

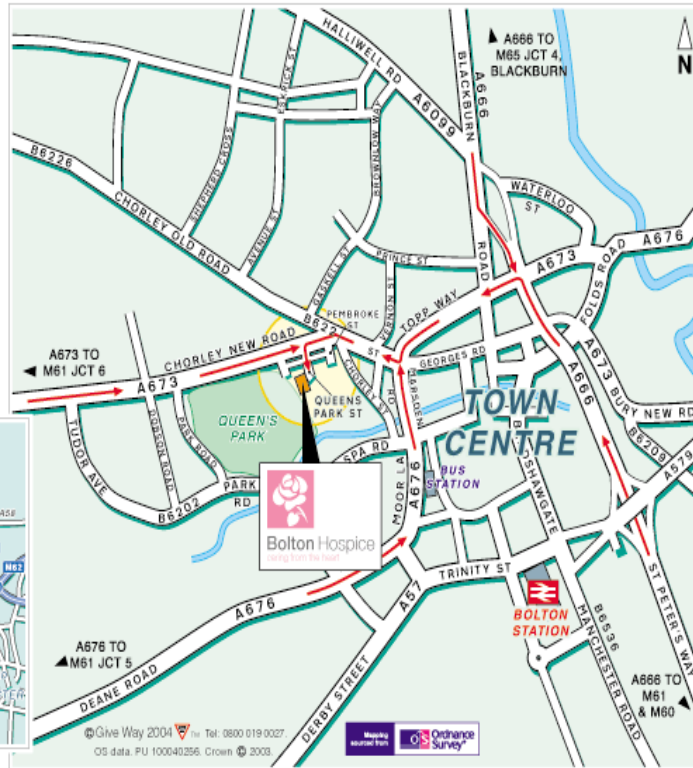
***If you require this leaflet in an alternative format or language
please speak with a member of staff***



Bolton Hospice
caring from the heart

Bolton Hospice Ltd
Queens Park Street
Off Chorley New Road
Bolton BL1 4QT

Tel: 01204 663066
Fax: 01204 663060



For further information contact:

Bolton Hospice
Queens Park Street
Chorley New Road
Bolton
BL1 4QT

Tel: 01204 663066

Fax: 01204663060

E-mail: admin@boltonhospice.org
Website: www.boltonhospice.org.uk



Bolton Hospice
caring from the heart

General Information

PATIENT INFORMATION LEAFLET

Review: April 2012

What is a Hospice?

A hospice provides palliative care for people with advanced incurable life-threatening illness; mostly but not exclusively people with cancer.

Bolton Hospice extends this care to adults who live in Bolton regardless of background, religion or culture.

The Hospice is not part of the NHS but works closely with hospital and primary care services. It is partly funded by the NHS but also has to rely on charitable fundraising.

What is palliative care?

Palliative care focuses on the problems that arise from serious progressive illness; attempting to maintain well-being, quality of life as far as possible, and independence despite advancing ill health.

The physical, psychological, spiritual and social effects of the illness are dealt with as well as the general support of the family and other carers.

been resolved in this way, please inform the Chief Executive personally or in writing and she will deal with the issue. A copy of the complaints procedure is displayed.

Resuscitation Policy

Unlike a hospital, Bolton Hospice does not provide full resuscitation on site. Clinical staff are trained in basic resuscitation techniques, i.e. support of breathing via a mask, or mouth to mouth, along with external cardiac compression. This would be followed by emergency transfer to the Royal Bolton Hospital via 999 ambulance.

Many patients receiving care from Bolton Hospice have advanced terminal illness, and in the unlikely event of sudden collapse due to the stopping of breathing or the heart, resuscitation as outlined above would probably be ineffective, do harm, or not be wanted by the patient.

The medical team may discuss this issue with you, and will be happy to speak to you or your family about this matter if you wish after reading this information.

A copy of the Hospice Resuscitation Policy is also available for you to read if you wish. The issue of resuscitation does not affect in any way the care, support or treatment that is offered to any patient. It is only one small part of our total care.

Bolton Hospice is committed to the excellent care of patients and good communication with them and their Carers.

Volunteers

Volunteers work within the hospice, helping patients by providing refreshments or simply a friendly welcome. They can be recognised by their blue tabard aprons.

All volunteers are carefully selected and understand the need for confidentiality.

Smoking

The Hospice has a no smoking policy which applies to patients, relatives and members of staff.

The policy recognises the needs of patients who smoke and designated areas are provided on the ward and within Day Unit.

Visitors and staff are not allowed to smoke in any area within the hospice building

Complaints

Bolton Hospice tries to offer as good a service as possible to patients and families; we welcome any comments or suggestions you may have about your care. If you have any concerns please speak to a member of staff, if these are serious the senior nurse on duty will become involved.

We prefer to know about your concerns, so they can be dealt with properly. If you have cause for complaint and you feel that raising the matter informally is insufficient, or if you feel that your complaint has not

What services are provided?

Services are split into four main areas:

- ❖ Patients are admitted as in-patients to the ward which has 14 beds. These patients may have problems with pain or other symptoms, they may need a period of assessment or rehabilitation, or they may be reaching the end of their life.
- ❖ Patients may attend the Day Unit for a few hours each week. This provides a day out, is a break for carers and enables the patient to receive regular review of their illness.
- ❖ Out-patient clinics provide regular review by one of the medical team
- ❖ Hospice at Home nursing service cares for patients who wish to be cared for at home. The nurses work closely with the District Nurses.

Each of these services is described in more detail in separate information leaflets

Who is included in the Hospice team?

The Hospice is a team of skilled professionals who contribute in varying amounts to the care of patients:

Nurses	Complementary Therapist
Doctors	Diversional Therapist
Physiotherapist	Social Worker
Occupational Therapist	Chaplain

These are supported by catering staff, housekeepers, the administration team and many volunteers who all make a vital contribution to the care and support of patients and carers.

When is a patient 'ready' for Hospice care?

Hospice care is very positive and focuses on living with advancing illness. Any patient who is struggling with problems arising from their illness may benefit from referral, this may be at any time from diagnosis to the end of life. If you believe that you may be helped by the hospice, speak to your GP, District Nurse or hospital doctor.

How are patients referred to the Hospice?

The hospice accepts referrals from General Practitioners or hospital doctors, however, the District Nurse, Macmillan Nurse or other carers may be the first to talk to you about referral. A member of the hospice team may contact you or your carers to discuss how best you might be helped.

Although a patient or carer cannot refer themselves, informal visits are welcome and are a good way of finding out more about the hospice service. A visit can be arranged by ringing the hospice.

Communication with patients

Bolton Hospice is committed to openness and honesty when caring for patients and relatives:

- patients who wish to know more about their condition will be given information in a sensitive manner
- The wishes of those patients who don't want to know details of their condition will be respected
- The permission of the patient will be obtained before information is given to relatives or Carers

Patients may inspect their written hospice clinical records if they wish. This would normally take place with a senior nurse or a member of the medical team.