

FAQ's

Can children visit?

Please speak to nursing staff to agree a plan prior to bringing children to visit. Our Living Well Service has resources and information available to support children and families. The nursing team can provide more information.

Can we bring food for patients into the hospice?

Food can be brought into IPU for the patient to eat whilst you visit. We cannot routinely store or reheat food but please discuss with the senior nursing and catering team if this might be helpful.

How do we manage laundry?

Patients require night clothes and possibly loose comfortable clothing for daytime depending on their situation. Used clothing will be placed in bags for collection and laundering by visitors.

Can the patient's pet be brought into the hospice?

A calm, well controlled small pet can visit where this would benefit the patient. Any pet brought to the hospice must remain with the patient at their bedside on a lead, in a basket or on the visitors lap at all times. Please speak to nursing staff to clarify if this is possible before bringing the pet, to prevent disappointment.

Can we use the hospice grounds?

All patients who can do so are welcome to use the garden spaces and the café when open. Which garden is used depends on the care needs of the patient. Nursing staff can advise on the relevant space for your loved one and can assist as needed, although this may not always be immediate.

Can we have a different visiting plan?

We try to accommodate reasonable requests for alternative visiting arrangements and this needs to be agreed by a member of the senior nursing team who will be happy to discuss this with you.

Can patients be taken off site?

Where able patients are welcome to leave the hospice for short periods and where a patient is getting ready to go home, we actively encourage this. However, in all circumstance a member of the senior nursing staff must be consulted to confirm that the patient is fit enough and where they are being taken is appropriate and that this fits with their care needs.

Can visitors smoke on site?

The hospice and our grounds are a smoke free environment. Visitors who are staying for extended periods are requested to speak to the nurse in charge if this causes any difficulties.

The Hospice of the Good Shepherd

The Hospice of the Good Shepherd is a local independent charity providing end of life care and support for patients, their families and carers living with cancer and other life limiting illnesses in Chester, West Cheshire, Ellesmere Port and Deeside.

Care is provided free of charge to everyone. We are not part of the NHS and receive only 20% funding from statutory sources. We are therefore dependent on the generosity of our local community for the remaining 80% of our funding. This is generated from corporate donations, community fundraising and gifts in wills.

If you would like to make a donation please speak to a member of staff, donate online at hospicegs.com or contact a member of the fundraising team via fundraising@hospicegs.com



Hospice of the Good Shepherd

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HOSPICE
OF THE GOOD SHEPHERD
Registered Charity Number: 515516



 @HospiceGS
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Information for Visitors

Routine visiting hours

Monday-Friday 11am-3pm & 5pm-8pm

Weekends & Bank Holidays 11am-8pm

To discuss visiting outside of these hours please contact our inpatient unit

hospicegs.com

HOSPICE
OF THE GOOD SHEPHERD

We warmly welcome visitors

Welcome to the Hospice of the Good Shepherd. We warmly welcome family members, children and friends of patients staying with us on the Inpatient Unit. Our aim is to enable patients to see as much of those important to them as possible, whilst considering the needs of all patients, staff and visitors throughout the day.



All visitors are requested to park in the large main car park (the red brick side of the building) and use the main entrance to the Hospice, Monday – Friday, 9am – 5pm and inform reception staff whom they have come to visit. Reception staff will check with the ward that the patient is ready for the visit. Visitors will be accompanied to the ward and taken directly to the patient's room.

Between 5pm and 9am, weekends and bank holidays visitors enter the Hospice via the back entrance (the white side of the building) and can park in the small car park just outside the entrance area.

We ask anyone who has mobility issues to speak to the nurse in charge who will be able to arrange access via the back entrance regardless of the visiting time. Hand washing facilities are available at both entrances and all visitors are required to wash their hands prior to entering the ward.



Routine visiting

We have set visiting times to give patients and staff protected time for medical and nursing care. If these times do not work for you one of the senior nurses will be happy to talk with you to identify more suitable times. Our experience and feedback from our patients is that an afternoon break also gives the patient time to rest and recharge.

We can accommodate a maximum of 3 visitors per room at any one time. Visitors are welcome to use the cafe facilities during opening hours (Monday to Friday 1100-1500) and can choose who is with the patient, providing it does not exceed 3 visitors per room. For example, 2 visitors may go to the cafe or wait in a car whilst 3 others are visiting the patient.

Meals are served between 12.30 – 13:00 and 5 – 5.30pm. Our aim is for patients to have the opportunity to eat their meals

uninterrupted, however we are happy to accommodate patients' visitors remaining with them at mealtimes should they choose. If you would like to assist your loved one with their meal you are welcome to do so with their consent and the agreement of the ward nurse. If the patient prefers to eat alone, visitors can move to the café area or wait in the family room.

Visitor conduct

Our staff have a duty of care to patients to protect their safety and wellbeing. Individuals acting in an inappropriate manner may be asked to leave the hospice and the appropriate authorities will be informed if necessary. Poor behaviour resulting from suspected use of illicit drugs or alcohol will result in the individual being asked to leave the hospice.

Special visiting

Visiting a patient whose health is significantly deteriorating, or who is deemed to be in their final days of life:

We recognise this can be an extremely difficult time for patients and families. A senior nurse will discuss how we can best support you on an individual basis with a focus on ensuring families members also take a break and get some rest as well as supporting the patient.

In general, in accordance with patient's wishes there will be:

- ✔ Open visiting times with a maximum of 3 adult visitors per room at any one time. Families will be asked to agree between themselves and discuss with nursing staff how this can best be managed.
- ✔ The Family Room will be available for families not in the patient's room.
- ✔ One overnight visitor can stay in the patient's room. When death is imminent, we can be more flexible.
- ✔ Food can be ordered from the kitchen for up to 2 visitors who are staying with the patient when the cafe is closed. Options and prices are included on the menu and catering staff will explain how payment for this can be made.

Infection prevention

All visitors are requested to wash their hands on arrival and on leaving the hospice. Visitors should not enter the hospice if they are feeling unwell.

Transmissible viruses such as flu, other respiratory viruses, diarrhoea, and / or vomiting can be just as dangerous to hospice patients as COVID -19, and we request that you stay away from the hospice for 5 days after experiencing any of these symptoms.

If a patient has been identified as being in the last days of their life, any visitor experiencing any of the above should phone the hospice and speak to one of the senior nursing staff for further advice about visiting arrangements. Visitors are not routinely required to wear PPE but are welcome to do so if they wish.

The staff on our Inpatient Unit would like to thank you for your understanding and cooperation.



To contact our Inpatient Unit please phone 01244 851091