



Welcome to the
Farleigh Hospice Inpatient Unit



Welcome to the Farleigh Hospice Inpatient Unit (IPU)

Our goal is to help you feel at home and to provide you with useful information that answers some frequently asked questions.

Our team is here to offer you and your loved ones the highest level of care and support throughout your time with us, always treating you with dignity and respect. If there's anything you need or any way we can make your stay more comfortable, please don't hesitate to ask.

If you have any questions or concerns, a member of our team will be happy to help.

WELCOME





Your room and your care

Our IPU offers a calm and comfortable environment, with private, homely rooms designed to meet individual needs. Each room includes Freeview TV, internet access, and an en-suite bathroom. Telephones are available on request.

Every bedroom opens onto a private patio, offering peaceful views of our beautifully landscaped gardens.

Rooms are named after trees, reflecting the natural surroundings and tranquil atmosphere of the hospice.

We care for individuals with a wide range of symptoms and needs, and we also support families and carers - ensuring everyone feels welcomed, informed, and reassured.

A dedicated team will be involved in your care, including doctors, nurses, social workers, physiotherapists, occupational therapists, spiritual care team members, complementary therapists, volunteers, and administrators - all working together to support you.

Our multi-disciplinary team meets weekly to review your care, ensuring we stay closely aligned with your needs. During your stay, we'll create a personalised care plan tailored to you - even down to important things like how you like your tea!

We hope you feel comfortable, supported, and well cared for throughout your time with us.



Your meals

We serve breakfast, lunch, and dinner, with snacks and drinks available throughout the day and evening.

A member of the team will visit you daily to check your menu choices and any special dietary requirements you may have. If there is something specific you'd like that isn't on the menu, please ask a member of staff, and our catering team will do their best to provide it!

The Inpatient Unit kitchen is an area for you, your friends and family to use.

Please feel free to help yourselves to any provisions from the kitchen. There is no charge for these, but any donations are always gratefully received.

Hot and cold food can also be purchased from the Courtyard Café, with a daily menu available on request.

Visitors can order meals by speaking to café staff before 10am on the day.

Meals should be collected from or enjoyed in the café by 1:30pm, with payment made at the Welcome Desk.

Patient safety and staffing

We'd like to make you aware of the patient safety and staffing board located in the central atrium. We hope it is useful for you.

Personal belongings

We encourage you to bring personal items from home that bring you comfort or hold special meaning, as well as any activities you enjoy, to help you feel at ease.

However, we are unable to take responsibility for valuables brought into the hospice. We recommend keeping valuable items at home, or if needed, we can store them in our safe.

Medicines

For most of our patients, nursing staff will administer your medication as it may be reviewed and adjusted as needed. If you would like to administer your own medication, please discuss this with the nurse looking after you who will be happy to support you.



Staying connected

If you'd like to make a phone call, we can provide a telephone for you. Additionally, all rooms are equipped with free WiFi for your convenience. The WiFi code is: 'visitors'

Fire alarm procedure

If the fire alarm sounds, please remain in your room unless instructed otherwise by a member of staff. Our trained team will assess the situation and guide you on the next steps if needed. Your safety is our priority.

Visitors must leave the building immediately using the nearest exit and gather in the car park to the side of the hospice.

If you have any concerns about fire safety during your stay, please speak to a member of our team.

Celebrating occasions

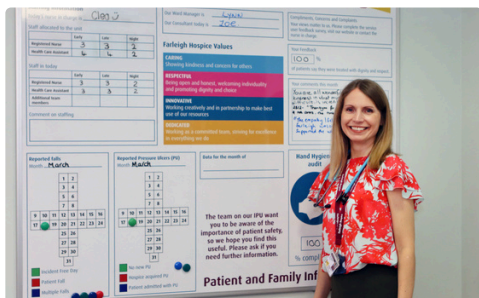
If you have a special occasion you'd like to celebrate during your stay on the IPU, please let a member of the team know – we'll be happy to help make it special for you.



Complementary therapies

Complementary therapy is available to help reduce tension, provide comfort and relief from symptoms, and make you feel more relaxed.

Therapies are offered alongside your usual medical care and include aromatherapy, reflexology, massage and Reiki. If you would more information, please let a member of staff know.





Therapy

Led by our occupational therapists and physiotherapists, our therapy team supports independence, manages physical challenges, and addresses symptoms such as anxiety and fatigue.



Our sanctuary

This is a special place that is always open, for contemplation, tranquillity and prayer or to simply take some time out. It is open 24 hours a day and is available to all patients, as well as family and friends.

Please feel free to visit the Sanctuary at any time. If you would like assistance getting to and from the Sanctuary, please ask a member of staff who will happily assist you.

Family support

Coming into the IPU can bring a mix of emotions and practical concerns that naturally arise with a life-limiting illness.

Our experienced IPU staff are here to support you and your loved ones during this time. However, if you feel you would benefit from a more in-depth conversation, our Family Support Team offers a dedicated ward service for patients and carers throughout your stay.

Our specialist Family Support Practitioners and Counsellor can provide emotional support sessions and may also be able to offer guidance or signposting for financial and practical matters.

This is a focused service available while in the IPU, but if ongoing support is needed, our community-based Family Support Service will be happy to help.





Visiting information

There are no set visiting hours on the IPU – your loved-ones are welcome to visit at **any time**.

However, depending on our patients' needs, the nurse in charge may occasionally ask visitors to rotate or limit the duration of visits.

In certain circumstances, visiting hours may be adjusted to address infection control concerns and ensure the safety and wellbeing of our patients.

Upon arrival at the hospice, we kindly ask all visitors to report to the **Main Reception**.

There may be occasions when visitors are asked to wait in reception, and we appreciate your patience and understanding if this is necessary.

Please note that, due to infection prevention protocols, these guidelines may occasionally change. If you're unsure about any procedures, please don't hesitate to speak with a member of staff for the most up-to-date information.

Overnight stays

In certain circumstances, you may wish to have a relative stay overnight with you—this can be discussed with the IPU staff.

Parking

You may park in any of the designated parking areas. Disabled parking spaces are available in the first bay up the incline.

If the car park is busy, you can use the marked yellow 'blocking-in' bays. If you choose to use one of these bays, please leave your contact details on your dashboard and log in at the welcome desk as usual. As this is a working car park, staff may need to exit bays at any time.

Please do not park on the double yellow lines, as these areas must be kept clear for access.

Children

We warmly welcome children to the hospice. If children are visiting, we kindly ask parents and guardians to be mindful of other patients and families by ensuring children are supervised at all times. Baby changing facilities are available in the reception area—please ask a member of staff if you need directions.



Pets

Your pets are very welcome to visit, but we kindly ask that they are supervised at all times. Please check with a staff member before bringing a pet in, so we can make any necessary arrangements. Pets are welcome in your room and in the Inpatient Unit lounge, but they should be kept away from any food preparation areas.

Smoking

Smoking and vaping are only permitted in the designated smoking area at the rear of the Inpatient Unit. **Please do not smoke or vape elsewhere on the grounds.**

Alcohol

Some patients may wish to have an alcoholic drink on occasion. Please ensure you speak to your nurse in advance.

Infection prevention for visitors

To help keep everyone safe, please follow these guidelines:

Please do not visit if you have:

- Diarrhoea or vomiting (wait at least 48 hours after symptoms stop).
- A heavy cold, flu, chest infection, or recent exposure to COVID-19 (speak to the Ward Manager if an urgent visit is needed).

Hand hygiene

Hand hygiene is key to preventing infection. Visitors are instructed to use the alcohol hand rub provided, ensuring thorough coverage of all areas of hands.

Discharge planning

Farleigh Hospice IPU provides short stay care for patients. The average patient stay on the Unit is 10 days. We do not provide long term Inpatient care but plan discharge in full discussion with yourself and your family, your GP, District Nurse, and Clinical Nurse Specialist, based on your needs.

Feedback

We greatly value any comments about the services we provide. Upon admission, you will be given a feedback form, which can be returned to the hospice staff.

Your feedback is essential in helping us maintain high standards of care, and we are eager to hear from you.

Alternatively, you can complete our feedback survey on our website.

Please visit:

www.farleighhospice.org/feedback/





Memory making on the IPU

While you are staying with us on the IPU, we'd be honoured to support you and your loved ones in making meaningful memories together.

We have a selection of memory-making resources available, to help you capture special moments, or leave messages for those you care about.

Please don't hesitate to speak to a member of the team – we'd be glad to support you and help make this time as personal and meaningful as possible.

Hand and fingerprints

We can help you create a variety of unique keepsakes using your hand and fingerprints.

Options include:

- Keyrings
- Canvases in assorted sizes
- Log plaques
- Scrapbooks
- T-shirts



Each item can be personalised to capture your special memories in a meaningful way.

Hand casts

We can help you create a beautiful handhold sculpture using our hand cast kits - a lasting keepsake to cherish forever.

These can be made with any of your loved ones and can be personalised with paint, gloss, or your own creative touches.



Memory boxes

A memory box is a personal collection of items that reflect your life and relationships - photos, letters, music, or keepsakes with special meaning. It's a thoughtful way to share memories with loved ones, and our team is here to support you if it feels overwhelming.



Willow foundation

We also have luxury gift boxes donated by the charity 'Willow'.

Willow supports young adults specifically, aged 16 to 40, who are living with a life-limiting condition.



Keepsake items

Options may include:

- Writing special cards (i.e birthday, or anniversary)
- Letters to loved ones
- Making jewellery
- Painting memory stones
- Creating memory bears

Voice recording - 'Stories for Life'

We are grateful to have the support of the charity 'Stories for Life' here on our Inpatient Unit.

They offer people the chance to capture their precious memories through audio recordings - creating a treasured legacy for family and friends.

Using specialised equipment, Stories for Life helps record your voice and provides a USB stick to securely store your recording.

Their audio services are completely free, private, and confidential.

- The service is flexible and designed to suit your individual needs.
- Recordings can be made face-to-face or remotely, with the help of professional Audio Engineers from Stories for Life.



Care made possible by our community

Farleigh Hospice is a registered charity that has been caring for local people since 1982.

We provide specialist palliative and end of life care to adults affected by life-limiting illnesses in mid Essex. We also support families and carers, offering guidance throughout their loved one's journey and bereavement support to anyone in our community who needs it.

Our multi-disciplinary teams consist of specially trained doctors, nurses, therapists, counsellors and chaplains. At any one time, they take care of the physical, emotional, social and spiritual needs of over 500 people in our community. This can be in our patients' homes or here in our specialist Inpatient Unit.

As a registered charity, all of our services are provided **free of charge**.

While we receive some government funding, we rely on the generosity and support of our local community to help fund our care through donations, gifts in wills and money raised from fundraising activities.

We employ close to 300 dedicated staff across a diverse range of specialisms, including palliative, medicine, finance, compliance, admin, fundraising and retail. Our paid workforce is supported by over 600 volunteers, who play a vital role in everything we do.

If you'd like to learn more about how you can support us, you'll find the information here: www.farleighhospice.org/support



Or make a donation here:

www.farleighhospice.org/donate





We're here to support you

At Farleigh Hospice, our priority is your comfort
and wellbeing.

If there is anything we can do to improve your
stay, please let us know.
