



**St Joseph's  
Hospice**  
Serving East London  
and the City

# Inpatient Wards

We currently have two wards, Lourdes and St Michael's, which have 17 beds each. Many patients who stay on these wards will return home after a brief period of medical and nursing help and many will return home following a short period of intervention. We have a large team of professionals who will work with the patient and their family/carer. Some patients become too unwell to be able return home or may choose to die here at the Hospice.

We provide the highest quality palliative care to our patients whether they are coming in for symptom or pain control, rehabilitation or for end of life care.

All our accommodation is single sex. We have two large bays that host four people, one bay for two people and a number of single rooms. We can't always promise that a single room will be available but we will try our best to meet your requirements.

Each room has a bathroom with an assisted shower and bath facilities, a bedside locker equipped with a small fridge for drinks, a reading light and televisions are available. If you need help then there is a call button by your bed.

We have WiFi in all areas of the Hospice. Please let us know if you do not have a phone and wish to make a call.

## Visitors

Although we have set visiting times we do ask that visitors respect that patients will need to rest or we may have to limit the number of visitors for clinical reasons and during protected meal times. We advise the hours of visiting should be 10am until 8pm. If a patient is nearing the end of life, two people may be able to stay at their bedside overnight. We ask that children under 14 do not visit the Hospice after 8pm.

If you have any questions about visiting, please speak to a member of the ward nursing team.

## What do I need to bring with me?

Please bring clothes and footwear for during the day as we encourage patients to get dressed if they feel well enough.

You will need nightclothes, dressing gown and slippers, toiletries, hairbrush, toothbrush, toothpaste, make up and shaving equipment.

Please bring books or magazines and your mobile phone, laptop or iPad. Please remember to bring any chargers you need. These will be checked by our electrician before they can be used and you will be responsible for these items.

The café is cash free so you will need a contactless bank card.

Bring all your medicines, which should be in labelled original boxes, bottles (no opened bottles) or blister packs and any dressings and medical equipment you use, for example catheters or breathing machines. If you use BIPAP and have a spare machine, please bring it with you.

Please also bring any outpatient appointment letters and transport details so that we can ensure you are still able to attend your appointments. We may not be able to provide an escort for a pre arranged appointment, so we ask that if needed, a relative or friend assists.

Please note we do not have the facilities to wash patients clothing.

### Is there someone I can speak to if I am worried?

If you have any concerns 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.

Founded in 1905 by the Sisters of Charity, St Joseph's Hospice is one of the oldest and largest hospices in the UK, supporting a population of around 2.1 million people in our core boroughs of City and Hackney, Tower Hamlets, Newham and the surrounding areas.

We are dedicated to providing free of charge, high quality, specialist palliative care and support to people in our community nearing the end of their lives. We take a holistic approach to care, looking after the well-being of the whole person, as well as supporting their loved ones.

#### Our range of services includes:

- Inpatient care
- Palliative care at home
- Community and day services
- Therapies
- Counselling and advice

#### For 24 hour advice and support call First Contact on 0300 30 30 400.

St Joseph's Hospice is committed to celebrating and promoting diversity and inclusion. If English is not your first language, please let us know so that we can arrange an interpreter.

All of our leaflets are available in multiple languages on our website [stjh.org.uk](http://stjh.org.uk)

Feedback helps us improve our services. While receiving our care, patients and family will be offered the opportunity to provide feedback. Or you can tell us how we are doing at [iwantgreatcare.org](http://iwantgreatcare.org)

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Charity No. 1113125



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