

In-patient

information leaflet



Your Questions Answered

What part can the Hospice in-patient unit play in my care?

Sometimes it may be necessary for you to come to the in-patient unit, where specialist palliative care services are available. This may be because symptoms are difficult to control at home, for end of life care or occasionally for a planned stay of respite.

How do I tell people that I want to be admitted?

You, or one of your family, needs to advise your Pilgrims Hospices community nurse specialist, GP or district nurse who will ask certain questions to assess that admission is the best course of action. They may also talk to you about other options that might prevent you from needing to be admitted.

How are decisions made about admissions?

All requests for admission are discussed at the Hospice by a team of professionals who have been told about your situation. They will prioritise who most needs the available beds and

make recommendations about your care. Your clinical nurse specialist will advise you of the decision of the meeting.

What happens if I need urgent Hospice admission?

Our aim is to prevent any emergencies developing. However, if an urgent admission is required, we will aim for this to happen within 24 hours. This depends on the availability of beds and staff. Sometimes, in emergency situations, an admission to hospital may be more appropriate. You will be advised if this is the case.

Admissions usually only occur during the day. You may be offered to be admitted to any of the three Pilgrims Hospices depending on the availability of beds.

What happens if Hospice admission is not thought appropriate?

Depending on the situation, your clinical nurse specialist, GP or district nurse may recommend a number of options. They may arrange a visit themselves or with a Hospice doctor or social worker. They may arrange additional care to be provided in your own home

or recommend that you move to a residential or nursing care home or are admitted to hospital.

Who is in the multi-professional team who look after me while I'm an in-patient?

The team is made up of doctors, nurses, physiotherapists, social workers, counsellors, chaplains, complementary therapists and administrative staff.

How long do I stay in the in-patient unit?

This depends on how your condition is. If you are deteriorating and entering the last week or two of life, your stay will continue assuming you wish to die at the Hospice.

If your condition is stable or improving then the multi-professional team will talk with you and your family or carer to prepare you for discharge. If your stay is for a planned respite, the beginning and end dates will be known prior to admission.

Pilgrims Hospices are not places where people can stay for long periods of time. To give you an idea, the average length of stay is approximately two weeks although this is not a rule, some people stay for longer or shorter periods.



What do I need to bring?

You need to bring nightwear, comfy day wear, toiletries and your medications.

What support will my carer or family receive whilst I am an in-patient?

Our aim is to help those close to you, whether family, carer or friends, by offering practical, emotional or spiritual support when needed. They are welcome to approach any member of the multi-professional team who will link them to the colleague who can help.

What if I need additional care when I am discharged?

When additional help at home or a move into a care home is required, this will be discussed with yourself, your carer and family as part of planning your discharge from the Hospice.

When necessary, we will then involve your district nurse and social services to help organise the care you need. As this can take some time to arrange, discussions need to start early on in your stay.

What happens when I leave the in-patient unit?

The multi-professional team will advise your clinical nurse specialist, GP, district nurse and any other professionals involved in your care of your discharge from the in-patient unit in order that they can resume their care for you. A letter will be sent to your doctor explaining any changes to your medication and you are welcome to receive a copy if you would like one.



56 London Road, Canterbury
Kent CT2 8JA

☎ 01227 459700/812612

☎ 01227 812606

Hythe Road, Willesborough
Ashford, Kent TN24 0NE

☎ 01233 504100

☎ 01233 504132

Ramsgate Road, Margate
Kent CT9 4AD

☎ 01843 233920

☎ 01843 233931