



Registered Charity number: 1044816

WELCOME

To Butterwick Hospice

A warm welcome to Butterwick Hospice. My name is Allana and I'm the Director of Care. Whether you are reading this booklet as a patient or those close to them, we hope that you find the information both helpful and informative.

Here at Butterwick Hospice, staff and volunteers work as a team to provide care and support to manage symptoms, maintain dignity, respect independence and enhance quality of life.

If you have any questions about your care, please don't hesitate to ask a member of the team to speak to me.

Butterwick Hospice is not part of the NHS but all our services are free of charge. We receive just under one third of our funding from the health service, so as a local charity, we rely on the generosity of the local community to maintain our Hospice services.

If you'd like to contact me, please ask one of the team members.

A handwritten signature in black ink, appearing to read 'A. Allana', written in a cursive style.

Director of Care



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Our Mission

To improve the quality of life for those who have a life limiting illness, and their families to offer positive support for every challenge they may encounter during their illness. To see death as part of life's journey.

Our Values

Butterwick Hospice is proud to work in and with our local community to continue the pioneering work of Mary Butterwick OBE, providing compassionate, dignified care and support where it is needed the most.

- Care
- Compassion
- Dignity
- Support
- Community

To be successful we need to live by our core values: be honest and act with integrity, share generosity of spirit, be team players, to show respect and to be caring and responsive to need.

In terms of values, we are:

- Embedding them into our care pathways and services
- Making them clear so that everyone understands them
- Translating them into specific operating principles, by incorporating them into recruitment and appraisal processes
- Making them part of a code of conduct so that they are endorsed
- Communicating them often
- Leading by example

Admission

The patient is the focus of our attention from the moment they arrive.

Our team of Nurses and Health Care Assistants work with the patient, their family, and other healthcare professionals to ensure they have a full picture of the needs and wishes of the patient and their family.

All patients are assessed for suitability for admission by a Clinical Nurse Specialist before they are welcomed to Butterwick Hospice.

Our main entrance for our Adult Inpatient Unit is to the rear of the building and is clearly signposted. Please use this entrance when visiting the unit.



Our Team

The Care Team includes Specialist Palliative Care Nurses, Nurses, Health Care Assistants (HCA's), Physiotherapists and Complementary Therapists. Our Family Support Team is on-hand to offer counselling and support. They all work closely together and during your stay you will meet many Hospice staff members who are skilled and knowledgeable.

All staff and volunteers wear name badges and will introduce themselves to you when you first meet. A member of the nursing team will be responsible for planning your care. The nurse in charge each shift will be identified on the staffing board on the unit. Staff wear different uniforms according to their role, please refer to the uniform board for details.

All staff and volunteers have been carefully recruited to ensure they are suitable for their role. They have undergone a Disclosure and Barring Service (DBS) check and recognise the need for strict confidentiality.



Butterwick Hospice Services

Inpatient Unit

We aim at all times to provide you with a restful environment to receive personalised nursing care, tailored to your needs. Within this Hospice environment the team will ensure you and your family feel safe.

All our single bedrooms on the Adult Inpatient Unit have en-suite facilities, access to a private garden and plenty of space for visitors. Exterior areas are accessible for both independently mobile patients and those who require the assistance of a wheelchair or are restricted to their beds.

Friends and family are welcome at any time and we do not have restricted visiting hours. We do ask visitors to be mindful of other patients and may need to limit numbers, at the discretion of the nurse in charge.

We have a number of fold out beds that can be made up, should a loved one wish to stay overnight – just ask the nurse in charge.

Establishing your needs on admission is a priority, so that we can help to bring relief and comfort as soon as possible. This will involve our nursing staff, but also draw on a wide range of services from our allied health professional team.

During Your Stay

Catering

Our Catering team provides a quality homemade service for patients, speaking with them directly and trying to provide exactly what each patient wishes to have, whilst taking into account dietary requirements.

Refreshments, snacks, and light meals are available 24 hours a day – just ask our staff. Any specialist diet, allergy or sensitivity will be catered for.

Refreshments for Visitors

Snacks, sandwiches, and cold drinks are available in our Café area. There is a refreshment bay on the Inpatient Unit with tea, coffee and biscuits. There is also cold and iced water. Make yourself at home.



Falls Prevention, Safety and Possible Use of Bed Rails

Some patients are at risk of falling due to illness, frailty or medication affecting their balance. Bed rails can be used to reduce the risk of falls; this will be discussed on admission and only used with full consent.

Reducing Trips, Slips and Falls

It's really important that we prevent slips, trips and falls where possible. There are many factors that contribute to the risk of falls:

- Poor mobility
- Poorly fitting footwear
- Confusion and agitation
- Continence problems
- History of falls
- Medical conditions
- Poor vision or hearing
- Poor nutritional status
- Emotional distress or depression
- Medication known to affect balance or perception
- Some combinations of medicines
- Inability to exercise, or weight loss
- Environmental hazards / inadequate mobility aids

Our aim is to reduce the incidence of patient falls, and we all have a part to play in this. Please help us to reduce your risk of falling:

- Tell staff if you feel anxious about moving around
- Use the nurse call bell to ask for assistance if you want to move around
- Be careful when standing up or getting out of bed
- Don't use furniture, such as bed tables, to help you stand up
- Wear lightweight shoes or well-fitting slippers – not socks
- Use a walking aid if you have one
- Listen to advice given by the nurses, doctors and physiotherapists

Syringe Drivers

The clinical team may suggest the use of a syringe driver to control symptoms. It is a small battery powered device used to deliver medication over a 24 hour period. A full explanation will be given and your consent obtained if this treatment is required.

Visiting Information

We can usually make arrangements for your pet to visit you, please speak to a member of the team for more information.

Toilet and baby changing facilities are provided adjacent to the reception area and in the Inpatient Unit visitor facilities. For infection prevention purposes, visitors are asked not to use the patient toilets.

For security purposes, all visitors must sign in and out at reception. Our main reception doors will be locked at around 5pm, however our AIPU doors will remain open for visitors.

Overnight Visitors

Overnight visitors to the Hospice are welcome, but to ensure the safety and smooth running of the Unit, we would respectfully ask for your co-operation in following these guidelines.

Who Can Stay Overnight?

We have a small number of fold-up beds that can be made up in the patient rooms or in our family areas as appropriate. Bedding will be provided.

Any relative or friend can stay, however they must be fully independent as staff are not able to provide physical care for visitors.

Children under 18 are not permitted to stay unless accompanied by a responsible adult. Due to limited space available for people to stay, we would normally advise and respectfully request that only one person stays.

Smoking and Vaping

The Hospice is a no smoking site. As such, visitors are not permitted to smoke or vape anywhere on the premises.

Whilst we cannot restrict your movement in and out of the building overnight, we ask that you try not to leave the patient's room between the hours of 7pm and 7am without informing a member of the nursing team.

Security

Keeping our patients and staff safe at night is a priority for us. We politely request that overnight guests respect our security measures by:

- Informing staff each night that you intend to stay
- Not leaving internal and external doors wedged open
- Not leaving the building without informing the staff on duty
- Never admitting anyone else to the building

Personal Property

Due to a shortage of space in and around a patient's bed, we would ask you to keep your own property to a minimum. No property or bedding should be left in our Family Room as it is regularly used by visitors during the day. The Hospice can accept no responsibility for property and valuables belonging to visitors.

Checking Patients Overnight

It is normal practice for our night staff to check on patients at regular intervals overnight. If you are remaining in the patient's room, staff will try to inform you of what to expect. Should you have any concerns regarding your relative, please use the nurse call bell to alert staff.

Useful Information

Alcohol

You are welcome to enjoy an alcoholic drink either with a meal or at night time. The team will advise you if it is safe to drink with your medications, as some do not mix well with alcohol.

Baths

Patients have access to our whirlpool bath facilities, just ask a member of our care team if you would like a bath.

Celebrations

Patient celebrations such as birthdays and other special occasions are very much encouraged. All patients have access to our multi-faith Chapel, which can be used for religious services. Please speak to staff if you would like to arrange to celebrate an occasion.

Comments and Complaints

We are committed to ensuring that patients receive the best possible care and so we would like to know what you think we do well and what we can improve on.

We are always pleased to hear feedback from patients and families about the Hospice and share all compliments with relevant departments.

From time to time we use quotes anonymously, in our feedback and promotional information.

We would be most grateful if you could please complete a short feedback survey. Please ask one of the nursing team to bring it to you.

Sometimes we don't get things right for patients or their families and it is equally important for us to hear this feedback. If anyone has concerns about the standard of care or any aspect of the Hospice, please follow these steps:

1. Discuss the issue with a member of the clinical team in the first instance. There is a nurse in charge on every shift.
2. Ask to speak to a member of the Senior Leadership Team.

Please ask for a copy of our Complaints Policy.

Enquiries

Our care team are on hand for any enquiries that our patients and their loved ones may have regarding the Hospice or the services we offer. Please don't hesitate to ask a member of our care team if you have any queries.

Fire Safety

All areas of Butterwick Hospice Care are equipped with an automatic fire detection system and the building has been constructed to the required standards. All staff and volunteers receive training in fire procedures on a regular basis.

The fire alarm system is tested weekly. If the alarm sounds at any other time our fire doors will close automatically and staff will take responsibility for patients' safety. Staff will assess all risks and take appropriate action and unless there is immediate danger, we ask that you remain in the area where you hear the alarm, until given instruction by a member of the Hospice team.

The fire assembly points are:

Outside main reception

Once at an assembly point you must remain there until an instruction to return is issued. The instruction must be in person from the duty manager, nurse in charge or the operations manager.

Gardens

Our garden areas around the Hospice are maintained by a team of volunteers with a passion for the outdoors.

Many of our inpatient rooms open onto a private patio for patients and visitors to enjoy. There is also a courtyard area accessed from the main reception and café.

Infection Prevention Control

Patient safety is a priority at Butterwick Hospice and we work hard to ensure that our infection prevention and control practice is of a very high standard.

We are very aware of the vulnerability of patients and aim to reduce the risk of infection to a minimum. We ask everyone for their help in this - hand washing is the single most effective way of preventing the spread of infection. The use of hand gel is also encouraged and we politely request that all visitors use the hand gel provided at each patient's bedside. Visitors with respiratory or gastric symptoms may be advised to avoid visiting in the short term. The nurse in charge present on every shift will advise of any specific change to regulations that patients and visitors need to be made aware of.

Parking

Vehicles can be parked outside the main reception area.

The Hospice does not accept any responsibility for damage or theft of vehicles parked within the grounds.

Quality of Care

We are registered and inspected by the Care Quality Commission (CQC). We are assessed by a team of inspectors for the CQC on an unannounced basis and the findings of each inspection can be found on the CQC or Butterwick Hospice website and in reception.

We are continually seeking to maintain and improve the high standards of care that we provide for our patients and families. We undertake regular formal audits of our work and we ask patients and families to complete our satisfaction surveys.

To find out more information about the CQC or to contact them directly, please see address below or visit their website.

Care Quality Commission
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: 03000 616161

www.cqc.org.uk

Reflection Room

Our Hospice has a multi-faith Chapel in the main reception area that is open to use from all patients and members of the community. Please ask our care team for further information.

Safeguarding

Patients in our care are recognised as being vulnerable adults. In order to protect our patients from harm, all members of clinical staff and volunteers undergo a Disclosure and Barring Service check (DBS) to ensure they are eligible to work with vulnerable adults. Any concerns around the wellbeing of individuals will be promptly acted on following Safeguarding Policies and Procedures.

Volunteers

Whichever part of the Hospice you are in, you may meet a volunteer. Our volunteers are involved in lots of areas at Butterwick Hospice Care and they help to create a relaxed, friendly atmosphere.

All our volunteers are fully aware of the need for confidentiality.

Fundraise For Us

Organising an event or doing an activity for Butterwick Hospice is a great way to have a fun time with friends and family whilst raising much needed funds for the Hospice.

We provide free holistic and palliative care for people with life-limiting conditions and rely on our community to support us as we need to fund 70% of our work.

We can only continue to provide our services free to those in need thanks to people like you. All your fundraising efforts are greatly appreciated.

Whatever you decide to do for Butterwick Hospice we will support you every step of the way...



Shop With Us!

Donating goods is a popular and very helpful method of supporting the charity. Each year, Butterwick Hospice receives over 1 million items that we sort and where possible recycle and sell on through our high street shops, eBay or retail events.

We are very grateful for the support we receive through donations of goods as they provide a means of raising the money we need to maintain the high standards of care provided by Butterwick Hospice.

We have shops located across Teeside and County Durham. Pop into your local shop, recycle your pre-loved, good quality items, have a browse and pick up a bargain!





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