

## Useful telephone numbers

Lourdes Ward is situated on the second floor. To contact the ward directly call 020 8525 6022/6023

St Michael's Ward is situated on the third floor. To contact the ward directly call 020 8525 6020/6021

Debbie Pegram is the Hospice Matron

First Contact Team 24/7 helpline 0300 30 30 400



St Joseph's  
Hospice

# Information for your stay and frequently asked questions

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T: 020 8525 6000  
E: [info@stjh.org.uk](mailto:info@stjh.org.uk)  
[www.stjh.org.uk](http://www.stjh.org.uk)



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## What do I need to bring with me?

- All your medicines which should be in labelled original boxes, bottles or blister packs
- Any dressings
- Any medical equipment you use, for example catheters or breathing machines
- Outpatient appointment letters and transport details
- Night clothes, dressing gown and slippers
- Toiletries, toothbrush, toothpaste, any make up you want to wear, hairbrushes, shaving equipment
- Table top mirrors are provided, please ask a staff member
- Clothes and footwear for during the day. We encourage patients to get dressed if they feel well enough
- A small amount of money as we have a café and we also offer some newspapers
- Any books or magazines you want to read
- You're welcome to bring your mobile phone, laptop or iPad. Please remember to bring any chargers you need. Chargers will need to be checked by our electrician before they can be used
- Towels are provided

## Will you do my loved ones washing?

No, we don't have the facilities to do patients washing.

## What can I do to pass the time?

Each bed has an overhead TV/Radio which is provided free of charge. Wi-Fi is available. We have DVD players, games and books for patient use. We have volunteers on the ward who can spend time with patients making items, painting, reading or talking.

## What is the Volunteers Role?

St Joseph's Hospice is supported by a wonderful team of volunteers, who support all our professional staff. Volunteers work in many areas, directly or indirectly supporting the service.

During your stay you will meet some of our volunteers, they all have an identity badge. All our volunteers are trained, but there are some tasks they are not qualified to carry out, in such cases the volunteer will call for a member of staff to assist you.

## Is there someone I can speak to if I'm worried?

If you have any concerns or worries about what is happening to you please do not hesitate to speak to a member of staff. If they are unable to help you themselves, they will endeavour to find someone who can.

## Can I stay the night?

Yes, however it is not possible for everyone's relatives to stay the night. We only have one overnight stay room, and respectfully request that people only stay overnight when their loved one is unwell or dying. Please discuss this with the nurse in charge.

If you do stay and take any prescription medication, please ensure that you have enough with you. We are **not able** to supply you with medication or food.

## Do you provide meals or drinks for visitors?

There is a visitor's kitchen on the wards and we supply tea, coffee, milk and sugar for your use.

Our Restaurant is open from 07.30 to 14.30 Monday to Friday and serves breakfast and lunch. It is closed at the weekend.

Our café is open 24 hours a day serving a range of drinks and snacks during the day. In the evening it is self-service.

We don't have a hot meal provision after 14.30. There is a microwave in the visitor's kitchen and a wide range of restaurants and a supermarket across the road from the Hospice. Many of the restaurants offer a delivery service.

## Will I need to bring any money?

We strongly advise you not to bring in large amounts of money or valuables. However, we understand that this is sometimes necessary. You will be asked about this on admission and will be encouraged to send the money or valuables home with a relative. If not, they will be listed and locked in the Hospice safe. A receipt will be given and the items will be available during office hours.

**Please remember that unless your valuables are handed in for safekeeping, St Joseph's Hospice will not be responsible for your property during your stay.**

## Where can I smoke?

Due to the risk of explosion and fire we do not permit smoking inside the Hospice building. This includes the ward areas, Day hospice and the Hub. You can smoke in the garden, where there is a smoking shelter.

Relatives and visitors are only permitted to smoke in the smoking area.

## What are your visiting hours?

We have open visiting so you can visit any time. However, to protect the privacy and dignity of other patients we would prefer that you do not visit before 11am.

It is very important for patients to have a quiet environment for sleep.

You may be asked to leave at certain times, so that a member of staff can attend to the patients needs.

Please be aware when personal care is being carried out with patients in our bay areas visitors may be asked to leave in order to protect the privacy and dignity of the patient.

We do have protected meal times between 12.15 and 13.15 and 17.15 and 18.15 where visitors are only permitted if they are helping their loved one with their meal. This can be an ideal time to go and get yourself something to eat or drink.

At times, for whatever reason, a patient may not wish to see any visitors. If this is the case we won't be able to allow you access to them.

If, as a visitor, you have certain health care needs, you need to discuss them with your own GP or temporarily register with a local GP. Any medication you take should be kept on your person. In the event of an emergency we would need to send you to Homerton University Hospital A & E department.

**If you feel the need to be with a patient outside these hours, please discuss this with the nurse in charge each day.**

## Can children visit?

Yes we welcome children, however, all children under the age of 14 must be accompanied by a responsible adult at all times and children must not be left unsupervised.

We request that all children under the age of 12 do not visit after 8.30 pm.

## How many people can visit at one time?

We don't place any restriction on the number of visitors at one time, however please be sensitive to the needs of other patients. Please be aware that your loved one is likely to tire easily and may find a lot of visitors at once difficult. It may be preferable to plan visits amongst yourselves so that only a couple of family/friends visit at any one time.

## Can I bring a pet to visit?

Yes we welcome well behaved pets. Dogs must be kept on the lead at all times and if you are bringing cats or other pets they must be secured in a suitable pet carrier.

Permission from the nurse in charge should be sought to bring a pet into the ward.

If the pet is going into a 4-bedded area the other patients must be asked if they are happy with it. If not, we will try to make other arrangements so that the patient is able to see their pet.