



Northern Ireland Hospice

ADULT SERVICES PATIENT'S GUIDE

CONTACT DETAILS OF REGISTERED MANAGER

Mrs Loretta Gribben
Director of Nursing and Patient Services
Northern Ireland Hospice
Whiteabbey Hospital
Doagh Road
NEWTOWNABBEY
BT37 9RH

Telephone 028 90781836
Fax 0289037 1720
Email information@nihospice.org
Website www.nihospice.org

November 2015

1. Introduction	3
2. Vision, Mission, Philosophy and Values	5
3. Respecting patient's rights	6
4. What you can expect from our staff and volunteers	6
5. Providing Information	7
6. Information on accommodation	8
7. Management of Complaints and Concerns	9
8. How to contact the Regulation and Quality Improvement Authority	11
9. How to access inspection reports	12
10. How to access the Patient's Guide	12
11. Additional Information	12

1. Introduction

Northern Ireland Hospice (NIH) is a registered provider of palliative care. It was established to provide specialist palliative and end of life care for people with advanced progressive illnesses and to give support to families caring for loved ones both in hospice and at home. It is a place where we put the patient at the front and centre of everything we do. Care delivery patient, families and carer centered. Our team will provide specialist palliative care and advice that supports you.

Most people who use the Hospice spend up to two weeks with us in the inpatient unit, allowing the hospice team enough time to ensure your care and treatment promotes maximum comfort and well being. We will listen, discuss and plan your care with you, respecting your choice and dignity. You and your family will be kept informed about all aspects of your care and in return we invite you to inform us of any comments you have which will help us to continually improve the quality of our service.

The majority of patients referred to the NIH, will receive care from our Community Services who aim to deliver specialist palliative care in your home. NIH Community Services provides three key services to patients, families and carers in their own homes. These vital services can often make the difference between a patient being able to remain in their own home or being admitted to hospital. They are the Specialist Nursing Teams, Hospice at Home and Day Hospice.

Palliative care is defined by National Council for Palliative Care (*NCPC*) “as the active care of patients with advanced, progressive illness. Management of pain and other symptoms, and provision of psychological, social and spiritual support is paramount. The goal of palliative care is the achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.

NIH currently provides specialist palliative care delivered and supported by means of the following services :

- a) In-patient facilities at Whiteabbey Hospital.
- b) Community Services, which include Specialist Community Teams for adults in the Northern, Belfast, South Eastern, and Southern Sector of the Western Trust; Hospice-at-Home Service in Northern, Belfast and South East Trust areas, and Day Hospice in Belfast and Ballymoney, and; Specialist Children's Community Nurses and Hospice-at-Home Services for children across Northern Ireland. Community services are centred at Jennymount Industrial Estate, York Road, Belfast.
- c) A full range of medical and allied health professional services.
- d) Family support, spiritual and bereavement care to families and friends of NIH patients.
- e) Comprehensive training and education programmes.

Our staff have appropriate qualifications and expertise in palliative care. Their aim is to provide the best quality of life for their patients and patient's families, focusing not only on physical care but also on the need for emotional, social and spiritual support. We tailor our services to the individual needs of each patient and family.

There is no charge for hospice care; it is available on the basis of need. We also provide advice to health and social care professionals.

I hope you find this Patients Guide and the accompanying service information leaflets informative, should you require any other information on services please do not hesitate to speak with a member of staff.

My team and I look forward to welcoming you, your family and friends to the Northern Ireland Hospice Adult Services.

Loretta Gibben.

2. Vision, Mission, Philosophy and Values

NIH's **Vision** is that *palliative care services of the highest quality will be readily available to all adults, children and young people in Northern Ireland who require them, with commitment amongst all stakeholders for the continued advancement of knowledge, skill and care in the palliative care field.*

In pursuit of this vision NIH's **Mission** is *to provide a range of holistic in-patient and community specialist palliative and rehabilitative care services (for children, young people and adults) , in an environment of learning and research, enabling individuals with life-threatening and life-limiting illnesses and their families to maximise the quality of their lives.* In so doing NIH will provide leadership and support for the development of generalist palliative care services, in partnership with local communities and health and social care organisations, to improve access to services and enhance professional skills and understanding in the practice of palliative care.

NIH is and will remain committed to a **Philosophy** of care which affirms and values the uniqueness of each individual, promotes and develops a multi-disciplinary approach, recognises that needs change throughout illness, creates and maintains a safe, secure, caring environment, promotes choice, and supports the family throughout the illness into bereavement. We will ensure open, two-way communication with those who use our services and encourage their participation in the development of our services.

NIH is also committed to demonstrating the following **Values** in all aspects of its work – our approach will be:

Personal

Affording due and equitable attention to the individual and diverse needs of each of our patients, family members, carers, volunteers, staff, and supporters.

Passionate

Affirming the individual and organisational commitment to the highest standards of care and excellence in all that we do.

Professional

Applying appropriate skills and experience, in an ethical and/or responsible manner as each situation demands, to ensure the best possible outcomes for all concerned.

Pioneering

Constantly striving for innovative and creative solutions to old and new challenges.

3. Respecting Patient's Rights

- ◆ The Hospice will respect and respond to your need for dignity, privacy and spiritual support at all times.
- ◆ Your religious and cultural beliefs will be respected and responded to at all times.
- ◆ You will be involved in decisions regarding your care and will be given clear explanations of your condition and treatment, investigation or procedure proposed, including risks and alternatives prior to receiving treatment.
- ◆ Your expressed preference for future care and treatment options will be respected including your right to register an advance directive to refuse emergency resuscitation. We will respect your wish to die in a place of your own choosing as far as is practicably possible.
- ◆ You may express your feelings and emotions about your approaching death in your own time and in your own way.

Should you require any help to exercise your rights, you should speak with a member of the clinical team who will support you with your choices.

4. What you can expect from our staff and volunteers

- ◆ To have those caring for you to be professional, sensitive, skilled, caring and honest.
- ◆ You and your carers and visitors will be treated with courtesy and respect at all times by hospice staff and volunteers.
- ◆ To have things explained to you tactfully, with sensitivity and in terms you can understand.

- ◆ To have the right to be referred to a health professional you consider acceptable and to seek a second opinion if you wish. To request this you should speak with a member of the nursing or medical team at any time.
- ◆ The hospice will endeavour to respect your preference for being cared for/treated by female/male members of staff, however this will be within the constraints of the service and may not always be possible.
- ◆ To ensure that you are free from pain and discomfort as far as is practicably possible.
- ◆ To act as your advocate should this be necessary.
- ◆ To ensure that you will not be left to die alone unless you so request.
- ◆ To investigate areas of concern you, your relatives or carers may have about your care.
- ◆ To ensure that your choice to partake or not in clinical staff training is respected.
- ◆ To ensure that your choice to give or refuse valid consent to take part in research is respected.

5. Providing Information

You, or your designated next of kin where appropriate, have the right to:

- ◆ Expect that your confidentiality with all aspects of your care including your health record is respected by all hospice staff and volunteers.
- ◆ Expect all staff who meet you face to face to wear name badges.

- ◆ Have any proposed treatment, including any consequences and alternatives, clearly explained to you before you decide whether to agree to it.
- ◆ Have access to your health records, and to know that everyone working for the Hospice is under a legal duty to keep your records confidential. It should be noted that at times it may be necessary to share information with other agencies involved in your care, however you have the right to object to the use and disclosure to other agencies of confidential information that identifies you.
- ◆ Refuse to have your health record used for the purposes of clinical audit and quality improvement, this can be done by letting the nurse or doctor caring for you know that you refuse.
- ◆ Have any complaint about your care speedily and thoroughly investigated and to receive a written reply from the appropriate Director or the Chief Executive.
- ◆ Support in contacting the Registering Authority if necessary. We will ensure that an indirect member of the team will assist you to do this at your request.
- ◆ Give consent to take part in research or training or to withdraw at any time. You should discuss this with the nurse or doctor caring for you during the course of your stay with us.

6. Information on Accommodation

The Adult Inpatient Hospice is a specialist unit with 17 beds, comprising of two single en suite rooms , 1 single bedroom and four large single sex rooms with three beds in each and one two bedded room, all set in homely and relaxed surroundings. Patients have access to a separate sitting room in our Day Hospice and gardens. Facilities for personal care include access to our shower rooms. Personal care is also provided privately at the bedside for those patients unable to access shower rooms. We always try to promote privacy and dignity. Patients are allocated to rooms on basis of need and where possible choice.

7. Management of Complaints and Concerns

- ◆ Northern Ireland Hospice aims to provide all our patients carers and families with a quality service. In most instances we succeed, but occasionally things can go wrong and people may wish to complain about the service provided.
- ◆ A Patient Information leaflet entitled “How to Make a Complaint or Concern has been developed and must be freely available in all departments to inform patients and the public how to complain.
- ◆ Any person wishing to make a complaint/concern will be treated with dignity, courtesy and respect and given appropriate information on how to make the complaint.
- ◆ Complaints can be made either verbally, in writing or through a third party.
- ◆ All complaints will be treated confidentially.
- ◆ Any member of staff within Northern Ireland Hospice receiving a complaint must notify the Director of Nursing and Patient Services by completing the Complaints Record Form, (Appendix 2 Complaints and Concerns Corporate Policy).
- ◆ As there is a mandatory and strict time limit for responding to complaints, it is essential that complaints are acted upon without delay for investigation. All complaints must be acknowledged within 2 working days, with the outcome of investigation fully responded to in 20 working days.
- ◆ If there is to be any delay in responding to a complaint, the complainant must be notified regarding the reason for this and informed when they can expect to receive a detailed reply.
- ◆ Resolution at local level must be attempted in all cases of complaint.

- ◆ All documentation regarding each complaint must be discoverable.
- ◆ At any stage, a meeting can be arranged with the complainant to discuss their concerns. A home visit can be arranged as necessary.
- ◆ All complaints will be thoroughly investigated, with the terms of reference agreed with the complainant.
- ◆ Northern Ireland Hospice will continue to try to resolve all complaints locally and recommend action plans as necessary to prevent recurrence. If a complainant is not satisfied with the outcome and final response from the Chief Executive they may write to Chair of the Board of Trustees. If the complainant is still not satisfied the chief executive can convene a panel of independent experts to consider the issues and give a judgement. Appendix 5 Complaints and Concerns Corporate Policy). Throughout these investigations, the complainant has a right to seek the help of the Patient and Client Council for advice and support.
- ◆ Independent Reviews are conducted by a convenor and a panel, and they will investigate the complaint and respond to the complainant within a set timescale.
- ◆ If the complainant is not satisfied with the response from the Independent Review, they have a right to consult the Commissioner for Complaints (The Ombudsman) and request a further Independent Review of their complaint.

Time Limits for Making a Complaint

- ◆ Guidelines for people wishing to make a complaint state that complaints should be made:
 - Within 6 months of the event.
 - Within 6 months of the person becoming aware that they have cause to complain.
- ◆ These time limits can be extended if there are good reasons why a complaint was not made sooner.

Complaints Monitoring

Bi-monthly complaints report will be prepared for the Corporate Governance Committee .
This will include:

- A written summary of all complaints received for that time period and responses against policy timeline
- Action taken and lessons learned in response to each complaint received

An annual complaints report will be written covering a breakdown of the types of complaints, comparison with previous years and actions taken as result.

A full copy of the Complaints Corporate Policy is available on request.

8. How to contact the Regulation and Quality Improvement Authority

Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
BELFAST
BT1 3BT

Telephone (028) 9051 7500
Fax (028) 9051 7501
Website www.rqia.org.uk

9. How to access Regulation and Quality Improvement Authority Inspection Reports and other Quality Improvement Surveys.

Patients and members of the public can access further information on patients services including Regulation and Quality Improvement Authority Inspection Reports of the NIH by contacting the Director of Nursing and Patient Services at

Northern Ireland Hospice
Whiteabbey Hospital
Doagh Road
Newtownabbey
BT37 9RH

Telephone 028 9078 1836
Fax 028 90 86 0989

Website www.nihospice.org
Email information@nihospice.org

The Northern Ireland Hospice as a learning organisation is totally committed to education and research underpinning clinical practice. Staff undertake continuous quality improvements to the services through engaging in continuous professional development learning activities, clinical audit and benchmarking of services provided against local and national standards.

10. How to access the Patient's Guide

The patient's guide is available and accessible to patients and the public. A copy is located in the reception area of the inpatient unit and can be made available by asking any member of our staff. This patient's guide supplements individual services information booklets. Difficulties with access to the content of this patient's guide should be raised with any member of staff and escalated to Director of Nursing and Patient Services so as alternative options are explored and resolution identified.

11. Additional Information on NIH Services

Depending on which service you have been referred to you will receive an information booklet containing useful information on our community services, inpatient and day services. Information includes directions on how to get to the hospice, what to bring on admission, information on what to expect when you arrive, accommodation, smoking, telephone access, visiting times, meals, the hospice team, going home, how to make comments on our services and how to make a donation.

We are committed to making patients and families feel comfortable and safe whilst receiving excellent care in our hospice and are happy to discuss any aspect of our service. For additional information on other organisational policies please contact a member of staff who will be happy to help.

Whilst continuing to provide high quality services and information to the public, we would welcome and invite you to make comments on this guide or any other information that is published by the Northern Ireland Hospice.

From time to time we like to consult with patients and family members/carers when new or revised information materials are being prepared, this will be done in a sensitive and professional manner by key individual members of staff.

Next Review Date: November 2016