



Helpful Information
for your stay at Barnsley Hospice

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Hello and welcome,

When you arrive at Barnsley Hospice and enter our Inpatient Unit, our dedicated nursing staff will provide you and your loved ones with details about the hospice, services and our team. However, we understand that this can sometimes be a lot to remember and you may have more questions during your time with us.

To help, we have created this booklet containing useful information for you to read at your leisure. If there is something you do not understand or have a question not answered in this booklet, please do not hesitate to ask a member of our team who will be happy to help.





Who We Are

We care for adults living with active and progressive life-limiting illnesses, including cancer, heart and lung diseases and neurological diseases such as motor neurone disease and Parkinson's disease. We are also here to support friends and family.

At the hospice, we provide a range of services free of charge for the people of Barnsley. These include a 10-bedded inpatient unit, support and wellbeing service, counselling and bereavement support, medical outpatient appointments and more. We tailor our services to each individual and empower people to make choices about their care.

Hospice care is different for everyone, and wherever possible, we support people in the ways that work best for them. Our aim is to help people to live as well as possible, and do the things that are important to them.

We take a holistic approach to our care, helping people with pain and symptom management, and providing practical, emotional, spiritual and social support.

End of life care is an important part of what we do, but we are also here to support people from earlier in their diagnosis.

As a charity, we rely on our fundraising and retail efforts and the generosity of the local community to fund our services.

Since we first opened our doors in 1994, we have grown and adapted our services, remaining focused on embracing a culture of continuous improvement and training. This is integral to helping us meet our strategic objectives and providing the highest quality of care possible.

Our History



We first opened our doors **in June 1994** as a Day Hospice providing specialist palliative care for up to 17 patients each weekday. The Day Hospice has since been renamed “The Limes Day Therapy Unit”. Over the years, the Hospice building has expanded to provide space for more services.

In 2001, a National Lottery grant funded the development of an eight-bedded Inpatient Unit. 2005 saw the building of our conference suite, the Apex Rooms.

In 2009, following a Department of Health grant, we expanded further to provide ten single rooms on the Inpatient Unit, all with en-suite facilities.

In 2014, following another Department of Health grant, we extended the Hospice to include a patient lounge with kitchenette, a spiritual room, two additional treatment rooms and an additional family support/counselling room.



We work closely with our partners at the hospital and in the community to provide the people of Barnsley with the specialist service that can support people at the hospital, in their own homes or here at the hospice.

In 2016, work commenced on transforming the Inpatient Unit garden from a large lawned area into a tranquil outdoor space for patients, families and loved ones to relax and enjoy.

In 2018, work to refurbish the Inpatient Unit bedrooms began following the comfort and care campaign. A £300,000 grant from the Morrisons Foundation and a further £200,000 in public donations allowed us to upgrade the rooms and create a peaceful and homely environment for those in the hospice.

Frequently Asked Questions

We understand that you may have a lot of questions about the hospice and your stay here. To help, we've answered some of the most common questions we get asked by patients and visitors below. If you have a question that is not answered here, please do not hesitate to ask a member of the team.

During Your Stay

What is the Inpatient Unit?

Our ten-bed Inpatient Unit provides outstanding care for those with a life-limiting progressive illness, finding it difficult getting their symptoms under control, as well as people entering the last days of life. We treat every person in our care with dignity and respect, and our team works hard to provide the best possible care, 24 hours a day, 7 days a week.

We provide individualised care for inpatients in a warm, welcoming environment. All our patient rooms are single and offer direct access to our gardens, which are a beautiful, restful environment for patients and loved ones. On referral to the hospice, you will be assessed by the nursing and medical team who will discuss a treatment and care plan with you. They may involve other members of the multi-disciplinary team in order to meet your needs.

Why do I need to be at the hospice?

You may need to come to Barnsley Hospice for a number of reasons. These can include help with symptom management, such as pain, nausea or vomiting, as well as physical, psychological, emotional and social support for you and your loved ones during your time with us.

How long will I be here?

The average length of stay in our Inpatient Unit is around 14 days, but this can vary depending on individual needs. We don't just provide end of life care, patients can stay with us for specialist care at any point during their palliative illness. During these stays, our palliative care consultants and clinicians can help bring complex symptoms under control and manage pain, enabling you to return home. Our Social Worker can help to safely plan your discharge from the hospice to your home. They will work with you and your family and/or carer and will involve your GP, District Nurses and any other services you may need. The Hospice also offers an out-of-hours telephone advice line for professionals and patients/carers.

When will I be discharged?

Length of stay varies between patients depending on their personal needs, which we review daily. Going home at the end of your stay might feel a bit daunting, but our Social Worker is here to support you and will discuss a plan with you, your loved ones, carers and other professionals involved in your care early on. When it's time for you to leave, we'll make sure the transition is as smooth as possible and plans are made for any additional services, aid and equipment you might need. Some patients may require follow-up from The Orangery, for additional support.



Who will I be looked after?

You will be cared for by a team of highly skilled doctors and nurses, working with other members of the multidisciplinary team (MDT) covering Physiotherapy, Social work, Spiritual care and Complementary therapy. We have a weekly MDT meeting where we discuss each patient to ensure we are meeting their individual needs. We treat all information we have about you in strict confidence within this support team.

Will I be looked after by students or trainee doctors?

Barnsley Hospice is part of a teaching environment. There are trainee doctors, nurses and other staff within our team who may be present during your stay and are under the supervision of trained members of staff. Talking to patients and hearing about their conditions is a vital part of student training. Your consent will always be sought when students are present; you are not obliged and are entitled to decline their presence.

What will I eat during my stay?

Our catering staff offer a varied daily menu and will visit you to discuss options to choose from. It is very important to us that we care for individuals' requirements, including special diets, and our team will do everything they can to cater to your taste.

If you have any food allergies or intolerances, please inform a member of the catering staff who will be happy to help where possible. We also have access to a dietician who can help the nursing and catering staff with your specific dietary requirements. The doctor or nurse will discuss any dietary problems with you and will refer you to the dietician if required.

Breakfast is served when you wake up and are ready, lunch is usually served at about 12 pm, with tea at around 16:45 pm, and supper is also offered and includes light snacks. Snacks are available throughout the day and night. Our Patient Breakfast Menu and Light Option Menu, which is also available for relatives and loved ones, can be found at the back of this booklet.

Don't hesitate to ask a member of staff if you have any worries or questions – someone will always make time to sit and talk with you.

Can I smoke at the hospice?

Barnsley Hospice has a no smoking/vaping policy across its building, entrance area and gardens. Smoking is not permitted in or outside the patient's room. A small smoking area for patients and visitors is located in the main car park and can be accessed through the garden gate which should remain closed at all times.

As part of the smoking policy, hospice staff and volunteers are unable to escort patients to the smoking areas, so patients must be able to access the smoking area independently or with assistance from visitors. Wheelchairs can be provided if necessary to access the smoking areas. Please ensure cigarettes and matches are disposed of safely using ashtrays provided.

Patients who wish to use the smoking area will be requested to return to their room for the administration of medications and for medical reviews. Please ask a member of staff if you wish to view our Smoking Policy.

What is the hospice's drug policy?

Illicit substances will not be tolerated from patients or visitors. Speak to a member of the team if you wish to view the drugs policy.

Can alcohol be brought to the hospice for patients?

While we do not hold an alcohol license at the hospice, patients are allowed to enjoy a limited amount of alcohol for enjoyment, granted they are given permission from the medical team. Visitors can bring alcohol to the hospice for patients, but it should then be handed to staff for safe storage and should not be stored in patient rooms.

What do I do if I'm a donor?

If you carry a Donor Card, please inform a member of the clinical team so we can be aware of it.

Please Note: We are not an emergency hospital and don't have the equipment for advanced resuscitation. In case of a medical emergency, emergency services will be called. If you have made an Advanced Directive (Living Will), we would like a copy of this for your records. Please talk to any of our clinical staff if you have questions or need more information about these issues.



Your Room

Where will I be staying?

Each patient has an individual private room with an ensuite bathroom and access to the hospice gardens. Patients are asked to bring their own toiletries but can be provided if needed.

What facilities are in my room?

You will have access to a television at all times with a choice of TV channels and music. Upon request, we can also provide you with an iPad to make video calls with family and loved ones. To connect to our visitor Wifi, please ask a member of staff for the password.

Can I go outside?

Yes, during your stay, we encourage you to use the communal gardens where seating and umbrellas are provided. The chair cushions are also available upon request.

How do I use the TV?

Like what you may have at home, the TVs in our patient rooms all have access to Freeview channels such as BBC and ITV. Other streaming platforms like Netflix or Amazon Prime can be logged into if you have your own personal account and login. If you need any help using the TV or accessing these streaming sites, please speak to a member of our team.

Is there Wi-Fi available for visitors?

Yes, please ask a member of our team for the Wi-Fi password or if you need any help connecting your device.

What bathing facilities are available?

Each patient room has its own wash and toilet facilities. Some rooms have showers but all patients can use the general bathroom to shower or bath. There is also a jacuzzi bath which can be accessed with a hoist chair or ceiling hoist, and we have music and mood lighting available. Please let a member of the team know when you'd like to use this.

What should I do with personal items?

It is advisable to leave valuables, jewellery and large sums of money at home or to be taken home by a relative or friend for safekeeping. If this is not possible, please hand valuables to our nursing team on arrival for safekeeping. You are more than welcome to bring family photos or small personal items to make you feel at home during your stay.

Please note the hospice will not accept liability for the loss or damage to any personal belongings which you bring with you.



Visitors and Loved Ones

When can I have visitors?

Barnsley Hospice has an open visiting policy, meaning visitors are allowed at all times. Although we do not have a maximum limit of visitors at one time, we ask that you coordinate visits to avoid overcrowding rooms as this can sometimes be overwhelming for the patient.

Please ensure children visiting are supervised at all times as there are risks with equipment throughout the unit. Where necessary, relatives and loved ones can remain with patients overnight. Pets can be allowed but please speak with our nursing team before bringing them.

Where can I spend time with visitors outside my room?

The Booker Lounge is an ideal space to spend time with loved ones. It has a television, books and children's games and crafts. Hot and cold drinks are available there, as well as a fridge and microwave for food. If you are storing food in the fridge, please ensure it is named and dated using the stickers provided, otherwise, it may be thrown away. Visitors can also buy snacks from Reception between 9 am and 5 pm.

Please note, the lounge is used between 9 and 9:30 am every morning by our medical team for a patient handover and for an afternoon ward meeting once a month. The lounge can also be used for family gatherings or celebrations if booked in advance.

Next to the Booker Lounge is our Family Room, which also includes a television and game consoles, and offers a more private, relaxing space for families. We also have a quiet room available for you and your loved ones. A member of our team can check if these rooms are free for you.

Can I celebrate a birthday, anniversary or special occasion at the hospice?

We understand how important it is to spend time with loved ones and make special memories during your time with us. If you'd like to mark a special occasion here at the hospice, we can cater for a small gathering in the form of an Afternoon Tea, made fresh by our Catering team. We can also find a suitable, private space where possible for you to enjoy time with loved ones. Please let a member of staff know in advance if this is something you would be interested in.



Other Support

Does the hospice offer a chaplaincy service?

Yes, at least once a week we are visited by Chaplains from South Yorkshire Chaplaincy & Listening. They can offer pastoral, spiritual and where appropriate religious care. Chaplains are available to patients, family and loved ones. If you'd like more information or to request a visit from a Chaplain please speak to a member of staff.

Does the hospice offer Advance Care Planning support?

We can provide support for this where possible. Please speak to a member of team about this to find out more about how we can help.

Can I use the Complementary Therapies at the hospice?

Here at Barnsley Hospice, we have a dedicated team of complementary therapists who can offer treatments such as reflexology, aromatherapy, massages and mindfulness. These practices can be discussed with the team to work out which is best suited to you and the symptoms you are experiencing. If you would like to speak with our Complementary Therapy team and find out more about the treatments available to you, please let a staff member know.

The Orangery also holds weekly programmes for outpatients which are also available for IPU patients – a leaflet for this can be found in the back of this booklet. These weekly sessions can include crafts, self-care or relaxation techniques. Speak to a member of the team to find out more about upcoming sessions.

Can I have my hair cut or other beauty treatments whilst at the hospice?

If your hairdresser, beauty therapist etc is able to do home appointments, they are able to visit and complete treatments in your room where suitable. Please make our team aware of this in advance.

About the Hospice

What happens in the event of a fire?

The fire alarm is tested every Tuesday at 10 am. When this test happens, please remain on IPU and follow the instructions of the nursing team. If the fire alarm goes off at any other time, visitors are expected to evacuate the building.

The Hospice is divided into a number of different fire compartments, which act as fire barriers. This helps us to evacuate people quickly in the event of a fire, and if evacuation is required.

How does the hospice control infections?

We take the issue of infection control very seriously and maintain the highest standards of cleanliness. Our nurses have regular up-to-date training and we provide hand-washing facilities and alcohol-based gel around the hospice and Inpatient Unit for everyone to use. The hospice also has a designated infection control champion.

The Services We Provide



Inpatient Unit

24-hour specialist care delivered by our multidisciplinary team on a 10-bedded unit



The Orangery

Support and wellbeing service, providing complementary therapy and facilitating a range of wellbeing groups for inpatient and outpatients



Social Work

Specialist support for those living with a life-limiting illness and the people close to them



Physiotherapy

Support to manage symptoms and improve mobility, facilitated by our specialist palliative care physiotherapist



Spiritual Support

Providing the option to access the spiritual care and support that is right for you



Counselling and Bereavement Support

A safe and supportive environment for people living with a life-limiting illness, and their families and friends, to explore their feelings



Medical Outpatient

Expert care delivered by our specialist consultants, both from the hospice and in the community and in people's homes



Pall Call

A free helpline for people in Barnsley living with a life-limiting illness and their loved ones to access 24/7 specialist advice



Care in Hospitals

Supporting local hospital services to provide specialist care for people with palliative and end of life care needs



Our Values

Our values drive our organisational culture, let people know what is important to us and how they can expect us to operate. These values represent the wide range of people impacted by our activities, including our workforce, partners, supporters, patients and those close to them.



AMBITION

We **aim high** and look for ways to **improve** ourselves, our services, reach more people and play a leading role.

We set high standards for ourselves and the services we provide.

We seek every opportunity to learn: from our successes and our mistakes.

We take a flexible and creative approach when seeking opportunities and solutions.



COLLABORATION

We are **inclusive** and work in **partnership** with others to achieve shared goals and get the best outcome possible.

We value diversity in its broadest sense and take meaningful action to create an inclusive environment.

We seek out and nurture partnerships so we can achieve more together.

We are welcoming and friendly.



COMPASSION

We are **caring** and treat everyone with **kindness** and **respect**.

We show empathy and consideration towards others.

We are genuinely caring and respectful in our interactions with others.

We are generous with our time and attention, and value the people around us.



INTEGRITY

We are **honest**, communicate clearly and **openly**, and take **responsibility**.

We are open and honest with ourselves and others.

We are trustworthy and reliable and deliver on our promises.

We are professional and take our responsibilities seriously.

Our Strategic Objectives

Our strategic objectives outline where we want to be by March 2026 and how we are going to get there. We have high levels of ambition and strive to be the best hospice possible for our local community. We are committed to setting and achieving the highest standards of professional practice, continuously building a culture of outstanding care and services.

Strategic Objective 1

We deliver outstanding care: The care that we provide to patients and those that are important to them will be of the highest achievable quality and will be accessible for all, personal, effective and safe. It will respect their dignity and be delivered with compassion.



Strategic Objective 2

We are acknowledged as a centre of excellence for specialist palliative and end of life care: We will provide a leadership role beyond our organisational boundaries in the development of innovative and outstanding palliative and end of life care research and education and its application to practice.



Strategic Objective 3

We will develop and sustain our financial health: We will manage the financial health of our charity efficiently and effectively to achieve long-term sustainability whilst investing for growth and development.



Strategic Objective 4

We have a culture and environment where people can thrive: We will be the employer and charity of choice in Barnsley. Our people will deliver outstanding care and services and will have an enjoyable and rewarding experience that inspires them to be the best they can be.



Visitors Charter

	YOU CAN EXPECT OUR STAFF TO:	WE EXPECT VISITORS TO:
PRIVACY, DIGNITY AND RESPECT	Be polite and courteous to visitors at all times.	Please be polite, courteous, and follow instructions advised by hospice staff when visiting or using our services.
SUPPORTING CARE	Be supportive of visitors who wish to participate in the care of their relative or loved one.	Understand that healthcare professionals will need to complete some aspects of care at certain points.
COMFORT	Do our best to create a calm and restful environment to help patients recover.	- Ensure visits are coordinated to reduce overcrowding in hospice areas. - Allow patients the opportunity to rest for periods throughout the day as required. - Be respectful of other patients' and their loved ones.
INFORMATION SHARING	- Use our skills to prioritise caring for all patients, and communicate these decisions with visitors. - Keep each patients' next of kin/named contact well informed (with the patient's permission). - Support patients' next of kin who wish to speak to a member of the medical team.	- Understand and respect that information cannot be given out unless the patient has given the permission. - If you feel you do not have sufficient information, please let us know. - Avoid disturbing nursing staff when they are giving out medication.
INFECTION PREVENTION AND CONTROL	- Work hard to provide a clean hospice. - Do all we can to protect patients from infection – on occasions this may mean restricting visiting times or increasing precautionary measures such as masks.	- Wash your hands on entering and leaving hospice areas by using the alcohol gel provided and follow all hygiene rules. - Stay at home if you are unwell and don't visit for at least 48 hours after your last episode of diarrhoea and vomiting.
PERSONALISED CARE	Give visitors' loved ones all the care they need, while also meeting the needs of other patients.	- Provide your relative with their toiletries, dentures, glasses, suitable clothing and footwear. - Smoke cigarettes and e-cigarettes in designated smoking areas only, not within the hospice. Please ask a member of staff for directions.

Meet the Team

At Barnsley Hospice, we have a multi-disciplinary team of professionals working together to deliver the best possible care to those with us. To help during your stay, we'd like to introduce you to some important people.



Ross Fletcher
CEO/Chief Nurse



Jennifer Featherstone
Director of Clinical Services
and Governance



Becky Lambert
Head of Clinical Services
and Quality Matron



Mel Butcher
Ward Manager

"At Barnsley Hospice, we are proud to deliver outstanding care to our patients every single day, but we can only do this thanks to the compassion and hard work of our multi-disciplinary team.

During your time with us, you'll meet individuals in a variety of roles, including doctors, consultants, nurses, health care assistants and more. While these roles have unique duties and responsibilities, each and every one of them is driven to provide the best possible care and support to you and your loved ones."

Becky Lambert, Head of Clinical Services and Quality Matron



Rachel Vedder
Consultant in Palliative Medicine and Clinical
Lead for Palliative Medicine Barnsley



Clare Farrington
Consultant in Palliative Medicine

"Doctors work as part of the multidisciplinary team on the Hospice inpatient unit. There are team meetings every day where a daily update about all patients is shared so that team members including doctors, are up to date.

Many of the doctors on the team work part-time so you will not always see the same doctor.

The team is led by doctors with in-depth experience in specialist palliative care, including consultants in Palliative Medicine. It also hosts doctors in training at varying stages of their careers, including medical students during some weeks.

There is a medical ward round to review patients every weekday, and at weekends a doctor attends and reviews patients when needed.

Doctors are not present on site overnight, and there is always a doctor on call for advice who can attend if needed."

Dr Rachel Vedder, Consultant in Palliative Medicine

Meet the Team

You may notice members of our staff wearing different uniforms or having various role titles. To help you understand who is who, we've put together a helpful guide. You can also look at the noticeboard to see more information.

Head of Clinical Services and Quality Matron



The Head of Clinical Services and Quality Matron works Monday to Friday between 8 am and 4 pm.

The Head of Clinical Services and Quality Matron...

- Provides compassionate, inclusive leadership and management promoting high standards of clinical care, patient safety and patient experience.

Specific roles include:

- Leading quality improvement projects
- Quality assurance across clinical services
- Lead on the education and training requirements of the hospice clinical team
- Works with external partners on a range of development projects.

Ward Manager



The Ward Manager works Monday to Friday 8 am and 4 pm.

The Ward Manager...

- Has 24-hour continuing responsibility & accountability for the effective and efficient management of the Barnsley Hospice Inpatient Unit.
- Monitors ward and staff performance, ensuring patient care is of a high standard. This involves reviewing patient feedback, sharing it with staff to celebrate achievements, but also looking at where the ward could improve.

Specific roles include:

- Roster management
- Incident investigation
- Absence management
- Managing mandatory training compliance
- Leading quality improvement on IPU.

Meet the Team

Ward Sister



The Ward Sister/Charge Nurse works long days over 7 days with occasional night duty as required.

The Ward Sister/Charge Nurse...

- Is responsible for the effective and efficient leadership of the Barnsley Hospice Inpatient Unit whilst on shift.
- Monitors ward and staff performance, ensuring patient care is of a high standard.
- Acts as coordinator of inpatient care ensuring effective planning and communication between the multidisciplinary team (MDT).

Specific roles include:

- Assessment, planning, implementation, evaluation of patient care.
- Assisting patients with activities of daily living.
- Chairing handover and MDT meetings.
- One-to-one meeting with staff members.
- Managing short notice absence.
- Leading on Quality Improvement projects and works closely with the Quality Matron.
- Acts as Nurse in Charge whilst on duty.

Staff Nurse



The Staff Nurse works long days and night duty over 7 days.

The Staff Nurse...

- Has responsibility for the assessment, planning, implementation and evaluation of high standards of personalised nursing care for patients on the inpatient unit.
- Is part of the MDT and provides direct specialist nursing care for allocated patients in the IPU, ensuring care is in keeping with the needs and wishes of patients and their families.

Specific roles include:

- Acts as a Charge Nurse when needed.
- Assisting patients with activities of daily living.
- Safe medication administration.
- Ensuring safe admission of patients to IPU.
- Planning discharge of patients with MDT.
- Mentors new staff members and students.
- Acts as a link nurse for a clinical subject.

Meet the Team

Nursing Associate



The Nursing Associate works long hours over 7 days with occasional night duty shifts as required.

The Nursing Associate...

- Supports the Staff Nurses to deliver high quality, personalised, compassionate care to inpatients.
- Delivers planned care under the supervision of the Staff Nurse.
- Works alongside Healthcare Assistants to deliver direct patient care.

Specific roles include:

- Documenting the assessment and evaluation of patient care.
- Safe medication administration.
- Assisting with activities of daily living.
- Second checker with Staff Nurse for controlled drugs.
- Mentors new staff member and students.
- Acts as a link nurse for a clinical subject.

Healthcare Assistant



The Healthcare Assistant works long days and nights over 7 days.

The Healthcare Assistant...

- Supports and assists registered nursing staff in the delivery of personalised care for inpatients.
- Helps to deliver and monitor direct care to patients ensuring that patients records are updated.

Specific roles include:

- Providing direct care to patients alongside registered staff.
- Documenting the care delivered to patients.
- Mentors new staff members.
- Supports the link nurse with a clinical subject.

Meet the Team

Specialist Physiotherapist



The Specialist Physiotherapist works Monday to Friday between 8 am and 4 pm.

The Specialist Physiotherapist...

- Assesses patients and provides treatments to help reduce common symptoms such as pain, fatigue and dyspnoea, and by improving functional capacity to retain independence and dignity.

Specific roles include:

- Moving and Handling Facilitator
- Acupuncture
- Functional assessments
- Discharge planning with MDT including CHC assessments
- Link with community therapy colleagues.

Specialist Social Worker



The Specialist Social Worker works Tuesday to Thursday between 8 am and 6 pm.

The Specialist Social Worker...

- Provides specialist advice and support to patients and their loved ones to help them navigate the relevant resources and assistance available to them.

Specific roles include:

- Ensuring patients and their loved ones have knowledge and access to social services available to them
- Discharge planning with the MDT
- Providing specialist advice around Mental Capacity, Safeguarding issues.

Meet the Team

Housekeeping Team



The Housekeeping team work between 8 am and 4 pm Monday to Friday and between 7 am and 4 pm on Saturday and Sunday.

The Housekeeping team...

- Ensure a high standard of cleanliness is maintained throughout the hospice premises while adhering to the national standards of cleanliness and infection control guidelines.

Specific roles include:

- Perform cleaning duties across the hospice as set out in schedules.
- Keep an accurate and detailed record of housekeeping activities.
- Undertake laundry tasks to ensure linen and towels are available.
- Carry out deep disinfection cleans where necessary.

Catering Team



The Catering team works 7 days a week, between 7 am - 6 pm.

The Catering team...

- Deliver a high-quality catering service across the hospice, offering a range of healthy and nutritious food and drinks to patients, visitors and staff.

Specific roles include:

- Preparing and producing meals to a set flexible three-week menu.
- Speaking with patients and visitors about dietary requirements and menu preferences.
- Putting together Afternoon Teas for patients and loved ones to enjoy.

Inpatient Unit Roles

Volunteer Befriender



The Volunteer Befriender works 1-2 hours a week on a rota basis.

The Volunteer Ward Befriender's role includes:

- Providing social contact and companionship
- Creating new friendships, helping to keep people connected
- Creating relationships with families and visitors
- Supporting families with time out by staying in the room with the patient
- Assisting in making beverages for patients and families
- Encouraging patients to use communal areas, such as to watch TV or eat meals
- Reading with patients
- Being involved in any patient activities like art and crafts
- Awareness of any ward infection control procedures
- Help to maintain up-to-date noticeboards
- Assisting with patient Surveys/Feedback
- Assisting in the prevention of falls.

Volunteer Ward Assistant



The Volunteer Ward Assistant works 1-2 hours a week on a rota basis as required.

The Volunteer Ward Assistants role includes:

- General tidying of the locker/bed/table area
- Assist ward staff with bed-making
- Awareness of any ward infection control procedures
- Refresh patient's refuse bags
- Assist in the movement and cleaning of equipment from ward
- Assist with restocking and tidying of cupboards
- Assist ward clerk with clerical tasks such as photocopying or answering phone calls
- Assist with patient Surveys/Feedback
- Assist staff to prepare patients for discharge home or inpatient treatment
- Assist in prevention of falls
- Making refreshments for patients and clinicians
- Helping to serve food and beverages.

Other services

The Orangery

The Orangery is our support and wellbeing service. Complementary therapies such as reflexology, aromatherapy, massage and guided visualisation are provided by qualified therapists.

We also offer support programmes for patients and their carers, designed to provide tools for people to manage symptoms such as pain, anxiety and fatigue.

Counselling Service

Our counselling service supports people living with a progressive life-limiting illness, who have specialist palliative care needs, and those close to them. Our counsellors help people to explore difficult feelings and emotions relating to their own or a loved one's illness. This may be at any stage of the patient's palliative care journey.

Bereavement Support Service

Our hospice counsellors are specialists in providing bereavement counselling and support for those experiencing grief after someone dies from a life-limiting progressive illness. This support is provided face-to-face or via telephone. They provide both pre- and post-bereavement support, and this can be especially important for children. The team is experienced in helping children aged 5 to 18 years of age. Our counselling suite provides a safe and confidential space for patients and families to discuss the psychological impact their illness is having on them.

Spiritual Support

The South Yorkshire Chaplaincy and Listening Service offers regular spiritual support for people accessing our services, and the people close to them. We also have a network of local faith leaders that we can contact upon request.



Physiotherapy

Our specialist palliative care physiotherapist helps people living with life-limiting illnesses improve their mobility and manage their symptoms. They work with people accessing our care to find out what is important to them, helping them to develop a plan to meet their individual needs and goals. Physiotherapy can be accessed by people using services in The Orangery or those receiving care on our Inpatient Unit.

Social Work

A palliative care social worker is based on our Inpatient Unit three days a week. They work with patients and the people closest to them to understand their needs, providing advice and guidance on wider support available through other channels. They also play an important part in our discharge process, helping to ensure the relevant practical support is in place when someone returns home.

Medical Outpatients

Our specialist consultants offer outpatient support for people living with a life-limiting illness. Appointments are conducted from the hospice and out in the community, including in people's homes.

Pall Call

We provide a free 24/7 helpline for people in Barnsley living with a life-limiting illness, and the people close to them, to seek specialist advice.



How We Keep Your Information Safe

We collect and hold information about you to enable us to give you the correct care and treatment. The information will be kept as a paper record, electronically (for example in electronic patient records or digital images) or both. Records are stored securely within the Hospice. It forms part of your health record and will be kept in case we need to see you again.

Members of the clinical teams looking after you may share your personal health information with each other to ensure the treatment is appropriate to you.

These teams may include:

- Healthcare professionals (such as doctors, nurses, nursing associates and healthcare assistants, pharmacists, physiotherapists and occupational therapists for example)
- Administrative support staff
- Healthcare students in training
- Staff conducting local clinical audits to evaluate the care provided to you.

All staff are bound by law and a strict code of confidentiality.

In accordance with NHS guidance, the hospice has appointed a Caldicott Guardian; a senior member of staff who is responsible for protecting the confidentiality of patient and service user information and enabling appropriate information sharing.



We Want to Hear From You

We always welcome feedback from patients, families and service users to help us review, maintain and improve our high standards of care at the hospice.

Compliments

If you've had a great experience at the hospice, we would love to hear about it. This feedback is much appreciated and helps us to ensure we are providing the best possible care and support for those using our service. Let us know your feedback by emailing us at feedback@barnsley-hospice.org or call 01226 244 244 EXT. 268. Alternatively, you can share your feedback with the CQC on their website at www.cqc.org.uk/give-feedback-on-care.

Make a suggestion

We welcome any comments or suggestions about how to improve our care and support, as we aim to constantly review and improve the services we provide and how we provide them. You may be routinely asked if there is anything you think we can improve upon during your time with us or given a short questionnaire to complete to gain your feedback. If you have further comments or suggestions email us at feedback@barnsley-hospice.org or call 01226 244 244 EXT. 268.

Concerns

Many concerns can be resolved informally and quickly by speaking to a member of staff, so please do tell us if you have a concern about something. For example, you can ask to speak to the Quality Matron or Nurse-In-Charge on our Inpatient Unit if you have any concerns regarding the care provided to a patient.

If you cannot or do not wish to do this, you can ask to speak to our Governance and Quality Officer who will assist you in resolving your concern. You can call 01226 244244 EXT. 268 or email feedback@barnsley-hospice.org.

Complaints

We aim to provide the highest standards of care and support, and we hope there will be little cause for complaint, but if you do have a concern or complaint about your treatment at the hospice, please discuss it with a relevant member of staff first. If your issue cannot be resolved, you can then address your written complaint directly to our CEO/Chief Nurse at Barnsley Hospice, Church Street, Gawber, Barnsley, S75 2RL or email via feedback@barnsley-hospice.org. Any formal written complaint will be acknowledged within two working days with a full response within 20 working days. All complaints will be handled with the utmost respect and sensitivity.

If you are unhappy with our response to your complaint you can write the Chair of our Board of Trustees within 28 days of the response at:

Chair of Board of Trustees

Barnsley Hospice

104-106 Church Street

Gawber

Barnsley

S75 2RL

Or by emailing feedback@barnsley-hospice.org

Your email should be marked clearly for the attention of the Chair of the Board of Trustees.

If you remain dissatisfied with the response from the Chair of the Board of Trustees, you can contact the Charity Commission, on 0300 066 9197. They are the independent regulator of Charities in England. Whilst the hospice is regulated by the Care Quality Commission (CQC), they cannot investigate individual complaints.

However, they are still interested to hear from you if you have experienced or received poor care.

Support to make your complaint

If you need help making a complaint, a local service called Cloverleaf Advocacy will provide you with free and impartial advice and guidance.

Tel: 01924 454875

Email: referrals@cloverleaf-advocacy.co.uk

Or you can contact Healthwatch Barnsley as follows:

Tel: 01226 320106

Email: hello@healthwatchbarnsley.org.uk

Interpreter services, including British Sign Language (online) are available for people whose first language is not English and those who need additional communication support.

Sharing your story

Sharing your experience of the hospice can help us to raise awareness of the services we provide. If you would like to speak to a member of the Marketing and Communications Team to share your story on our website or other platforms, please let one of our nurses or doctors know, or email marketing@barnsley-hospice.org.

BREAKFAST MENU

FOR PATIENTS ONLY

ALL BREAKFAST SERVED UNTIL 10 AM,
PLEASE SEE A MEMBER OF STAFF.

Fresh fruit juice

Cereal

Porridge

Toast with Jam or Butter

Crumpets

COOKED BREAKFAST

Bacon

Sausage

Eggs - Fried, Scrambled, Poached or Boiled

Mushrooms

Tomatoes

Beans

*(Extras - Please ask for hash browns,
extra toast, grilled tomato or fried bread)*

HOT SANDWICHES

Bacon

Sausage

Egg

LIGHT OPTION MENU

FOR PATIENTS AND RESIDENT RELATIVES

SELECTIONS FROM THIS MENU CAN BE AN
ALTERNATIVE TO THE PLANNED MENU, OR
BETWEEN MEALS FROM 10 AM - 5 PM.

SANDWICHES

(WHITE/WHOLEMEAL/TEACAKE)

Cheese

Egg Mayo

Tuna Mayo

Ham

Served with side salad and/or crisps

SALADS

Cheese

Tuna Mayo

Ham

JACKET POTATOES

Cheese

Tuna Mayo

Beans

Served with side salad

LIGHT OPTION MENU

FOR PATIENTS AND RESIDENT RELATIVES

TOASTED SANDWICHES

Ham & cheese

Cheese

Corned beef & onion

Served with side salad

EXTRAS

Toasted fruit tea cake

Cheese & biscuits

Ice creams

PATIENTS ONLY

Fruit smoothies

Crumpets

Fruit cake/malt loaf with cheese

Fresh fruit salad