries or problems with us.

In a bid to continually improve the care and services we offer, we welcome feedback of all kinds.







Your support team

As part of our holistic approach to palliative care, you have the support of a wide range of experienced, professional staff as well as a wonderful team of volunteers, all dedicated to ensuring your needs are met. Our staff always make time to listen and you can rest assured that all medical and personal information will be respected and kept confidential within your care team.

Volunteers

We have many wonderful volunteers who help out on the Unit, bringing you refreshments and meals and helping the nurse with non nursing duties where necessary. You will see them throughout the day and they will be more than happy to stop and have a chat with you or your visitors at any time.

Students

We often have students of nursing as part of our team and are proud to be part of their training and development. We recognise that not everyone will want a student present and we will always ask you if you are happy for students to be part of your care. The choice is always yours.







Accommodation

We have tried to make our seven en-suite bedrooms as comfortable as possible and we hope you will enjoy the tranquillity and fantastic views of the gardens. You have a television with access to Freeview channels, Wi-Fi access and mobile telephones can be used at your own convenience.

There is a nurse call system in place so you can call for someone whenever you need assistance. There is also a hoist system in place in all rooms to ensure safe moving if required and there are several assisted bathrooms if you would like to have a bath during your time with us.

Towels are provided for your stay, but you need to provide your own toiletries for personal use.

Meals

Meals are provided free of charge and usually a cooked lunch is prepared by our staff with a supper prepared by volunteers. There is always a choice of food and portion sizes and special diets can be arranged if required. Refreshments are available throughout the day.

Meal times tend to vary a little, breakfast is served when you are ready in the morning, lunch between 12 and 1pm and supper between 5 and 6pm.

Patients can bring in their own food if there is something particular that they would like to have that we do not stock. Please give this food to the nurses or volunteers to ensure it is stored correctly and labelled for your use. If you have any specific dietary requirements or preferences please let a member of staff know and we will try to accommodate this.







The sitting room

You will find a small lounge and tea and coffee making facilities and a fridge which you and your visitors are welcome to use at any time.

We would like you and those close to you to treat Les Bourgs Hospice as if it were your own home, so please ask us if we can do anything to improve your stay with us.

The daily papers are usually found in this room should you wish to read them and this is a good room for entertaining visitors if you wish to have time away from your bedroom.

This room can also be used for visitors to stay overnight, it has a sofa bed and tea and coffee facilities which are available to visitors if required.





Patient Feedback

**We welcome your feedback on our
Services and facilities .**

How are we doing?

Dear Patient and family,

Your thoughts and comments are very important to us. Your response will help us to improve our service to you and others. Please take the time to respond to the following statements and return to us or leave in the suggestions box in reception.

	Excellent	Good	Fair	Poor
Staff introduced themselves and kept you Informed				
Nursing Care was given with courtesy and respect				
Nurses explained all procedures in a way you could understand				
You felt included in the decision making about your care				
Staff provided you with the privacy you needed				
Your room was clean and comfortable				
The food was good and variety was offered				
The times of meals were appropriate				
Overall rating of your experience at the Hospice				

Did the room have everything in it that you required?

Were there any activities/hobbies we may have been able to provide?

Were you fully aware of GP charges at admission?

Please use the space below to tell us anything else that you think could improve the service

Any additional comments

Name and contact number (optional)

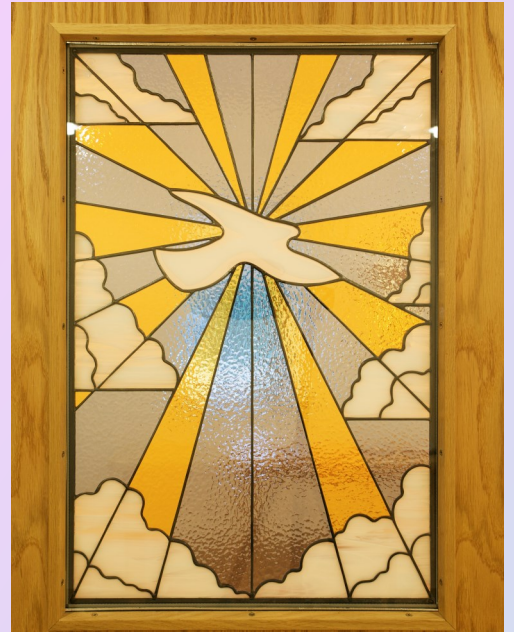
We may ask you if you would allow your comments to be posted anonymously on our website in the future—if you do not want this to happen please indicate this by ticking this box. ☐

We wish you all the best for the future and thank you for your comments

Thank you for taking the time to complete this form, please now pull it from your booklet and hand it to a member of staff or put it in the suggestions box by the exit if you wish it to remain anonymous.

For internal use only

<i>Seen by hospice director?</i>	
<i>Details of any action taken:</i>	
<i>Name:</i>	<i>Date:</i>
<i>Signature</i>	



The chapel

The chapel is situated at the far side of the Day Hospice and accommodates formal services as well as being a place for contemplation, reflection and private worship for anyone wishing to use this facility.

This area is also very peaceful and tranquil and overlooks the gardens, it is set a little way away from the working parts of the Hospice and is therefore a great place for quiet contemplation if needed.

Spiritual needs

Members of our volunteer chaplaincy team would be willing to see you at any time and we welcome visits from your own faith leader. Pastoral care is also on offer to you and if you have no faith but would like an independent listening ear, spiritual support or guidance please speak to a member of staff who will be happy to arrange this for you.



Visiting



Visiting hours at Les Bourgs Hospice are flexible depending on your wishes and condition and these can be discussed with our nursing staff. If possible try not to visit at meal times, if you arrive at meal times please check with the nursing staff before visiting a patient.

Visitors are asked to notify staff when arriving and leaving and to sign in and out of the visitors book on reception. If they would like to call you they should use the main telephone line 251111 and they will be put through.

Les Bourgs Hospice is on Bus Route 61 if you are travelling by public transport and has parking on site if you are visiting by car.

If your treatment allows it is possible to arrange for your family or friends to take you out for a few hours during the day—this can be arranged with your nurse who will advise on the best time.

Children are also welcome to visit if accompanied by an adult. Care needs to be taken near the pond if they go into the garden.

If family pets come to visit, please arrange visits with the nurse in charge and ensure that dogs are kept on a lead at all times.

GPs

Your GP will be informed upon your arrival and will attend to check you in. Our nursing staff will work closely with you GP throughout. The In-Patient Unit nursing team will liaise with any other health professionals when necessary. If you should require emergency medical treatment you may be transferred to the Princess Elizabeth Hospital. You will be asked to bring any medicines and your health card number with you. **Doctors charges for visits will continue to be your responsibility.**







Day Hospice

The day hospice is open two days a week and is there to provide a social and enjoyable day for patients, involving social contact, mental stimulation and holistic care, whilst also offering relief, rest and support for carers and family members.

The day hospice patients have the opportunity to take part in varying activities, if they wish to do so, including gardening, arts and crafts, music therapy, bingo and quizzes.

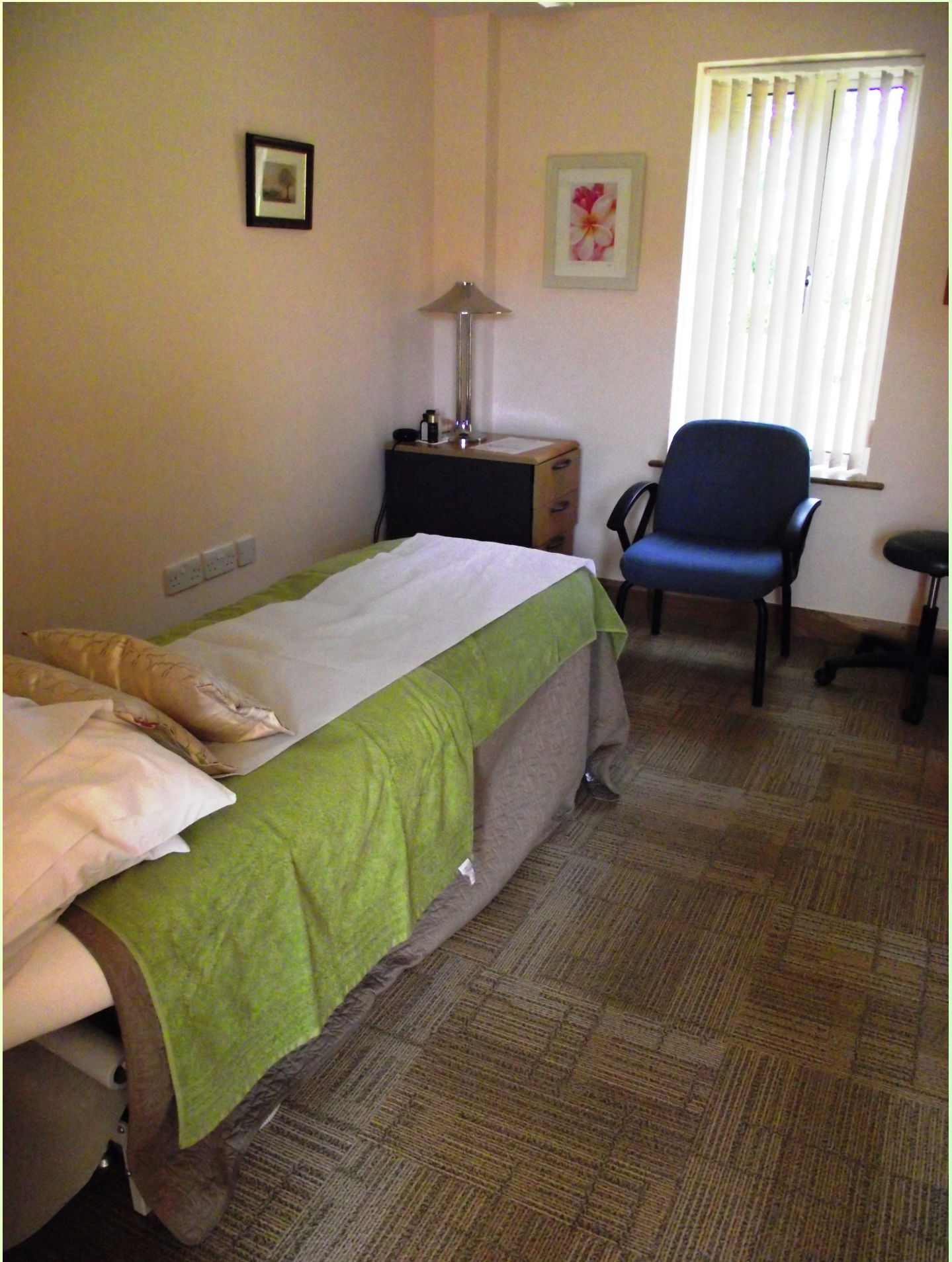
Complementary therapy is also available with patients enjoying reflexology, massage and Reiki treatments in the relaxing therapy rooms.

Once a week we also have a service given by a different religious Denomination.

The day hospice patients are given refreshments throughout the day, a three course lunch and home made cake in the afternoons.

The day is organised by qualified nursing staff and supported by the volunteers.







Therapies and complementary therapies

Complementary therapy is also available with patients enjoying Reflexology and massage in the relaxing therapy rooms or in patients own rooms.

A range of therapies are available. If you would like to receive any of these, a nurse will arrange an appointment with our therapist for you.



General information

Meals for Visitors

Refreshments are available to visitors and there is a tea and coffee making area in the sitting room where visitors can prepare drinks and they can also store food and snacks in a dedicated fridge. If your visitors wish to bring in food they can do so, we will try to arrange any heating that is required, but this will depend upon staff availability, so cold food is better if possible. We can also offer Food from Friends which is made for visitors by volunteers and this usually comprises of soup and deserts, please ask what is available.

Gardens

Our gardens can be accessed at any time and most areas are suitable for wheelchair users. Outside your room you will find a small sheltered area with seating provided for you and your visitors to use whilst enjoying the garden. **Children using the gardens should be supervised by an adult at all times.**

Laundry

We will provide you with bedding and towels. The washing of personal items of clothing is not offered by the Hospice and arrangements will need to be made with your family or carers for these to be done.

Wheat-bags

We are unable to allow the use of wheat bags for patients due to Health and Safety, but can provide heat pads if they are required, please ask a member of staff.

Flowers

We are delighted for you to bring flowers into the Hospice for your relatives and friends but we do ask that you refrain from bringing in strongly scented flowers as they can be overpowering in the bedrooms and so many people are allergic to the scent.



Smoking

- Please be aware that there is a smoking area for patients use only. Family and friends are required to leave the premises if they wish to smoke.
- The patient smoking area is to the rear of the garden and open to the elements and is therefore not always safely accessible.
- To reduce risk to other patients and staff, patients are not permitted to smoke on their patios.
- Staff are not always available to take patients to the smoking area or stay with them. There is a call bell system but it may be necessary for patients to make arrangements with their family and friends to help them go outside to smoke.
- Nicotine replacement therapy is available to all patients and we would advise that if you will be reducing your nicotine intake during your stay that you make use of this.
- If you would like to use an e-cigarette during your admission please discuss this with the nurse in charge.
- To discuss anything further please call the nurses on 251111 or email nurses@lesbourgs.com.

Valuables

We would encourage you to bring in a little as possible by the way of valuables, but we can keep small items and small amounts of cash safe for you, so please let us know if you would like us to do this for you. We cannot accept responsibility for the loss of such items.

Personal Belongings

Les Bourgs Hospice cannot accept any liability for any personal property which is damaged while you are in the Hospice. We strongly suggest that all valuable items such as glasses, hearing aids and contact lenses are covered by your own insurance during your stay. If a hairdryer is required during your stay please can you bring one as we are unable to provide them. The hairdryer will be tested for electrical safety by the Hospice prior to use.



Additional facilities

Wi-Fi is available throughout the building. Books, puzzles and games are also available upon request and we have games for children if required. More information about our facilities, the services we offer and our fundraising activities can be found on our website at:

www.lesbourgshospice.org.gg

The Wi-Fi network name is Les Bourgs Hospice and the password is lesbourgs1234

Costs

All of our In-Patient Unit services are offered free of charge in line with all of our other services offered, however all donations are gratefully received as we rely on donations to fund the care we offer. Many private health care schemes will make an 'ex-gratia' payment to Les Bourgs Hospice for In –Patient care and if you would like us to help you apply for this, please speak to a member of our administration team.

Visits from your GP will be charged to you as may some of the therapies on offer such as Chiropody treatment.

Private Health Insurance

If you have Private Health Insurance it may be possible to claim whilst you are an in-patient to help towards any costs that may occur as part of your stay.

Entertaining

If you wish to celebrate a special occasion or if you have a large number of guests and wish to eat together it may be possible to have a Take Away meal in our Day Room with prior arrangement of the staff. This area has a dining table and a seating area where groups of visitors can celebrate within the Hospice with the patient.

Legacies

Fundraising is a crucial part of the ongoing work of our volunteers. Without it we could not provide the support we do for our patients and their families. A substantial portion of our income each year is made up of legacies left to the Hospice. These generous gifts make a huge difference to our work and help us to help others. Leaving a gift to us is simple and it doesn't have to be a huge amount; any and every gift will make a difference to our future. If you would like more information about how to leave a legacy or amend your Will to help the work of the Hospice please speak to your advocate or visit our website at: www.lesbourgshospice.org.gg for more information. Thank you





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