St Joseph's Hospice
Serving East London and the City

Visiting the Hospice

Visiting times

Can I visit at any time?

We have a flexible visiting policy. However to ensure the dignity, privacy and peace of all our patients, we request that you avoid visiting before 10am and aim to leave before 9pm. Children must be supervised at all times and leave by 8 pm. If you feel that you would like to or need to visit outside of these times, please speak to the nurse in charge. Please do not visit if you are unwell, especially if you have an infection.

I have a large family, can we all come at once?

To reduce noise and because we are aware that our patients often find a large volume of visitors at one time very tiring, we request that no more than **six** people visit at one time. Other visitors are welcome to wait in the Hub on the ground floor where you can get something to eat or drink. There are also activities for children to keep them occupied.

However, if there is a special occasion e.g. family celebration or specific need for more people to visit together, please discuss with the nurse in charge. If there are a lot of people, we may need to move the patient to a different area of the hospice for this visit. This will of course depend on availability of space and your loved one's condition.

We would like to remind visitors not to use their mobile phones in the corridors as this can disturb patients.

Staying, Parking and Catering

Can I stay overnight?

Yes, we allow a loved one to stay overnight in the patient's bedroom and two if the patient is dying. Please be aware it may not be possible if it is a shared room. We are aware that sleeping in a makeshift bed is not ideal for anyone, it also increases the general noise levels on the ward so it can disturb other patients. Therefore we encourage family member not to stay overnight unless there is a specific reason, such as a communication barrier or the patient is approaching the end of their life. Please discuss with the nurse in charge, ward manager or Matron. We do not allow children to stay overnight.

Can I park when I visit?

We do not have parking for visitors unless you have your own blue badge. You will not be able to use your loved one's blue badge to park in our car park. Details of where you can park are available on our website at stjh.org.uk or ask at Reception.

Will you give me something to eat and drink while I am here?

We will not provide you with food while you are visiting.

Our Five Sisters Café in the Hub area on the ground floor is open from 7.30am - 4pm Monday to Friday (closing times may vary). Our Café offers a wide selection of breakfast items, hot lunch options, sandwiches and sweet and savoury treats. When the Café is closed, hot and cold drinks and light snacks are available to purchase from the vending machine in the Visitors Dining Room.

Catering, Health & Zero Tolerance

A range of restaurants and take away establishments and a Sainsbury's Local are within easy walking distance of the hospice.

There is also a kitchen on the ward where you can make yourself tea or coffee.

Visiting if you are unwell

Please do not visit if you are unwell, particularly if you have a temperature/fever or known infection.

Zero Tolerance

We understand that this may be a difficult time for you and your family and emotions may run high.

Our staff should not feel upset after an interaction with a patient or visitor and we will not tolerate any aggression or abuse directed at our staff or other patients and visitors.

If you are aggressive to any of our team you will be asked to leave and may not be able to visit again.

Please remember that threatening behaviour and violence is illegal and may result in action being taken by the Police.

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