

# Wigan & Leigh hospice



*Day Hospice*

**Information**



# Wigan & Leigh hospice

Welcome to Wigan and Leigh Hospice. This booklet has been compiled to provide patients and their families with information about the Day Hospice Unit.

The Hospice is a charitable organisation and care is provided free of charge to all patients.



## **The Day Hospice**

This is a purpose built facility within Wigan and Leigh Hospice. Up to fifteen patients attend on each day it is open. Day Hospice starts at 10.00 am and ends at approximately 3.00 pm.

The philosophy of Day Hospice is to endeavour to help our patients and their carers to live life to the full. We believe in offering a safe, caring, accepting environment in which specialist palliative care encourages and enhances our patients' well-being.

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## **Is Day Hospice suitable for me?**

If your General Practitioner, District Nurse Team Leader or member of the Hospice Team refers you for Day Hospice, you will be visited at home by a member of the Day Hospice Team. They will meet with you and your carer and will carry out an assessment to see if this service is suitable for you.

If appropriate you will be invited to attend and experience what the service has to offer. It will also allow you to meet other members of the team and to meet patients with similar problems to yourself.

## **How long can I attend?**

In the first instance you will attend for an agreed period of time, normally three months.

Throughout this period your specialist palliative needs will be monitored and reviewed regularly in consultation with yourself. At the end of that time a decision will be made about your continued attendance.



## **Transport**

Ideally, you should provide your own transport to and from Day Hospice. However, if this is difficult for you we will provide transport using our volunteer drivers. If for any reason you are unable to attend, it is very important that you let us know as soon as possible so that transport arrangements can be cancelled.

## **Medication**

On your first visit please bring all medication that you are taking. Whilst attending Day Hospice you are still under the care of your General Practitioner and any medication you are taking remains your responsibility. Please advise Day Hospice staff of any change to your medication. Should the hospice doctors recommend any changes they will contact your General Practitioner who will continue to write all your prescriptions.

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## **Dietary requirements**

Lunch is served at mid-day. If you have any special dietary requirements our catering staff will be happy to help.

## **Cardio-pulmonary Resuscitation**

The Hospice does not have the facilities nor the resources necessary to undertake advanced cardio-pulmonary resuscitation. However, in emergencies, all other appropriate measures will be taken.

## **How much will it cost ?**

The Hospice is a registered charity and all its services are provided free of charge.

The Day Hospice staff will gladly try to answer any questions and concerns you may have.



## What is available?

- the chance to meet other people with similar problems in a safe friendly environment
- the opportunity to discuss your worries or symptoms with specialist nurses, doctors, and other specialist clinical practitioners who liaise with your General Practitioner to achieve control of any troublesome symptoms associated with your illness
- nursing care according to your assessed needs
- diversional activities eg. quizzes, entertainment, demonstrations; for those who wish to participate; there is no obligation to join in if you do not wish to do so
- creative therapies eg. card making, artwork, creative writing
- a range of complementary therapies
- counselling
- relaxation/reminiscence/group work
- hairdressing
- non-denominational communion twice a week
- a quiet room for those who may need a rest during the day
- a smokers room

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## **Standards of care and inspection of services**

The Hospice has a full range of policies and procedures that staff adhere to thus ensuring the delivery of a high standard of care.

In addition the Hospice is inspected every year by the Commission for Healthcare Audit and Inspection (CHAI).

Their report and Hospice policies and procedures can be viewed by asking a member staff. Alternatively the Inspection Report can be viewed on the following website

[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

The Inspection Team are based at:

Healthcare Commission,  
Peter House,  
Oxford Street,  
Manchester M1 5AN

Telephone: 020 7448 9200



## User views

We welcome the views of patients, family members or carers on this leaflet and on any aspect of the Hospice or its services.

This can be done in several ways:

- there are suggestion boxes and leaflets at the Hospice. These are situated in Reception, on the In-Patient Unit and in the Day Hospice.
- if patients are being visited at home a leaflet can be provided upon request. This can be completed and posted to the Hospice or given to the staff member visiting.
- patients, family members or carers can call the Hospice on 01942 525566 and ask to speak to one of the clinical secretaries who will be pleased to receive your comments.

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## Complaints

If you feel you have reason for complaint please speak to a member of staff or a member of the Management Team who will be happy to discuss this with you and hopefully resolve the issue.

If the matter is not resolved to your satisfaction you can instigate the Complaints Procedure.

The Complaints Procedure is displayed around the Hospice or alternatively you can ask a member of staff for a copy.

Formal written complaints should be addressed to:

The Chief Executive  
Wigan & Leigh Hospice  
Kildare Street  
Hindley  
Wigan  
WN2 3HZ

Telephone 01942 525566

Fax 01942 525577



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## Wigan and Leigh Hospice

The Hospice is a registered charity and all the services are provided free of charge. It relies heavily on public contributions to maintain these services. You can help to safeguard the future of the Hospice in one or more of the following ways:

- become a volunteer
- organise or participate in a fundraising event
- make a regular donation
- join the Hospice Lottery
- sponsor a bed
- leave a gift to the Hospice in your will
- join the Business Support Group

If you would like to receive more information on any of the above please contact the Hospice. Alternatively complete the attached slip and return it to the Hospice and we will contact you.

We are indebted to the people of Wigan, Leigh and surrounding districts for their unstinting support.



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Kildare Street, Hindley, Wigan, WN2 3HZ

Telephone 01942 525566

Fax 01942 525577

Registered Charity Number 513400

Company Number 1677155 Limited by Guarantee

Registered Office as above