



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Donegal Hospice

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Patient and Family Information

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Welcome to Donegal Hospice.

The Donegal Hospice was opened in February 2003. It is an 8-bedded unit. All rooms are single and have en-suite shower facilities, TV, telephone, fridge and CD player/radio.

The Hospice is staffed by a multi-disciplinary team with a focus on specialist treatment and care. Our aim is "to provide comprehensive physical, emotional and spiritual care for individuals and families promoting the highest quality of living during life-limiting illness ..." (Donegal Hospice Mission Statement).

The following information relates to practical issues you may wish to know about. But if something isn't covered, please feel free to ask any member of staff. We're happy to help you in any way we can.

Car Parking

There is free on site car parking for staff and visitors. After 10.00 p.m. the main hospice gates are locked but an intercom is in place in order to gain access. The side pedestrian gate will be left unlocked.

A Free Service

Palliative care is free of charge to all. The Donegal Hospice is funded and managed by the HSE. It receives significant financial support from the Donegal Hospice Voluntary Committee which is a registered charity. Staff are not permitted to accept gifts directly - this is HSE policy. However, if you or your family wish to make a donation to the

Hospice, please call to the Fundraising Office between 9 am and 5pm Monday to Friday, or telephone 074 91 25656.

Visiting

The safety and welfare of our patients is our top priority. Visiting hours are unrestricted. There will be times when a patient is too unwell for a lot of visitors, and visiting will be strictly limited when it is in the best interests of the patient. At times like this, larger family groups are encouraged to use the family room. However, you may telephone the Unit at any time.

Infection Control

Disinfectant hand rubs are available on the premises and you are asked to use these before and after visiting.

If you are unwell, it's best to wait until you're feeling better before visiting.

Smoking Facilities

Smoking is not allowed in this building with the sole exception of the patients. If a patient requests to smoke, this is facilitated in consultation with the staff.

Family Room

We have a Family Room specifically for the use of relatives, carers and friends. There is a selection of books, magazines and children's toys available. This room has comfortable seating, dining and kitchen facilities. The kitchen

is kept stocked with basic tea-making facilities. Light lunches (soup and rolls) are available on request free of charge.

Wi-Fi is available in this area of the building. In "Wi-Fi Settings", just click on "Hospice". (See Leisure Facilities)

Interdenominational Prayer / Quiet Room

The Quiet Room is available to all. We respect all cultures, religious beliefs and none. This room can be used by individuals for quiet contemplation. It is also used for religious services which can be relayed back to a patient's room by video.

Pets

Pets are often very important to some people and it is possible to arrange for a visit. Please feel free to discuss this with the nursing staff so that mutually convenient arrangements can be made.

Personal Laundry

There are facilities for patients' small, personal items to be laundered on site during their stay.

Patients' Valuables

Patients are discouraged from bringing in large sums of money and valuables. However, where this happens, it is either sent home with relatives with the patient's permission or arrangements can be made to place the items in the Hospice safe.

Catering & Housekeeping

You may not always feel up to having a meal at the normal time it is served, so, it may be possible to eat at another time. The staff try to be as flexible as possible. Feel free to just ask for tea/coffee at any time.

Tea and coffee is also available at all times for patients and visitors in the family room and there is also a dispensing machine. A vending machine is also available for snacks and cold drinks.

Catering staff wear white uniforms with navy trim and housekeeping wear blue and white striped tunics.

Chaplaincy

We share the multi-denominational chaplaincy with Letterkenny Regional Hospital.

Clerical / Administration Staff

The clerical staff provide administration support to the entire team.

The administration office of the Donegal Hospice Voluntary Committee is also based in the building.

Day Care Services

This is available to patients at home who have been referred to the specialist palliative care service. It takes place every Thursday from 10.30 a.m. to approximately 3.00 p.m.

This service is organised by the Day Care Nurse. The team includes volunteers, voluntary therapists, a hairdresser, health care assistant and access to clinical therapists.

Mornings are generally the time when hairdressing, beauty and complementary therapies are offered. Lunch is provided, after which the activities may include arts and crafts, entertainment etc.

Day Care closes for the month of August and for a few weeks over the Christmas period.

This service is provided free-of-charge like all hospice services and is fully funded by the voluntary committee.

There is a leaflet about Day Care with this booklet.

Hospice Management

The Donegal Hospice In-Patient Unit is a Health Service Executive (HSE) facility and is run by the Palliative Care Nurse Manager. The HSE is generously supported by the Donegal Hospice Voluntary Committee and the people of Donegal.

Medical & Nursing

The medical team consists of a Consultant in Palliative Medicine and three registrars.

The ward nursing staff are led by Clinical Nurse Managers (CNM) 1 and 2 who wear purple tunics with navy trim.

Staff nurses wear pink uniforms and healthcare assistants wear light blue.

The medical and nursing teams work closely together to provide comprehensive assessment and specialist treatment for a range of symptoms that may impact on your well-being. Their unified approach ensures you receive the best possible quality of care and alleviation of symptoms.

Families and patients work collaboratively with the nursing and medical teams. If you have any questions do not hesitate to approach a member of staff.

Home Care Nurse Service

All patients who are referred to the Palliative Care Service are allocated a home care nurse who is a Clinical Nurse Specialist (CNS). We have a total of six CNSs who cover the county of Donegal.

They are the link between the Hospice and your home. They are specialists who visit you there and provide advice and support on a range of issues e.g. medication, symptom control, psychological or spiritual issues. They are companions on your journey and work closely with your Public Health Nurse and GP.

Pharmacy

The pharmacist is based at the Pharmacy Department in Letterkenny General Hospital but visits the Hospice several times a week. The pharmacist provides a clinical pharmacy service to the palliative care patients in both the Hospital and the Hospice.

The Donegal Hospice operates a "Patients Own Drugs Scheme" where you are encouraged to bring in your own medicines for use during your stay in the Hospice. The pharmacist will go through your medicines with you and your family on admission and again on discharge to simplify complex drug regimes, and will also liaise with your community pharmacist to ensure all medications have been ordered for you on your discharge home.

Therapy Services

An occupational therapist and a physiotherapist provide a service to palliative care patients in the in-patient unit, Day Care and the community.

They are part of the multi-disciplinary team and provide a range of services that are individualised to each patient. The role of the therapy services is to assist each patient in achieving their functional goals and to enhance their quality of life. They aim to increase their patients' ability to carry out day to day tasks, to keep their independence and help them cope with their condition.

Other Facilities

Hairdressing

The hairdresser is available every Thursday in the Hospice, free of charge to patients. Alternatively, an appointment can be arranged on request.

Leisure

We have a selection of audio books available for your leisure. Sometimes when you're poorly, you may not have the energy to read a book but would quite happily listen to a story instead. Audio books are basically books that have been spoken onto a CD or cassette by actors. To listen to a CD, talk to a member of the nursing or care staff.

There are also DVDs available and Wi-Fi facilities.

IPads have been donated and are available for patient use on request.

Audio Books Currently Available

<u>Author</u>	<u>Audiobook</u>
Jane Austen	<i>Pride & Prejudice</i>
Maeve Binchy	<i>The Homecoming & Other Stories</i>
Maeve Binchy	<i>This Year It Will Be Different</i>
Emily Bronte	<i>Wuthering Heights</i>
Agatha Christie	<i>The Blue Geranium (Miss Marple)</i>
James Herriot	<i>If Only They Could Talk</i>
Khaled Hosseini	<i>A Thousand Splendid Suns</i>
Katherine Mansfield	<i>Classic Women's Short Stories</i>
Oliver Postgate	<i>Fawlty Towers - The Second Sitting</i>
Alan Titchmarsh	<i>Funny Anecdotes</i>