

West Cumberland Hospital



Happier | Healthier | Hopeful

Welcome to Loweswater Suite

The Loweswater Suite has 4 inpatient beds. The unit offers specialist care to help you deal with problems which can arise when you are living with an advanced life limiting illness. The focus of all treatment and care will concentrate on the impact of your illness on quality of life for you and your family. Palliative care recognises the unique physical, social, emotional and spiritual needs of each patient.

The unit specialises in helping adults with life limiting illnesses. Patients can be admitted for short periods of time to provide relief of pain and other symptoms, or for care at the end of life.

We will aim to

- Make you more comfortable if you have persistent symptoms such as pain, nausea, vomiting, tiredness or difficulty breathing
- Help maintain your independence for as long as possible
- Offer support for spiritual or emotional difficulties, or other questions or concerns
- Support for your family and other loved ones

This care will be provided by a multi-professional team including doctors, nurses, clinical nurse specialists, occupational therapist, chaplain, community nursing liaison, hospice at home nursing and complementary therapy.

Important information

Ward Telephone number: **01946 523036**

Hospital Address: **Loweswater Suite
West Cumberland Hospital
Hensingham Road
Whitehaven
Cumbria
CA28 8JG**

Visiting times

Visitors are very welcome on the unit. We do not have strict visiting hours but would ask that you liaise with the nursing staff around the best times for your visitors to come. Numbers of visitors at a time should be kept to a minimum and all visitors are asked to be respectful of other patients' needs in terms of a quiet, restful environment. Access to the Loweswater Suite is through the Copeland Unit. This is a community



ward for patients recovering from acute illness or for rehabilitation. Visitors also need to be respectful of the needs of the patients on this ward whilst walking through.

Your visitors may be asked to leave whilst you are receiving treatment, eating or being reviewed by medical staff.

After 8.30pm until 6.30 am the original hospital entrance doors will be locked. Access to the hospital during these times is via the new hospital entrance doors.

There are facilities for close relatives of seriously ill patients to stay on the unit overnight by arrangement with the nursing staff.

Meal times

Meal times are:

- Breakfast: 8:00 am
- Lunch: 12 noon
- Tea: 5:00pm

Every day you will be given a menu to complete for the following day's meals. Please let staff know if you have any special dietary requirements. Food safety is a priority; items of food brought from home must be labelled with your name and the date. Please discuss safe storage with the nursing staff.

There are limited facilities within the family room for relatives to make themselves a hot drink or snack. There is a small fridge and freezer available to store food safely for patients.

When you arrive

A member of staff will welcome you to the ward, help you settle in and answer any questions. You will be shown where the call bell is beside your bed. You will be shown the toilet, shower room and family room. We will take your details and begin to plan your care with you and your family.

Any questions

We hope we can make your stay here as comfortable as possible. If you have any questions, please ask a member of staff and they will be happy to help you.

What to do in the event of a fire alarm

Fire alarms are tested each week and patients are given advance notice of this. In the unlikely event of a fire, nursing staff will advise you about evacuation. Please note the fire exits which are clearly marked throughout the ward.

Your Care

Your care, treatment and assessment will focus on your individual needs. The team will work together to ensure that you and your family receive the care and support that you need; allowing opportunities for you to discuss things that are important to you, including your expectation and priorities for the future.

You are encouraged to be involved in planning your care and you are welcome to speak to staff about your care at any time. It is important that you tell staff if you are currently taking any medicines, and if possible bring these medicines with you.

Your carers, relatives and friends

When we say 'carer', we mean the person, or people, that you wish to be informed about your care. This may be a partner, relative, friend, neighbour or an advocate. You will be asked to identify a person who will be the main point of contact for the ward staff.

We realise that your family and friends will want to keep up to date with your condition and progress. However, we will not give out information about your condition to anyone unless you give us your permission. We ask that only your main carer contacts us for information, and then they can pass the information on to other relatives or friends that you are happy to know about your care.

Consent to treatment

You will be asked to give consent for treatment and investigations and for any referrals made to other health or social services professionals. You will also be asked to give consent for staff to share information about your care with your carer.

Consent may be:

Spoken – Saying yes or no to a procedure, Written – signing a consent form

An action – for example holding out your arm to a nurse who is about to take your blood pressure indicates that you are happy to consent.

Identity bands

When you are admitted, you will have an identity band put on your wrist. This will have your name, hospital number and date of birth on it. If you have any allergies the wrist band will be red in colour to let staff know that you have allergies.

Communications and advocacy

If you would like support from advocacy services, please let a member of staff know and they will arrange this for you.

Advocacy is a free service, and an advocate is someone who can speak up on your behalf, or help you speak up for yourself. If English is not your first language we can provide you with an interpreter.

Smoke Free

Please do not smoke in the hospital building or on the grounds. The Trust has a strict No Smoking policy. If you would like Nicotine replacement therapy or help to stop smoking, please speak to staff or call the Cumbria County Council Stop Smoking Service on **0300 013 3000**

What you will need while you are in hospital

Please bring day and night clothing. We encourage patients to wear clothes that you are comfortable in and that maintain your privacy and dignity.

You will need suitable footwear to keep you safe while in hospital and reduce the risk of falling. **Well-fitting slippers or shoes** are recommended.

Please provide your own toiletries and towels, including soap, bath products, shampoo, shaving equipment and products for the care of your teeth/dentures.

You will have a locker by your bed for personal belongings. Please only bring what you need and put your name on things if possible. If you use a walking stick or other aids, please bring this with you.

Miscellaneous

Pets

In special circumstances pets may visit the ward area. This must be by prior arrangement with the nursing staff and they must be supervised at all times.

Alcohol

Patients may be allowed small quantities of alcohol after discussion with medical and nursing staff.

Flowers

Some fresh flowers are permitted within patient rooms; please discuss this with the nursing staff.

Car Parking

Pay and Display parking is available for visitors. A ticket must be purchased and displayed in the car. Disabled parking spaces are also available. There is no charge for blue badge holders

Recreational facilities

Freeview television with integral DVD player and CD player/radios are provided in all rooms. There is complimentary Wi-Fi throughout the hospital for patient use so you can keep in contact with friends and family. To access the Wi-Fi please speak with the staff who will be happy to help.

Any electrical items brought into hospital with you must be checked by the Estates department before use. If you are well enough you can go out with your relatives and friends for a walk or drive – always check with the nurse first.

Infection prevention

We take infection prevention and control very seriously to prevent any health care acquired infections.

Help us to protect you - hand hygiene

All patients, visitors and staff are asked to observe the highest standard of hand hygiene at all times. Ensure you wash your hands:

- Before meals
- After using the toilet/commode
- When they are dirty
- Encourage your visitors to clean their hands
- Ask staff if they have washed their hands

Hand sanitizer/individual hand wipes are available for you to use if you are not able to use a sink.

We ensure our staff follow all infection prevention policies which promote best up to date practice.

- Regular audits/inspections ensure procedures are being followed correctly. Staff training is carried out, recorded and monitored.
- Appropriate use of antibiotics are monitored.
- Patients are screened on admission for MRSA.
- Patients with infections are isolated where possible.

Help us prevent infection

Please ask your visitors not to visit the ward if they are feeling unwell or have experienced diarrhoea or vomiting in the last 48 hours.

Other Services

Hospice at Home	One to one and family support, complementary therapies, home nursing, lymphoedema nurses, financial and benefits advice
Podiatry	A nurse can arrange this for you if you require foot care, or alternatively you can arrange to have your private chiropodist visit.
Dietary Advice	A dietician is available if you need a special diet or would like any dietary advice
Speech Therapists	Speech therapists can help you with communication and swallowing difficulties
Barber/ hairdressers	You can arrange for your usual hairdresser / barber to visit at a pre-arranged, convenient time.
Cafeteria/Coffee Shop	On level 3 of the main hospital
Shop	On level 3 of main hospital / also provide ward trolley

Chaplaincy & prayer

Chaplain visits are made to the ward regularly. Ministers of all religions can be contacted by request. A multi-faith room is available on level 3 next to the hospital shop. A faith box is available which includes books and equipment for use in prayer or spiritual activities.

Money and valuables

Please do not bring large sums of money or valuables such as jewellery onto the ward. If you must bring valuable items with you please let the ward staff know and we can arrange for these to be stored safely.

If you do bring large sums of money or valuables and refuse to leave them in the safe, the Trust cannot be held responsible for loss or damage.

Gifts and donations

If you wish to make a donation to the Loweswater Suite please speak to the nurse in charge.

When you are ready to leave hospital

Please make sure you take any personal belongings home and you and your carers understand any instructions given to you about your care and medicines. Please contact us if you are uncertain about anything or would like your family to be present during these conversations.

Ward staff are also available to listen to any concerns you may have immediately after discharge and will help to signpost you to appropriate services.

Your responsibilities

- Please let staff know if you have any special needs, such as dietary or religious requirements.
- Please provide staff with relevant information about your past medical history, medication or any other treatments and contact details for your carer, relative or friend.
- Please do not smoke in the hospital building or on the grounds.
- Please treat staff and fellow patients with respect.
- Please let staff know if there is a change in your condition or if there are any problems during your stay.
- Recording of staff or other patients including by video or photograph is not permitted while on the ward.
- Please let staff know if you have any concerns so they can address these as soon as possible.

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890**

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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