

St Clare Hospice Inpatient Unit



Welcome to the Inpatient Unit

If you are referred to our Inpatient Unit at St Clare Hospice, you and your family will be well looked after by our compassionate and dedicated team. We offer round-the-clock care, supporting physical, emotional and spiritual well-being.

We will create a care plan tailored to your needs and preferences – including all the finer details, such as how you like your tea!

Generally, you can expect to stay with us for 11 days although this depends on individual needs. Many people are discharged home or to another care setting.

What should you expect?

We've put together this guide to address some frequently asked questions.

Here, you will find helpful information about:

- your bedroom
- our facilities
- food and meals services
- visitor information
- your support team.

With warm regards

The St Clare team

If you want to find out more about how our services might benefit you, or someone close to you, you can call the First Contact team directly on **01279 773774**.

Visit stclarehospice.org.uk to find out more about the services we offer.

Bedrooms

We have eight single bedrooms in our Inpatient Unit – each designed with your comfort and well-being in mind.

Your private room features:

- an en-suite shower room
- a state-of-the-art specialist bed to keep you as comfortable and independent as possible
- a television
- free Wi-Fi
- a landline telephone (on request).

Garden access from your bedroom

Each room opens out onto a private patio area – a serene spot to soak up the beautiful garden views.

Please note that our specialist beds can be taken outside. Your nurse will be more than happy to make that happen on request!

Cleaning

St Clare Hospice has a 5-star rating for cleanliness, awarded by the NHS Patient Safety Agency. Our dedicated team of housekeepers will gladly clean and tidy your room each day.



Additional facilities

At St Clare Hospice, we offer additional features designed to bring you moments of joy and connection throughout your stay with us.

Family Room

Patients and loved ones can relax in our welcoming Family Room with:

- comfy sofas
- a television
- toys and books for young children
- a guitar (some of our talented staff would be thrilled to serenade you)
- access to our beautiful gardens.

Other facilities include:

The Sanctuary – our multi-faith room is a peaceful haven that is always open for prayer, meditation or simply taking some time out to find solace.

Sensory Garden – the ideal spot for quiet contemplation and enjoying the peaceful sounds of nature.

Community Space – join in our activities and connect with other patients.



Jacuzzi Bath – our communal bathroom has a relaxing jacuzzi bath, available on request.



Meals and kitchen facilities

Our skilled catering team takes great pride in preparing fresh and delicious meals for you.

If you have any dietary requirements, or just fancy something different, please let us know, and our chef will happily rustle up your favourite dish.

We provide:

- breakfast
- lunch
- dinner
- snacks and drinks throughout the day and evening.

Please note we also have a vending machine.

Visitor meals

If you have a visitor staying with you overnight, we are more than happy to provide a meal for them as well. Just let our chef know before 11am so we can accommodate them.

Takeaways

Please feel free to order takeaway food from a local restaurant or bring in a meal to share.

Visitor kitchen

Our visitor kitchen is stocked with tea, coffee and biscuits, and you are welcome to use the fridge, microwave and toaster.



Visitor information

Your guests are always welcome! Our open visiting policy means your guests can visit 24 hours a day.

Overnight visiting

If your family member would like to stay overnight, we will always do our best to accommodate them. If you would like to plan an overnight visit, just let the nurse in charge know so we can set up a put-up bed in your room.

Pets

We understand that pets are cherished members of your family too and we love to welcome them to the Unit. We kindly ask that you discuss them visiting with the nurse in charge beforehand.

Young visitors

The Family Room has plenty of games and toys to keep young visitors entertained!





Your support team

During your stay, you will be in the caring hands of our compassionate support team. You will have the opportunity to meet the individual members when you arrive, but for now, here's an overview of some of the wonderful professionals who make up our Hospice team:

- IPU Manager
- doctors
- registered nurses and nursing assistants
- physiotherapists
- occupational therapists
- therapy assistants
- counsellors
- social workers
- chaplain
- clinical nurse specialists

About us

St Clare Hospice is a charity providing specialist palliative care to improve the lives of people living with a terminal or life-limiting illness in West Essex and the borders of East Hertfordshire, including Bishop's Stortford and Sawbridgeworth.

Our approach to care gives patients, and their families and carers, the confidence to cope so that, together, they can enjoy the best possible quality of life, whether at home or in the Hospice.

It costs over £5 million each year to provide our vital services, and with limited NHS funding, we need to fundraise most of this. We therefore rely on our local community to help us raise money each year so we can continue being there for local families facing one of the most difficult journeys in life

If you have any questions, please feel free to contact us at any time



Here
for you




01279 773700 Main Reception (Monday to Friday, 9am to 5pm)
01279 773779 Inpatient Unit Reception
01279 773773 24 Hour Advice Line



stclarehospice.org.uk
Registered Charity No. 1063631

St Clare Hospice

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