



Inpatient Unit Welcome Pack

At The Mary Stevens Hospice, we support people living with incurable or life-limiting illnesses to live life to the fullest, however long that may be.

Care - Compassion - Kindness

Charity Reg No. 517656

Welcome to ***The Mary Stevens Hospice***

Our promise to you

Our aim is make sure you feel as comfortable as possible during your stay with us. Our care is supportive and aims to relieve symptoms, improve quality of life and maintain your dignity at all times.

You will be cared for by a team of highly professional and skilled staff with expertise in holistic palliative care incorporating the physical, psychological, spiritual and social elements into an individualised plan of care for you. We do this by working as a multidisciplinary team which includes registered nurses, health care assistants, doctors, physiotherapists, complementary therapists, a pharmacist, a social worker and a spiritual care co-ordinator.

We hope this booklet gives you all of the information that you need to know about staying with us.

“ The Mary Stevens Hospice has been serving the local community for over 30 years, providing specialist care and support for people living with an incurable illness and their families. We believe that every moment matters, and we are here to help you to make the most of every second that you have with your loved ones. When it comes to our services, we always keep three things in mind - **care, compassion and kindness.**





Your Room

En-suite

Our Inpatient Unit has ten individual rooms, with en-suite facilities. For infection control purposes, en-suite facilities are for patient use only. Please feel free to store your personal toiletries in this area. If your room does not have an en-suite, please keep your toiletries in your room.

Bed

Our beds are profiling beds, which means your bed can be adjusted to suit your posture and sleeping position. A member of staff will show you how to operate this yourself, or it can be adjusted for you.

Nurse call button

Your room is equipped with a call button which can be used at any time if you require assistance from a member of the nursing team.

Ceiling hoist

All patient rooms are equipped with a ceiling hoist. This must only be operated by staff.

Personal possessions

We advise that you do not bring any valuable items or large amounts of money into the hospice. If it is necessary to do so, please inform a member of staff who will log it into the hospice safe for safekeeping.

Electrical items

Each room contains a wall-mounted TV. Please do not bring electrical items into the hospice other than a laptop, mobile phone, or tablet.

Your meals

All of your meals are freshly prepared at the hospice, with a choice of meals and snacks available throughout the day. Our menu caters for a range of dietary requirements and cultural preferences, and we are also able to provide meals for visitors.

If you wish to make arrangements for special occasions, such as birthdays and anniversaries, please speak to the Nurse in Charge or ask to speak to the chef on duty.

Laundry

We would be grateful if you could arrange for a friend or relative to take care of your personal laundry. In exceptional circumstances we can do this for you as long as your clothing is clearly marked with your name. We regret that we cannot take responsibility for items of clothing that are lost or damaged.

Wi-Fi

Network: MSH Guest
Password: Caring4Every1

Mobile phones and laptops

You are welcome to use a mobile phone within the hospice, but we request that you respect the calmness of the environment and keep ring tones at a minimum level. Visitors should not use their mobile phone in the corridor.

You may also use your own laptop computer, however, all electrical equipment will need to be checked by our electricians in line with fire safety regulations. Alternatively, we have a laptop that you may be able to use, subject to availability. Please note that due to confidentiality guidelines, patients and relatives are advised not to contact staff via social media.

“

Every time I visit I am surrounded by love, kindness and an understanding of what I am going through.





What to bring with you:

1. Day clothes/shoes
2. Pyjamas/nightwear (including dressing gown and slippers)
3. Underwear/socks
4. Any prescribed and non-prescribed medication
5. Toiletries and personal hygiene products
6. A book, magazine, puzzle book etc
7. Glasses, hearing aids, dentures etc
8. Comb or hairbrush
9. A small amount of money (in case you'd like to buy anything)
10. Advance care planning documents

On-site Information

Security

During evenings and overnight, the hospice operates a security system for the safety of both patients and staff. If you wish to go outside between 8pm and 8am, please notify a member of staff who will assist you. You are free to leave the hospice at any time, but for safety reasons, please let a member of staff know if you wish to do so.

CCTV is active 24 hours a day across the site, but the hospice cannot accept responsibility for any damage to your property.

Fire alarm test

Every Wednesday, at approximately 2pm, we will carry out a fire alarm test, during which the alarm will sound and all fire doors will close. If the alarm sounds at any other time and there is a fire, the nursing staff can guide you and any visitors to a fire assembly point outside, should this be necessary. Alternatively, if it is safe to do so, your visitors can stay in your room with you with the fire doors closed.

Parking

We have two car parks for visitors: one at the rear of the building and one at front (which can be reached via the first left turn after entering the gates). Please do not park in front of the main reception doors as this is a fire exit, and the area is used by ambulances throughout the day.

Post

Any post that you receive will be brought to you as soon as it arrives, and we will handle any letters that you wish to be posted. Our postal address is:

The Mary Stevens Hospice, 221 Hagley Road, Oldswinford, Sturbridge, West Midlands, DY8 2JR

Visiting

Visiting hours are between 11am and 8pm, however there is some flexibility for those individuals unable to visit during these hours. Nursing staff will inform loved ones about the option to stay at the hospice beyond regular visiting hours, including the option of overnight stays.

There is no limit on the number of visitors a patient can receive whilst at The Mary Stevens Hospice, and visitors are welcome to spend time in the lounge or on the patio.

However, staff may ask visitors to leave or alternate with other visitors wishing to see a patient

Overnight visiting

We can arrange for visitors to stay overnight, either in our on-site flat or by resting in one of our recliner chairs. This is subject to availability, so please speak to a member of staff if you wish to arrange an overnight stay.

We also have a cuddle bed, which allows people to lie and spend time together. Please ask a member of staff for more information.



Pets

If you would like your pet to visit you during your stay, please discuss this with a member of staff. We ask that visitors ensure that their dogs remain on a lead at all times, and that they respect all other patients, visitors and staff. At times, the Nurse in Charge may refuse entry to anyone with a dog, based upon the needs of the ward at a particular time.

In the interest of patient safety, certain breeds of dogs are prohibited from visiting the hospice as per the Dangerous Dogs Act. The safety of our patients and staff is paramount. Thank you for your understanding.

Smoking and vaping

The hospice is a no smoking or vaping environment for staff and visitors. Visitors are not permitted to smoke or vape within the hospice or on the patio area. Designated smoking areas for visitors are situated by the car park immediately outside IPU reception and the lower car park. Patients are permitted to smoke or vape on a designated area of the patio, away from patio doors and windows.

Alcohol

Visitors are requested not to bring alcohol for patients without first consulting the nursing staff. Visitors should not consume alcohol or visit the hospice whilst under the influence of alcohol. Visitors who appear intoxicated or present in an aggressive manner will be asked to leave.

Food and drink

Whilst the hospice must adhere strictly to Food Safety Regulations, we agree for items of food to be brought into the hospice under certain conditions. The food must be consumed immediately and while the visitor is present, with all unconsumed food taken away or disposed of by the visitor. Homemade food must not be stored in any of the hospice fridges.

Safe:

Washed fresh fruit, bottles of juice, squash, and wrapped confectionary.

Not safe:

Cooked meats / poultry, eggs / egg dishes, cream cakes, and meat pies.

Bereavement Services

Bereavement support is an important aspect of the holistic care offered by The Mary Stevens Hospice, and our team of staff and volunteers are committed to offering bereavement support that is responsive to the needs of our local community.

We know that for some people, grieving starts at the time of death and for others it starts at the time of diagnosis, and it can impact people in various ways; emotionally, physically, socially and in many practical areas of life.

We recognise and value the support that many bereaved people receive from friends and relatives, however we know that grieving can be an extremely lonely and painful process, even with the support of loved ones.

We offer confidential support to patients and their loved ones throughout their time with us.

Children and Young People's Bereavement Services

We provide pre-bereavement support for children and young people in addition to bereavement care. Please ask to speak to a member of our bereavement team for further information.

Wind phone

Our wind phone is located within the hospice grounds and provides a quiet and reflective space, including for those who are bereaved.



Spiritual Care

Spiritual care can look very different for each individual person and this is what we try to explore at The Mary Stevens Hospice. What is important to you? What makes you 'tick'? What lifts and soothes your spirits? What gives you hope, peace, strength, or meaning? For people who have a faith, this is an important part of their spirituality. However, many people do not have a faith but still have spiritual needs.

Our Spiritual Care Lead, Ruth Radley, and a team of volunteers are available at the hospice most days of the week to support you with your individual needs. The team can arrange visits from different faith leaders, specific rituals and ceremonies as requested.

Our peace room is available for everyone to use, no matter who you are or what you believe. People often share that they feel more peaceful and relaxed having spent some time there. The peace room is used for sitting quietly, listening to music, meditating, reading, lighting candles, and sometimes praying.

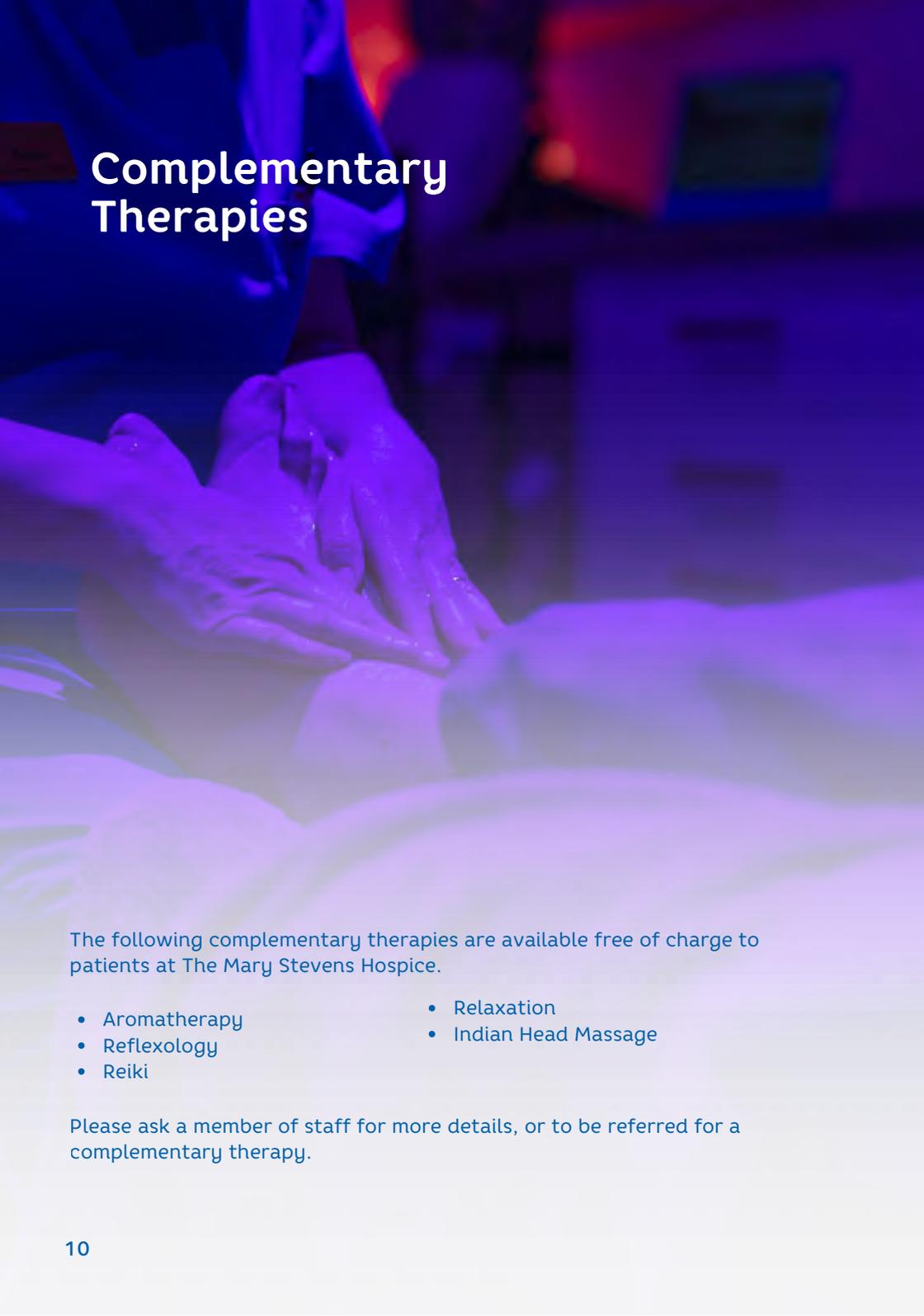
Day Services Unit

The Mary Stevens Hospice Day Services Unit provides comprehensive care, therapy, and support for adults over the age of 18 living with a life-limiting illness. Open Monday to Friday, the unit works closely with community teams to deliver specialised advice, care, and support to those who access our service.

The services and activities offered include:

1. Tailored support addressing individual nursing, medical, psychological, social, and spiritual needs
2. Physiotherapy
3. Complementary therapies
4. Specialist support groups and clinics, such as Fatigue, Anxiety, and Breathing (FAB), Neuro Wellbeing, Art Psychotherapy, mindfulness, and more

Led by Ruth Davies, the Day Services Unit is supported by a skilled team of nursing and allied health care professionals. Please speak to a member of the team for further information about referrals to the Day Services Unit.

A photograph showing a person's hands being massaged by another person's hands. The scene is dimly lit with a strong blue and purple color cast, creating a calm and soothing atmosphere. The person being massaged is lying down, and their hands are the central focus of the image.

Complementary Therapies

The following complementary therapies are available free of charge to patients at The Mary Stevens Hospice.

- Aromatherapy
- Reflexology
- Reiki
- Relaxation
- Indian Head Massage

Please ask a member of staff for more details, or to be referred for a complementary therapy.



Medication

In specialist palliative care it is common practise to use medications outside of their license. This means that the medication is being used in a way that it was not originally intended, for example, for a different therapeutic indication or by a different route. This only occurs in the hospice when there is good evidence or experience to support its use and when there is no suitable licensed alternative. An example of this would be using a medication usually licensed for epilepsy to treat pain.

Medication supply on discharge/transfer

For patients discharged from the hospice, we will ensure that you are provided with enough medication to last for at least seven days.

Use of patients' own medication

If you bring any of your own medication into the hospice, we will ask you if you are happy for us to use it for you during your stay.

We will also ask for your permission to destroy any medication brought in by you that is no longer prescribed or required when you are discharged. This is not compulsory and you do not have to consent to this. However, if you do not consent, we cannot accept the medication into the hospice and it will need to be returned to your home.

We will not use your medication for anyone else.

Please ask a member of the prescribing team or our specialist palliative care pharmacist if you would like more information about any of your medication during your stay.

Hospice Team

The Mary Stevens Hospice is led by a team of experienced senior staff who are overseen by a board of trustees who offer their time in a voluntary capacity.

Chair of Trustees

John Turner

Chief Executive Officer (CEO) and Matron

Claire Towns

Medical Staff

Dr Shamsun Khanum

Dr Alan Pestridge

Dr Sam Spooner

Ward Manager

Andrew Bagnall

Deputy Ward Manager

Epi Pfunde

Head of Nursing

Andrew Kenwick

Patient Flow Manager

Marie Faux

Pharmacist

Julie McCarthy

Medical Secretary

Emma Wright

In Patient Unit (IPU)

Administrative Staff

Ward Clerk

Bev Homer

Stephanie Doyle

Health Care Assistants

Alice, Amanda, Bev, Christine, Dawn, Donna, Japp, Jazz, Jo, Louise, Michele, Michelle, Sophie and Tina.

Registered Nurses (Band 5)

Anna, Amelia, Hannah, Hayley, Lisa, Liz and Tracey.

Registered Nurses (Band 6)

Claire, Donna, Helen, Jo, Kyle and Mandy

Social Worker

Esther Olivier

Spiritual Care Lead

Ruth Radley

Bereavement Services Lead

Kerrie Jones

Physiotherapist

Fiona Bashford

Catering Manager

Csaba Peteri

Head Housekeeper

Maria Heathcock

Estates and Facilities Lead

David Millington



Our Policies

Confidentiality

All information is managed in line with the Data Protection Act and the principles of the Caldicott report. The hospice has a Confidentiality Policy which is available on request.

In the interest of providing the best care, the team have a weekly multidisciplinary meeting to discuss and evaluate care options. It may be necessary to disclose a patient's personal information at these meetings, but only information relevant to providing care is discussed with confidentiality maintained within the team.

We may need to share information regarding your care with external professionals and only with your consent. If you wish to discuss this further, please speak to any member of the clinical team.

Safeguarding

We are committed to safeguarding the wellbeing, health, and safety of all adults and children who receive our services. To report a safeguarding concern, please speak with a member of staff.

Patient rights

Everyone who is cared for at The Mary Stevens Hospice has legal rights which cover quality of care and environment, treatment (including the right to refuse), consent, patient choice, and the opportunity to complain or raise concerns.

Feedback

We value your opinion at all times, and your well being is our main concern. We welcome visitors to add comments and suggestions to the board on IPU. Please ask a member of staff for more information.

Equality, diversity and inclusion

We are dedicated to fostering an environment of equality, diversity, and inclusion, ensuring that all individuals are treated with fairness and respect. We are committed to providing equitable access to our services and promoting a culture where discrimination is addressed.

Our commitment extends to everyone irrespective of age, gender, gender identity, sexual orientation, marital status, family circumstances, race, ethnicity, nationality, disability, religion, socio-economic status, political beliefs, or any other personal characteristic, ensuring that everyone feels valued and respected.

Mental Capacity and Deprivation of Liberty Safeguards

The Mental Capacity Act (MCA 2005) is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment. The MCA also allows people to express their preferences for care and treatment in case they lack capacity to make these decisions.

The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act. They aim to make sure that people are looked after in a way that does not inappropriately restrict their freedom.



How you can support The Mary Stevens Hospice

Fundraising

The Mary Stevens Hospice currently receive just 18% of government funding towards the hospice's annual running costs of £3.4 million a year, and we rely on the generosity of our local community to raise vital funds to ensure that we can continue to provide free specialist palliative and end of life care.

There are many ways you can support The Mary Stevens Hospice. Whether it's hosting your own fundraising event, taking on a sponsored challenge, attending an event, volunteering your time or donating to us, we will be with you every step of the way.

Playing our lottery

By playing The Mary Stevens Hospice Lottery, you help us to continue to provide specialist palliative and end of life care for people in our local community in their time of need.

You can help The Mary Stevens Hospice today by signing up to be included in our next lottery draw. Tickets for our weekly draw can be purchased from our hospice reception, online or from our retail stores and it costs just £1 to play. You must be 18 years or older to play our lottery.

The Mary Stevens Hospice Lottery Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 4987.

Our shops

We have multiple shops across the local area, each offering a diverse selection of high-quality items, including clothing, books, DVDs, CDs, jewelry, collectibles, games, furniture, and white goods.

Our shops play a vital role in fundraising, allowing you to grab a great deal while supporting your local hospice.

Our Stourbridge High Street shop features an upstairs book and media shop, as well as a coffee shop where you can enjoy a cup of tea or coffee, knowing that all profits go directly to the hospice. It is overlooking the high street and free Wi-Fi is available.

For more information about how you can support us, please visit our website or scan the QR code:



Leaving a gift in your will

Writing a will is a very important aspect of planning for the future, ensuring that your wishes are honoured and that your property and assets benefit those you care about.

Many individuals also choose to leave a charitable gift in their will. At The Mary Stevens Hospice, such gifts are vital for us to continue providing hospice care for our community. These contributions account for approximately 20% of our charitable costs, enabling us to offer essential care to patients and their loved ones now and in the future.

We strongly recommend consulting a qualified professional when making or amending your will. We collaborate with local solicitors and will writers to ensure that people's wishes are respected and properly carried out. We also have opportunities throughout the year to create or amend your will at a discounted rate.

If you need to create or update your will, or if you wish to leave a gift in your will, please visit our website or contact us at: info@marystevenshospice.co.uk 01384 443010

We can help guide you in the right direction.





Care - Compassion - Kindness

Main reception / Day Services:

01384 443010

Bereavement Services:

01384 445423

Fundraising:

01384 377778

Lottery:

01384 860011

Trading (shops):

01384 671149

@marystevenshospice



marystevenshospice.co.uk

Charity Reg No. 517656