

Practical support and information for family and friends visiting a patient who is dying

The end of life partnership

01625 666996 (EXTERNAL)

Introduction

We recognise that this is a difficult time for family and friends and we hope that the following information will be useful for you during your time with us. Please be assured that during this difficult time dignity and privacy will be given to you and your loved one.

Palliative and End of Life

Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with advancing incurable illness. It is about making the person as comfortable as possible by controlling pain and other distressing symptoms, while providing psychological, social and spiritual support for the person and their family or carers. This is called a holistic approach, as it deals with the "whole" person rather than just one aspect of care

The term end of life care is used to describe the care given to someone who is likely to die within the next 12 months. This includes people whose death is imminent and therefore expected within a few hours or days. The aim of end of life care is to help a person to live as well as possible until they die, and to die with dignity. It also includes support for families or carers

The Specialist Palliative Care Team

The team provide specialist palliative and end of life care, advice and support to patients and their families. Their contact number is available from ward staff. They will be happy to answer any questions you have.

Rapid Discharge Home

Some people may wish to return home for their final days and hours. If this is something that you or your loved one would like to discuss then please ask the medical or nursing staff on the ward. Staff will try to meet these wishes and will explore the options available. Please be aware that sometimes there may be reasons why Rapid Discharge may not always be possible.

Religious Support

St Luke's Chapel is situated on the ground floor near to reception. It is open to all religions. There is a quiet room near the chapel, where there are prayer mats and Holy books available. If you would like to speak to a leader from any faith please ask a member of staff and they will be happy to arrange this for you.

Visiting

Visiting times vary from ward to ward, so please check with staff the arrangements for each ward. Where someone is nearing the end of life, staff will be flexible about visiting times.

Children

Please ask ward staff for information and times when children may visit

Staying overnight

Please ask a member of the nursing staff about facilities that are available within the hospital for you to stay overnight. Staff will try to accommodate this wherever possible. A list of overnight facilities available on site is held by the hospital matrons and night sisters.

Car Parking

Macclesfield hospital is a pay and display car park. You can purchase tickets before or after your visit. A ticket does not need to be on display in your car.

Prices: up to 2 hours £2.20
Up to 4 hours £4.40
Up to 12 hours £5.50
Up to 7 days £11.00

If your ticket is due to run out you can purchase another ticket when leaving the car park to cover the extra time.

You will be required to input your car registration number into the machine before inserting your money. The pay and display machines accept coins £1, 50p, 20p, 10p and 5p and do give change.

Ward staff are able to issue a free short period ticket at critical times or if someone is nearing the end of life, please speak with the ward sister about this.

Blue badge parking is free and badge holders should give their registration number at the main reception desk.

Restaurant

The restaurant, serving a range of hot and cold food, including snacks, is situated on the first floor of the hospital.

Opening times are: 7.30 am – 2pm

After 2pm there are vending machines with hot and cold food available.

Unfortunately ward staff are not able to heat or provide food for you.

WRVS Shop

The shop is situated on the ground floor at the rear entrance of the hospital. It sells a range of goods including newspapers, magazines, toiletries and snacks.

Opening hours are:

Mon to Fri 8am to 8pm

Weekends 8am to 6pm

There is also a coffee shop situated in the Main Outpatient Department, serving snacks and sandwiches.

Open Mon to Fri, 9am to 5pm

Welcome Desk and General Office

These are situated in the main reception area.
Both are open Mon – Fri 9am – 4pm.

General office 01625 661107
01625 661105

Toilets

These are situated:

- Main corridor ground floor opposite the WRVS shop
- Main corridor near to the restaurant
- Outpatients department at orthopaedics

Cash Machine

The cash machine is free of charge and situated next to the WRVS shop.

Smoke Free Hospital

For the benefit of your health, all Trust buildings and grounds are smoke free. Please do not smoke in any area. If you would like help to stop smoking, please contact 01625 661793 for further information.

Staff

Ward manager	Navy Blue tunic with red piping
Ward Sister/Charge Nurse	Navy Blue tunic with white piping
Staff Nurse	White tunic with blue piping
Healthcare Assistant	White tunic with yellow piping
Student Nurse	Grey tunic
Ward clerk	Navy and white Blouse
Domestic Assistant	Blue polo or teal tunic
Specialist Palliative Care Team	Don't wear a uniform, but will have a name badge

Any questions

If you have any queries or worries or if you wish to make an appointment to see a clinician or specialist nurse, please do not hesitate to speak to the ward staff.

For further information on the references and sources used for this leaflet, please contact 01625 661184.

Comments, compliments or complaints
We welcome any suggestions you have about the quality of our care and our services. Contact us: Freephone: **0800 1613997**
Phone: **01625 661449**
Textphone: **01625 663723** Customer Care, Reception,
Macclesfield District General Hospital, Victoria Road,
SK10 3BL
For large print, audio, Braille version or translation, contact
Communications and Engagement on **0800 195 4194**.

**East Cheshire NHS Trust operates a smoke-free policy
(including e-cigarettes)**

For advice on stopping smoking please contact our Stop Smoking
Service on **0800 085 8818**.

East Cheshire NHS Trust does not tolerate any form of discrimination, harassment, bullying or abuse and is committed to ensuring that patients, staff and the public are treated fairly, with dignity and respect.

