

.....

Welcome to The Myton Hospices Inpatient Unit

.....



We trust that you find this pack and the information it contains to be useful to you.

If for any reason you would like to discuss any element of our service, or your experience at Myton, please do not hesitate to contact us by emailing **feedback@mytonhospice.org**, or calling us on **01926 492518** or writing to us at:

The Myton Hospices - Feedback
Myton Lane
Warwick
CV34 6PX

ABOUT THIS BOOKLET



The staff and volunteers at The Myton Hospices would like to welcome you, your family and friends to Myton.

The team at Myton are warm and friendly and are here to support you and your loved ones. We are more than happy to answer any questions that you might have but we have put this booklet together with answers to some Frequently Asked Questions that might help you to settle in.



**We have hospices
in Coventry,
Rugby and
Warwick**



**We provide all of
our services free
of charge**



mytonhospice.org |    @MytonHospices



**Every year
we support
thousands of
people and their
families**

**We are a charity
and we rely on your
generosity and
support!**



**We care for
people with
a wide range
of terminal
illnesses**

CONTENTS

01

About this
booklet

04

Why am I here?

07

What do I need
to bring?

08

What facilities
are available?

10

Some useful
information

12

Who will be
looking after me?

14

Information
for visitors

17

Donate by text

Why am I here?

Patients come to Myton for one of three reasons:

- 1 **Respite care**
- 2 **Symptom control. e.g. pain, breathlessness, vomiting etc**
- 3 **End of life care**

The length of your stay will depend on why you are here; respite will be as planned and is usually one week, for symptom control the average length of stay is 10 - 14 days. Myton does not provide long term care. Before you are discharged we will ensure that the care and support you need is in place to ensure a safe discharge.

Who pays for my stay at Myton?

Inpatient care at Myton is provided free of charge. Myton is a registered charity and less than 20% of our funding comes from the NHS. Every year we have to raise millions of pounds and rely on donations and fundraising activities to pay for the services we deliver. If you would like to find out more about how you can support us please ask.





What do I need to bring?

Night clothes or pyjamas

Day clothes (you might not need to wear your night clothes for your entire stay)

Clean underwear

A dressing gown and slippers

Toiletries, including soap, a toothbrush, toothpaste, shampoo and conditioner

A razor and shaving products if required

A comb or hairbrush

Paper tissues

Glasses / hearing aids / dentures if you wear them

A small amount of money to buy anything that you might want

Things to occupy you such as books, magazines or puzzle books

Medicines both prescribed and non-prescribed

Advance Care Planning documents such as your ReSPECT form and Preferred Priorities for Care if you have them

What facilities are available?

- Beautiful gardens to sit and walk in
- Meals and drinks – food is cooked daily in our kitchens and the catering team will work with you if you have any specific dietary requirements
- Children's area
- Free parking
- Jacuzzi bath
- Lounge and dining area
- Smoking room – for patients use only
- Tea and coffee
- T.V
- Quiet rooms
- Vending machines for refreshments and snacks
- Wi-Fi

All facilities are provided free of charge, including meals and drinks for patients, with the exception of the vending machine and the coffee shop/coffee machine.





Some useful information



ALCOHOL

Inpatients can drink alcohol brought in by relatives within reasonable limits, relatives and visitors cannot drink alcohol unless they have specific permission for a special occasion.

FIRE

The fire alarms are tested every Friday at 11am. If there is a fire you will not be expected to leave the building and will be looked after by nursing staff.

ILLEGAL DRUGS

We operate a zero tolerance policy on the use of illegal drugs.

OXYGEN AND HAIRDRESSING

There are some health and safety issues in respect of hair styling equipment and the use of oxygen within our units, particularly in relation to fire safety. We would therefore ask that if you or your family wish to use hair styling equipment which has a heat source, for example a hairdryer, that you discuss this first with a member of the nursing team.

PETS

We actively support and encourage family pets to visit you during your stay but there are some associated risks that we need to manage to ensure the safety of patients, visitors and staff. Please speak to a member of the team before arranging for a pet to come to the hospice. Please note pets can't stay overnight.

SURVEYS

We undertake surveys and research questionnaires to help us refine and improve our services. We would appreciate your help if you are asked to participate. If you have any feedback that you would like to share with us please let a member of staff or volunteer know, or you can email feedback@mytonhospice.org

VALUABLES

Please leave any valuables and large amounts of money at home. If you do have any valuables with you please ask a member of staff to store them in our safe.

VIOLENCE AND AGGRESSION

Myton will not tolerate violence or aggression towards its staff, volunteers, other patients or visitors.

INFORMATION LEAFLETS

Information leaflets are available to provide guidance and support on many topics, including:

- Care in the last hours
- Complementary Therapy
- Falls Prevention
- Physio and Occupational Therapy
- Preventing Pressure Ulcers

These leaflets and a number of others are available at the Inpatient Unit entrance.



Who will be looking after me?

We will work with you to understand your needs and create an individualised care plan.

Our multi-disciplined team is made up of a wide range of staff and volunteers including:



Nurses, nursing assistants and student nurses



A small team of doctors



Physiotherapists



Occupational therapists



Counsellors



Complementary therapists



A psychologist



Pastoral care team



Lymphoedema team (Lymphoedema is a swelling in the tissues which happens when lymph fluid can't drain away. We aim to reduce and relieve the symptoms as much as possible.)



Catering and domestic teams



Art Facilitator



Pharmacists

There is also a day hospice that you may be able to attend if there is space available.

To find out more about any of our services please ask a member of staff or visit our website mytonhospice.org

Information for visitors

ALCOHOL

Visitors cannot drink alcohol unless they have specific permission for a special occasion such as a wedding.

FIRE PROCEDURE

If the fire alarms sound please leave the building and go to the Fire Assembly Point in the car park. Your loved one will not be expected to leave the building and will be looked after by nursing staff.

Candles should not be lit anywhere in the hospice except in the multi faith room if supervised, and should not be left unattended.

LAUNDRY

Unfortunately we are unable to offer a laundry service so please help your friends and relatives by doing their washing.

MEALS FOR VISITORS

You can order meals from the menu at reception for a reasonable charge. Please order lunch by midday and dinner by 5pm. If possible please order breakfast by 3.30pm the day before, however it can be ordered by 9.30am on the day. Visitors may be offered tea/coffee when the patients have theirs but there is the facility to make or buy tea and coffee. There is also a vending machine for drinks and snacks.

PRIVACY

If you see a green light above the door to patients' rooms please do not enter as this indicates that some clinical care is taking place. If your loved one is in a shared room you may sometimes be asked to leave the room, for example if another patient is being admitted or being seen by the consultant on their ward round.

RELATIVES ACCOMMODATION

We have very limited relatives accommodation that may be available for you to use. This is allocated according to need and is reviewed daily. The relatives accommodation is provided free of charge and should be left as found. Donations to help cover the upkeep are greatly appreciated but not compulsory.

SMOKING

Visitors are not permitted to smoke anywhere inside the hospice. Please only smoke at the designated smoking area outside.

VISITING

We appreciate that this is a very difficult time for you and we hope that the following guidelines will help with any queries you may have whilst visiting your loved one.

Please sign the visitors register on arrival and sign out when leaving. Visitors are welcome at any time, we would however ask you to respect our quiet hour between 2pm and 3pm. If you intend to visit after 8pm can we ask that you ring the Inpatient Unit and advise them of your approximate arrival time. This will ensure our staff are expecting you when you arrive at the entrance to the hospice. We also ask you to keep noise and visitor numbers to a minimum after 8pm to ensure our patients are not disturbed. Please keep your mobile phone on silent at all times when in the hospice and we would appreciate it if you don't use your mobile phone in communal areas or just outside patient rooms.

Children are welcome to visit and there are toys. Children must be supervised by an adult at all times.

Pets may be brought in but can't stay overnight. Please keep dogs on a lead in public areas and we ask that you clean up after them. Prior to visiting it is essential that nursing staff are informed if pets are fed on raw meat.



Donate by text

Text MYTON to 70300 to
donate £3

Text MYTON to 70500 to
donate £5

Texts cost the stated donation
amount plus one standard network
message charge.



Coventry

Clifford Bridge Road
Coventry, CV2 2HJ
02476 841900

Rugby

Barby Road
Rugby, CV22 5PY
01788 550085

Warwick

Myton Lane,
Warwick, CV34 6PX
01926 492518

mytonhospice.org

   @MytonHospices

Registered Charity No. 516287

