

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



**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](mailto:admin@boltonhospice.org)  
Website: [www.boltonhospice.org.uk](http://www.boltonhospice.org.uk)**



**Bolton Hospice**  
caring from the heart

# Inpatient Unit

## PATIENT INFORMATION LEAFLET

Review: April 2012

## INPATIENT UNIT

Bolton Hospice has a ward with 14 beds in single rooms for those patients who need inpatient care.

The ward is comfortable, friendly and more informal than a hospital ward, whilst providing clinical care of a high standard.

### Who needs admission?

Admission is offered for those patients who:

- have medical problems which are not responding to care at home
- need a period of assessment or rehabilitation
- are perhaps reaching the end of life and are unable to remain at home
- are more appropriately cared for in the hospice than in hospital.

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 building

### Concerns about care

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 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.

## STUDENTS

The hospice believes that it is important to educate and help others gain the skills of palliative care.

Both medical and nursing students are offered experience at the hospice. They are closely supervised, will introduce themselves and seek your permission to do anything including observing your care. If you have any concerns about this please speak with any member of staff.

## CATERING

Meals are provided to patients free of charge. The menu is changed daily and individual requirements are discussed each day with a member of the catering team.

All dietary requirements are provided for, the emphasis being upon small, nicely presented, appetising meals.

## Smoking

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

## How are patients referred?

Requests for admission are made by the Patient's GP or hospital doctor, often after discussion with the District Nurse or Macmillan Nurse and with the patient

## How long will I be in for?

The majority of patients stay in the Hospice for approximately two weeks, allowing time for assessment, adjustment of drugs and planning of discharge.

## What shall I bring?

Bring anything you would normally take into hospital including:

- your current medications
- a few day clothes, if appropriate
- night clothes/dressing gown/slippers
- personal toiletries
- spectacles, hearing aid etc

***Please do not bring any valuables or large sums of money as the hospice cannot accept responsibility for loss or damage.***

## Who will care for you?

You will be under the medical care of a consultant, with day to day care being provided by other members of the medical team. Round the clock medical care is provided by a rota of hospice doctors available 'on call'.

Nursing care is provided day and night by a team of nurses.

There are many other members of the team including:

Occupational Therapists  
Physiotherapists,  
Social Workers,  
Chaplain,  
Housekeepers,  
Cooks, etc,

they will introduce themselves and you will soon become familiar with everyone.

## TRANSPORT TO THE HOSPICE

Once admission is arranged if you are able to make your own transport arrangements, we ask that you try to arrive mid morning if possible.

If needed an ambulance will be arranged. This will usually be a morning ambulance which may arrive anytime between 9.00a.m. and 1.00p.m.

## VISITORS

Visitors are welcome at any time within reason. There are no strict rules about the number of visitors but it is important to remember that visitors can be very tiring for the patient, and the needs of other patients must be respected at all times.

Visitors may purchase meals at reception before 11.00am for lunch and before 3.00pm for tea.

If necessary overnight accommodation is available to close family members who need to stay in the Hospice overnight due to the condition of the patient.