

ACCORD HOSPICE

Registered Charity No SC013682



General Information



The staff of ACCORD Hospice have written and designed this booklet to tell you about the services we offer.

We hope you will find the contents useful in answering any questions you may have about who receives care from us, how to gain access to hospice services and what you should expect when you come into our care, whether as a visitor or a patient.

If you need any further help or advice, please do not hesitate to contact the staff at the hospice. If you or any of your family wish to visit the hospice prior to receiving our care, please contact us on:

0141 581 2000

We would welcome any comments or suggestions that you may have which could help to improve on services provided.

Mrs. Helen Simpson
Nursing Director

Contents

Our Philosophy of Care

General Information

In Patient Unit

Day Therapy Unit

Occupational Therapy

Clinical Nurse Specialists - Community

Physiotherapy / Lymphoedema Services

Patient and Family Support

Bereavement Support / Social Work

Patient and Family Support Nurse

Spiritual and Religious Care

Volunteers

Transport

Education

Fundraising and Appeals

Facilities and Services

Storing of Information / Information Giving

Resuscitation Policy & Living Wills

Telephone / Parking / Fire / Smoking

Lounge / Mealtimes / Pets / Clothing & Valuables

Suggestions, Comments and Complaints

Our Philosophy of Care



Action for Continuing Care Over Renfrewshire and District

ACCORD Hospice is an independent charity giving free medical and nursing care and support to people whose illness is causing physical pain and emotional distress and for whom curative treatment may no longer be appropriate.

Our aim is to:

- ❖ Relieve pain
- ❖ Ease suffering
- ❖ Restore dignity to our patients
- ❖ Respond to the needs of the whole family in a partnership of care

General Information

ACCORD Hospice, an independent registered charity, opened its doors in 1992 to offer specialist palliative care services through provision of 8 In-Patient beds, enhancing the existing Day Therapy Unit facilities and Specialist Nurse led Community service.

ACCORD is an acronym for **A**ction for **C**ontinuing **C**are **O**ver **R**enfrewshire and **D**istrict. We cover Renfrewshire and parts of East Renfrewshire, a population of over 190,000. Our logo a caring hand reaching out to another, was designed by Mr. Alex Bell, a supporter of the Hospice.

We provide specialist palliative care for people living with an illness no longer responsive to curative treatment and our aim is to offer pain relief and symptom control, emotional, psychological and spiritual support, delivered by a team of specialist healthcare professionals. We respond to the needs of our patients and their families.

Services are provided free of charge. NHS Greater Glasgow and Clyde contribute to the running costs, with the remainder of the monies required raised by our own fundraising team and voluntary donations.

Referrals to all services provided by ACCORD are accepted through the patient's own Doctor, either General Practitioner or Hospital Consultant.

If you wish to enquire about any of our services please do not hesitate to contact the Nursing Director:

Mrs Helen Simpson
0141 581 2000

In-Patient Unit

The In-Patient Unit is led by Consultants in Palliative Medicine, Dr. David Gray and Dr. John Walley. They are supported by a specialty Doctor in Palliative Medicine and a dedicated team of General Practitioners providing clinical sessions, out of hours and weekend cover.

Highly trained nursing staff work closely with the medical team and other healthcare professionals, assessing and planning care for each patient to meet individual clinical needs.

The unit has facilities to admit and care for 8 patients. A mixture of single and same sex shared rooms are available. These will be allocated dependant on individual clinical needs.

Patients can be admitted for assessment, control of symptoms, rehabilitation and short periods of respite, followed by discharge back to the community.

When end of life care is needed and the patient wishes to be cared for in the hospice, then every effort is made to respond as quickly as possible to this need. Overnight facilities are available for relatives to stay with the patient at this time.

There is open visiting between the hours of 2pm - 9pm, although other times can be arranged if this is more convenient. We ask that no more than 3 visitors are at the bedside at any one time. To support this we have a patient & family lounge where tea & coffee facilities are available. Also in this area we have a 'kiddies corner' with some toys, books and games available for children to use. Pets can also visit for short periods.

Please inform staff if you wish to leave the building with your visitors.

ACCORD Hospice has a no smoking policy for patients, visitors and staff within the hospice. A designated outdoor area for patients **ONLY** is available. Patients (In Patients) will only be allowed to smoke in exceptional circumstances where the Doctor/Nurse in Charge has agreed to this. For this purpose a smoking shelter is available outside the rear exit to the In-Patient Unit.

Facilities and Services

Patients Meal Times

Breakfast	8.15am - 9.15am
Lunch	12.15pm - 1.00pm
Dinner	5.00pm - 6.00pm

All foods brought into the ward that require to be refrigerated will be labelled with the patients name & date. Please note that we can only refrigerate food items for a 24 hour due to food safety standards. Out of date and home made products which have been stored for more than 24 hours will be disposed of.

Infection Control

Maintaining high standards of cleanliness is very important at ACCORD to protect our patients and prevent the spread of infection.

At the entrance to the In-Patient Unit we have alcohol rub that we would ask you to use when you enter and leave the unit.

We adhere to the Greater Glasgow and Clyde infection control policy. This can be viewed at www.nhsggc.org.uk/infectioncontrol

Patients who have been in hospital in the last 6 months will be tested for MRSA on admission. Visitors are not required to wear gloves and aprons but we do ask you to wash your hands when leaving the room and use the alcohol rub on the wall outside the bedrooms.

Thank you for your support.

Clothing and Valuables

Patients may wear everyday indoor clothes. We would encourage families to take laundry home, however facilities are available for laundering clothes in the hospice. Any clothes washed in the hospice to be marked with the patients name. There is a wardrobe by the bedside for keeping clothing

We ask that all valuables are sent home for safe keeping. There is a safe in the hospice for occasional use. We regret that the hospice cannot take responsibility for any valuables which patients choose to keep.

Facilities and Services

Telephones

Telephone enquiries regarding patients are welcome any time of day or night.

The hospice has a trolley pay phone which can be taken to the patients bedside.

Mobile phones may also be used but not if you or your relative has a syringe driver in use.

Parking

Car Parking is available at the hospice. We would ask you not to park at the hospice entrance as ambulances require access to the doors.

We regret that the hospice cannot accept responsibility for cars or their contents at any time.

Fire

Fire alarms are tested every Wednesday at 2pm. There are smoke and heat detectors throughout the building. There is also an automatic door release system which operates on the sounding of the alarm.

Visitors are requested to sign in and out at Reception when entering or leaving the building in case of fire.

Facilities and Services

Information Giving

We recognise that visitors and family are keen to know how patients are. However we require to be respectful of the wishes and confidentiality requested by patients.

We will therefore only discuss their condition and care with their permission - even if the relative is a next of kin.

Storing of Information

Information regarding patients condition will be recorded in the clinical notes.

Some information is held on computer. This is only used for statistical purposes to show the patterns of health and disease in Scotland and does not require individuals to be identified.

At no time will information be disclosed to any unauthorised person. At all times staff in the hospice must observe a Code of Confidentiality to keep information about our patients health confidential.

Resuscitation Policy / Living Wills

The hospice policy on resuscitation is accessible to anyone and a member of the medical staff will always discuss this fully with those who wish.

If patients have already made a statement regarding their views on future treatment e.g. a living will or an advanced directive, they are asked to inform the staff. If patients wish to write such a statement, staff will be happy to offer guidance.

Day Therapy Unit

AIM

To meet the physical, emotional, social and spiritual needs of their patients and enable them to maximise their full potential.

STAFFING

Team Lead / OT
Senior Staff Nurse
Health Care Assistant
Hairdresser
Access to all other hospice services

HOURS OPEN

Tuesday - Friday 10am - 3pm

ASSESSMENT DAY:

Wednesday

- Informal Assessment
- Meet Staff
- Discuss your needs
- Determine your goals
- Tour of the Hospice

You may wish to bring a relative or friend with you on this day

MAINTENANCE DAYS:

Tuesday & Thursday

Therapeutic Activities

- Formal Exercise
- Relaxation Classes
- Arts & Crafts
- Discussion Groups

Activity is very important to improve self esteem, confidence, socialising, communication, distraction from symptoms, mobility, co-ordination.

EDUCATIONAL DAY:

Living Well at ACCORD

Friday

- Participate in an 8 week Educational Programme
- Beneficial topics discussed and practiced
- All information and techniques delivered by professionals

Maximising Potential

PRE DISCHARGE GROUP:

Wednesday

You may enter this group via the educational programme or after 12 weeks in the maintenance days. This group will run for 6 weeks and will be predominately organised by patients and support by our Health Care Assistant.

Time: 11.30am - 2.30pm

Clinical Nurse Specialists - Community

The Community Specialist Palliative Care Team is based in the hospice.

The team consists of 5 Clinical Nurse Specialists (CNS) who, in addition to being Registered Nurses, hold degrees and have undergone further specialist training in cancer and palliative care.

The service is available:

Monday - Friday
8.30am - 4.30pm

Outwith these hours, patients and relatives with any concerns may telephone and leave a message for the CNS or if urgent seek advice from staff in the In-Patient Unit, or their G.P.

Each CNS is attached to several groups of GP's, working closely with them and other healthcare professionals in supporting patients and their families at home.

The CNS provides advice and information on:

- Pain control
- Other symptoms such as constipation, breathlessness, nausea or weakness
- Emotional and bereavement support
- Services which may be provided from ACCORD

Occupational Therapy

The Occupational Therapy service at ACCORD Hospice is provided by Senior Occupational Therapists. (O.T.) and a support worker known as a Technical Instructor.

The service is offered to Day Therapy Unit/In-Patients and patients being cared for by the ACCORD Hospice Community Specialist Nurses.

Referrals are accepted directly from healthcare professionals, GP's, Community CNS's, District Nurses and hospital staff.

What Occupational Therapy Can Help With

- Setting goals that can be met
- Looking at different ways to deal with everyday tasks
- Providing equipment
- Advising on saving your energy and managing fatigue
- Giving support and education to your family/carers
- Working with other agencies such as community carers to meet your needs if being discharged from the Hospice

Assisting with crafts and social activities in Day Therapy Unit which are not just for you to enjoy but also which will:

- Help you to relax
- Allow you to express yourself
- Give you the chance to meet with other people who have similar problems
- Help to keep your mind and body active
- Improve your self confidence and self esteem

**The Occupational Therapy Service is available:
Monday - Friday, 8.30am - 4.30pm**

Physiotherapy

The Physiotherapy service is provided by Chartered Physiotherapists.

The service is available to In-Patients, Day Therapy Unit and Out-Patients.

Referrals are accepted directly from healthcare professionals, GP's, Community CNS's, District Nurses and hospital staff.

The service is available:

Monday - Friday

9am - 3pm

Physiotherapy aims to increase mobility and independence and can include help with:

- Difficulties with walking or standing
- Breathing difficulties
- Fatigue and muscle weakness
- Moving and handling
- Relaxation
- Acupuncture

The Service also provides assistance in supplying aids and equipment to support all of the above.

Lymphoedema Service (secondary)

Lymphoedema is a condition where fluid collects in various parts of the body. The service offers:

- Bandaging & compression garments
- Manual lymphatic drainage (MLD)
- Skin care and general advise

Lymphoedema Clinic - Tuesday - Friday 9.00am - 3.00pm

Patient and Family Service

Patient & Family Support & Bereavement

The Patient and Family Support service is available to patients, relatives and carers who have palliative care and bereavement needs.

The service provides additional emotional, spiritual and counselling support and provides information relating to illness and bereavement.

Accessing The Service

Referrals are accepted directly from healthcare professionals, GP's, Community CNS's, District Nurses and hospital staff.

Service Availability

The service is available:

**Monday - Friday
9.00am - 5.00pm**

Clients are seen at the Gleniffer Outreach / Hospice and will only be seen at home or outwith these times in exceptional circumstances.

What You Can Expect

Our service is provided on a one to one basis and offered for a period of 6 sessions, with review.

There are some circumstances when disclosure of information may be regarded as being in the best interest of the client. This will be discussed if the need should arise.

Appointment times and frequency will be agreed with you at the first meeting. Each appointment will be 40 - 50 minutes approximately.

Patient and Family Service

Social Work Services

Social work services are available to all individuals, their carers and family who are receiving a service from ACCORD Hospice In-Patient Unit, Day Therapy Unit or the Community Palliative Care CNS Team.

How can ACCORD Social Work support you?

The social worker can support you, your carers and family in the following ways.

- Care needs assessment
- Planning your discharge if you are admitted to the hospice, to ensure agreed care is in place to support a return home or to another care service.
- Establish / identify services and support within your own community
- Liaise with housing services
- Liaise with your local authority social work department
- Offer advice, guidance and support
- Advocate on your behalf

What you can expect

- To work in partnership with the social worker
- To be treated as an individual
- Respect for diversity, values and different cultures
- Equal opportunities for all
- Staff to challenge discrimination, unfair or unequal treatment of groups or individuals on the basis of their race, gender, class, age, culture, religion, sexuality or ability.

Spiritual and Religious Care

Spiritual is a word that will mean different things to different people. For some, spiritual means religious, for others it means something much wider. Often it is a mix of both and depends on the person.

Spirituality is whatever gives a person meaning in life, what is important to them right this minute - it may be faith or religion that comes to mind, but not necessarily at the top of the list; thoughts of family, friends, health or work may also be there. Spiritual is whatever it means for a person at that time.

The Hospice Spiritual & Pastoral Care Group support the spiritual and religious care of all, to those of any faith or no faith. The group comprises local ministers, priests and leaders from the Church of Scotland and the Roman Catholic Church on a voluntary basis.

Daily services of worship are held in the hospice and the Willow room is available for personal times of quiet, solitude or reflection. A selection of prayer books for those of various faiths is also kept in here.

A Remembrance Book of thoughts and prayers is kept in the Sycamore room for anyone to use.

Education

ACCORD Hospice is very actively involved in a programme of education which offers a range of courses and study days for staff of all disciplines caring for people with a life threatening illness.

Courses and study days can also be tailor-made to specific professional groups. The educational department is coordinated by an Education Facilitator with extensive clinical experience within the field of cancer and palliative care and who works in partnership with the University of the West of Scotland.

For further information and advice regarding educational courses, please contact

Education Facilitator

0141 581 2010

Or visit our website

Resource Centre

The Resource Centre within the hospice offers a suitable and comfortable environment for meetings and conferences. It is equipped with up to date audio-visual equipment.

As well as being used for the hospice education service, local community and health related groups can access the facilities through the booking service.

For further information please contact:

Resource Centre Manager

0141 581 2000

Volunteers

ACCORD Hospice relies on a strong team of volunteers who constantly amaze us with their commitment.

There is currently a team of around 150 who offer their time and skills on a regular basis, all year round. We are indebted to them for their help which we use in the following areas:

Reception	Manning the switchboard, at the weekend and evenings
In-Patient Unit	Offering teas and snacks Answering telephone enquiries Clerical support / photocopying
Day Therapy Unit	Assisting with patients meals Supporting arts and crafts Offering skills in arts and crafts such as ceramics, painting, card making, woodworking and glass painting
Driving	Transporting patients to the hospice or local hospital using the volunteers own car
Fundraising	Assisting with collections / events
Shops	We have 6 shops throughout the region requiring assistance

Volunteers are offered an induction programme, following a short interview and supported by the Volunteer Co-ordinator and hospice team. If you are interested in volunteering your services please contact the Volunteer Co-ordinator:

0141 581 2000

Transport

Voluntary

Our team of Volunteer Drivers who regularly transport patients to and from the Day Therapy Unit, or to hospital appointments.

Our volunteers willingly provide this service on a regular basis using their own cars. This proves to be so invaluable for our patients, as without them, they may face longer journeys by ambulance.

If you could offer your services as a volunteer driver, on a regular basis, e.g. one day per week, then please contact Jennie Durward at the number on the previous page.

Mileage allowance is payable.

The age limit for volunteer drivers is 75.

Hospice Vehicles

A familiar sight on local roads is the blue hospice ambulance which is ideal for transporting patients unable to travel by car.

This ambulance is operated by a paid employee of the hospice. The ambulance is also suitable for transporting wheelchair bound patients.

The hospice also operates a car which can be used for transporting patients to and from the hospice as outpatients or who are attending Day Therapy Unit.

Fundraising and Appeals

We need to raise £5,200 each day to provide our patients with the care they need. Below are various ways in which you could help support this vital work.

Donations

Made payable to ACCORD Hospice, donations can be sent directly to the Fundraising Department at the hospice. If you pay income tax and request that we 'Gift Aid' your donation, then ACCORD can reclaim further tax, increasing the total value of your gift.

Events

Yearly events are held such as our Burns Supper, Ladies Lunch, Golf Tournament, Family Fun Day, Charity Ball and Annual Dinner.

Corporate Support

Your company can reach an audience of more than 9000 local homes by providing sponsorship for the bi-annual magazine or a major event.

Legacies

Please remember that you can ask that ACCORD Hospice receive a bequest in your will.

Lottie Lolly Lottery

For a £1 stake per week, Lottie Lolly Lottery has a £1,000 prize winner each week and 40 prizes of £5. For more details, telephone the lottery office on:

0141 581 2020

For information on any Fundraising events / appeals, or if you wish to volunteer as a fundraiser, please contact:

Fundraising Manager
0141 581 2006

Gleniffer Outreach

This new facility provides patients, carers and their families with a wide variety of information and support services including:-

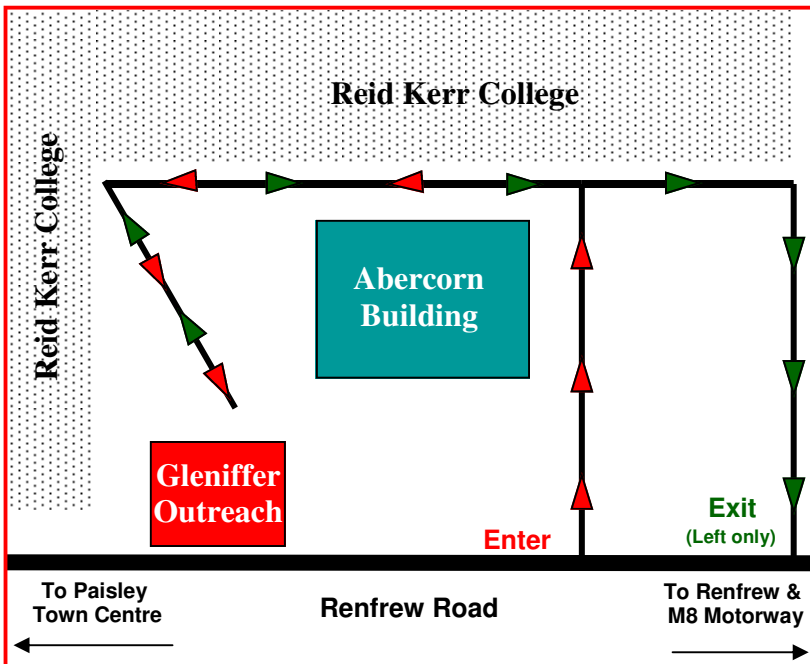
- Access or signposting to Information
- Bereavement Support
- Patient & Family Support
- Complementary Therapies

The service is available

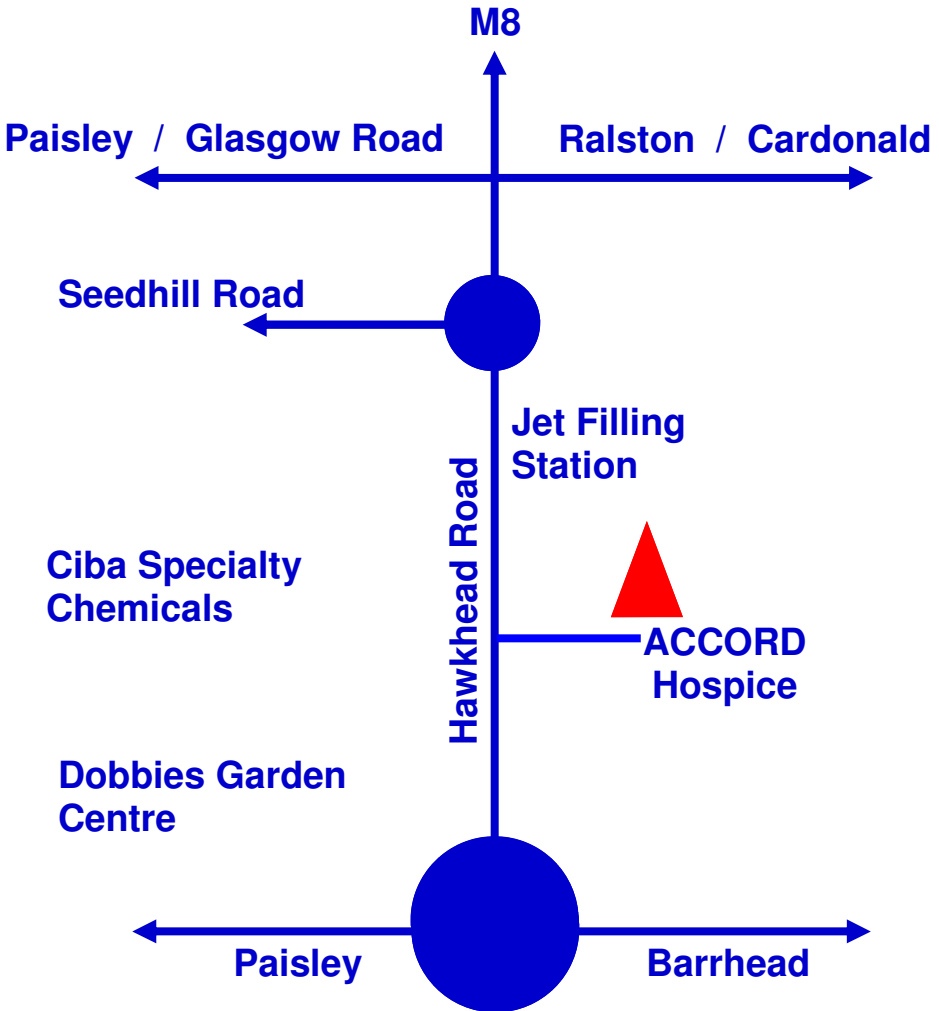
Address

Monday - Friday
10am - 4 pm

Gleniffer Outreach
77 Renfrew Road
PAISLEY PA3 4DS
Tel: 0141 887 1141



ACCORD Hospice - Where To Find Us



**Morton Avenue
Paisley PA2 7BW
0141 581 2000**

**www.accordhospice.org.uk / e-mail: office@accord.org.uk
Charity No. SC013682**

Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Adrian Masson
Head of Corporate Services
Healthcare Improvement Scotland
Elliott House
8 - 10 Hillside Crescent
EDINBURGH
EH7 5EA

Telephone: 0131 623 4300
Email: adrian.masson@nhs.net

**If required this leaflet is available in
other languages & formats**



Date Reviewed April 2011

Date Implemented April 2011

Date of Review April 2013