Welcome to the Sheffield Macmillan Unit for Palliative Care

Information for patients
Palliative Care
Foreword

Welcome to the Macmillan Palliative Care Unit.

On behalf of the whole team we hope your stay with us will be pleasant, peaceful and beneficial.

What is Palliative Care?

Palliative Care aims to improve the quality of life for people with life-limiting conditions, by addressing their physical, emotional, spiritual and social needs, and by paying attention to the needs of those close to them.

What is the role of the unit?

We aim to provide holistic care to people with physical, emotional, spiritual and social needs. Our team includes specialist medical staff, nurses, an occupational therapist, physiotherapist, pharmacist, social worker, volunteers and has close contacts with the hospital Macmillan nurses and chaplaincy service. We also have access to a range of community services including transfer of care nurses, community palliative care team, day centres and complementary therapy centres.

We do not offer long-term inpatient care, but aim to help with the management of difficult symptoms to facilitate discharge either home or to the most appropriate place of care. We also offer end-of-life care.

We work as a team, and information given to members of staff is shared between team members when appropriate for the good of the patient.
What can I expect?

Even though we are associated to the main hospital, we would like your stay on the unit to be more relaxed and less regimented than on a hospital ward. When you first arrive a doctor and nurse will talk to you and carry out an assessment. This will also give you a chance to ask any questions you may have.

The team likes to involve you, and those close to you, in planning care that is appropriate to your needs. We know that, at times, this can involve having to make some difficult decisions and face difficult issues. We aim to handle these decisions with the utmost sensitivity, and will respect your wish not to be involved, should you wish it.

We have open visiting hours but ask visitors to respect patient wishes on visiting.

We have no set routines on the ward apart from medicine rounds. There is no strict time for getting up, going to bed or having a wash, etc. We will attempt to respect and aid your wishes in these matters. We have both a large bathroom and a walk in shower. This unisex bathroom is available to all patients on the unit for individual use. We have a small stock of nightwear so it would be appreciated if you can supply your own. Please also ensure you have a supply of your own toiletries including deodorant, razors and shaving foam if you use them.

Your ability to mobilise is regularly assessed, and it may be felt that the safest way of transferring you is by using the hoist, which is an electric lifting device. If this is decided then a full explanation will be given.

A doctor will aim to see you every day, and ward rounds with senior doctors are four times a week.

At times due to patient need, it may become necessary to move you to either another room or bay. Thank you for your co-operation in this matter.
When are meals served?

- **Breakfast** is served whenever you wake up
- **Lunch** is served at 12.30pm
- **Dinner** is served at 5.30pm

If you are feeling unwell at these times or are simply not hungry, then please let us know. We keep a small range of snacks and condiments on the unit which are available day or night; these include cereals, toast, a selection of soups and tinned goods, ice cream and yoghurts. In exceptional circumstances we can also order in certain things as part of the hospital snack service.

What facilities are available for patients?

**Refreshments**
A tea trolley is taken round at regular intervals throughout the day, but please ask if you feel like anything at other times.

**Mobile phones**
Patients needing to use their phones are requested to consider other patients within the unit. In the three bedded bays minimal use of mobile phones is acceptable. It is Trust policy that mobile telephones are not charged within the hospital, so please ask one of your relatives to take it home and charge it for you. There is a cordless telephone that enables you to speak to your relatives.

Relatives needing to use their mobile phones can do so in the reception area or outside the unit. This is in consideration of other patients’ need for a peaceful environment.

**Chaplaincy service**
If you would like to see a chaplain at any time throughout your stay, please ask us and we can arrange this for you.
Smoking and e-cigarettes
It is Trust policy that patients and visitors do not smoke anywhere within the Trust buildings, except in designated smoking shelters, in line with European law.

Newspapers
Volunteers are usually available each day to fetch newspapers from the shop.

Complementary therapies
Complementary therapies and support services are provided by therapists from the Cavendish Centre. This service is kindly funded by Sheffield Hospitals Charity.

Oral history project
You have the opportunity, if you wish, to share your life experiences with the Oral History Team. The team will help you to produce pieces of work relevant to your life. Please ask staff for more information if you are interested. This service is kindly funded by Sheffield Hospitals Charity.

Information for visitors
The unit operates a system of open visiting, but asks that you arrange visits amongst yourselves to avoid over-tiring your relative or friend. Within the three bedded bays, please be considerate to other people in the bay.

We ask that whenever possible you nominate one person to phone the unit, and for them to pass on that information to other friends and relatives. This will allow nurses to concentrate their time on giving care.

We can arrange a weekly parking permit for the cost of one day's parking. Please ask a ward clerk or nurse about this.
Toilets and baby changing facilities are available in reception. We welcome children to the unit, but we ask that they are supervised at all times and are as quiet as possible.

We have a cold drinks machine in reception, and hot drinks are available from a drinks machine on the ward.

In special circumstances we have a room available for a relative to stay overnight.

**Huntsman dining room (in main hospital)**
Serves a selection of hot and cold meals, snacks and drinks. Located in the main Huntsman Building: go straight down the main corridor and follow the signs to your right.

**Café (in Huntsman main entrance)**
Serves a selection of snacks and drinks.

**W H Smith (in Huntsman main entrance)**
Offers a selection of sweets, cold drinks, snacks, magazines, papers etc.

**Boots (in Huntsman main entrance)**
Boots is open for the sale of common over-the-counter medicines, snacks and drinks.
Donations to the unit

If you would like to make a donation to help to make life easier for patients and their families staying on the Unit, you can:

- Send a cheque made payable to ‘SHC 5363 Palliative Care Unit’ to:

  FREEPOST RTXX-RSYT-SKSC  
  Sheffield Hospitals Charity  
  Wycliffe House  
  Northern General Hospital  
  Sheffield  
  S5 7AU

  Please include your contact details so your gift can be acknowledged

- Make a card payment by calling the Charity on 0114 226 7351.
- Visit www.sheffieldhospitalscharity.org.uk to make a secure online donation. In the ‘further details’ box please include that you would like your donation to support the Palliative Care Unit.
Further questions or comments

If you have any other questions or worries please do not hesitate to speak to a member of staff. We will be very pleased to help you.

We are continually working to improve our service and ward environment. In reception, there are cards to fill in with any suggestions and a box to put them in. We will acknowledge and follow up each comment to improve things in the future.

Our contact details

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