



IPU admissions

Information for **patients and visitors**



St Elizabeth Hospice is an independent charity which exists to care for the needs of people with terminal or progressive illnesses, and their families in Suffolk.

We provide our services to patients free of charge, to do this we have to generate around £10.5 million each year. We raise over 80% of the money we need to provide services through fundraising, our shops, donations, gifts in wills and some grants from charitable trusts. The contributions we receive from our supporters enable us to be here for those who need our help.

What is the in-patient unit?

The inpatient unit or IPU, is an 18 bed **short stay** unit at the hospice. The IPU has three bays each with four beds. There are also six single side rooms with one bed. Priority for the single rooms is given where there may be a clinical need, such as for infection control purposes.

Patients are admitted to the IPU to help us effectively manage symptoms and problems that are not possible to manage in the community and need the help of the specialist palliative care team. Patients are also admitted to the IPU for end of life care, when possible, if the hospice is the place where they would prefer to spend the last few days of their life. Should someone stabilise and / or improve then we will plan with them for transfer to an alternative place of care. The IPU is not a long stay unit.

What will happen during the admission?

During the admission, we will assess your needs and agree plans for your future care and treatment. This may involve changes to your medication, rehabilitation support or interventions by several members of the multidisciplinary team. It is likely to include planning your ongoing care after discharge and this will be done

on an individualised basis. Discharge can be difficult to consider but is discussed regularly, and planned for when a patient is stable or symptoms improved, or the reason for admission has been addressed or the patient wants to go home.

Following discharge the hospice can continue to support you and your family in the community along with your normal healthcare providers such as your GP and/or district nurse. Further admissions to the IPU at a later date are possible if there are further needs which require intensive inpatient support.

Arriving at the hospice

Patients may be brought in by their own transport, or ambulance transport may be available if required for clinical reasons. When you arrive, go to reception and a member of the IPU team will come and meet you.

If you arrive by car, you may use the car park at the front of the building, and the spaces adjacent to the driveway.

Visitors must sign in and out at reception when you enter or leave the building, and leave your car registration number with the receptionist.

During normal office hours, entry to the building is via the main reception at the front. Out of normal hours, or when reception is closed, there is an evening entrance, signposted to the right of the building. Please ring the buzzer and you will be let in.

What to bring with you

When you are admitted to IPU you will need to bring some personal items with you:

- Toiletries eg. shower gel/soap/toothbrush/toothpaste (the hospice does not supply toiletries)
- Tissues
- Day clothes, footwear/slippers
- Nightwear

- Medication: Please bring all your medications and medication list with you, as they will need to be checked on admission. This includes any 'over the counter' preparations or other medications you are taking, and any supplement feeds. Once recorded, your family may be asked to take home any medications that are not currently required.
- Mobility equipment: If you use a wheelchair, a frame or sticks then please bring them with you.
- Personal items such as photos, books and blankets may be brought in. Personal electronic items such as phones or laptops may be brought in, however chargers would need to be PAT tested before plugging in. We suggest that all personal items are labelled with your name before bringing in.

If you already require the use of any personal medical equipment eg. non invasive ventilator, please discuss with the nursing team or your hospice clinician regarding whether you need to bring this in with you.

If you have any advance care planning documentation eg. yellow folder, 'Thinking ahead', resuscitation documents or any other advance statement of wishes, please bring this with you to the hospice to show the clinicians.

Please note the hospice is unable to take responsibility for loss or damage to any items brought into the building.

Meals and refreshments

Meals are provided for patients free of charge. Please let staff know if you have any special dietary requirements. Family and friends can pre-book a paid for lunch by filling in the form in the hospice dining room, before 10.30am. Lunch is served between 12 and 1.30pm, please pay for your lunch at the till in the dining room. Snacks and drinks are available to buy in the dining room, there is also a coffee machine, with a variety of hot drinks (donations are welcome). Breakfast is not routinely offered to visitors, however a light breakfast will be offered to visitors who need to stay the night

Breakfast for patients is served from 8am, lunch from 12pm, and an evening meal is served from 5pm. There is a kitchen on the IPU which visitors are welcome to use to make drinks and snacks.

Visiting times

There are no set visiting times to the IPU, you are welcome to visit throughout the day. However, as we start to settle patients for the night from 8pm, we ask that if you do not need to stay the night, where possible visits are concluded around this time.

Children are also encouraged to visit as long as they are supervised by a responsible adult. There is a visitors' lounge with a child-friendly area.

For those patients who would like to limit the number of visitors or restrict it to certain persons only, please speak with a member of staff.

Hospitality room

A hospitality room is available for visitors needing to stay the night; this is allocated according to need on a day by day basis. There is a sofa bed and bedding, a TV and a shower room. If you use this facility please leave it tidy and vacate it by 8am in order to allow for cleaning.

Infection control

Hand sanitisers are provided for use on both entering and leaving the IPU for infection control. If you are unwell, please check with staff before visiting IPU as some patients' immune systems may be compromised, and they may be more at risk of infection.

Please do not visit the IPU if you have symptoms of infectious vomiting or diarrhoea until your symptoms have settled.

Pets

We understand the importance of pets for some families. Well behaved pets may be allowed to visit with prior agreement - please check with staff beforehand.

For infection control reasons they are not permitted in the dining room or kitchen areas, but are welcome on the ward or other communal areas. Dogs must be kept on leads in the hospice and its grounds. You are responsible for cleaning up after any pet that you bring in.

Flowers

You are welcome to bring in flowers for patients. There is an area in the IPU kitchen with vases and scissors. Please feel free to ask a ward volunteer for help or assistance.

For infection control purposes, please do not empty water from flower vases in to the sink for washing up, there is a separate sink for flower arrangements.

Laundry

We do not have personal laundry facilities at the hospice. We ask that families take laundry home where possible.

Smoking

The hospice is a no smoking site. If visitors wish to smoke we ask that they do so off site. We have a designated smoking room on the IPU strictly for patients' use only. Illicit/recreational drugs, including solvents, are not permitted on site. This includes all medications that are not prescribed by a health care professional as a medication eg. cannabis based products, heroin, etc.

Wifi and mobile phones

Mobile phones can be used on the IPU. Please ask a member of staff for the wifi password.

Our team

The hospice has a team of clinical and medical staff here to support you, your family and friends. They share information with other health care professionals to enable delivery of your care.

You will meet our specialist doctors and nurses and be supported by our healthcare assistants. Medical review occurs regularly, including consultant ward rounds. You may also come into contact with other members of the multidisciplinary team including physio and occupational therapists and the emotional wellbeing and spiritual care team. Some of our staff will be in uniform.

In addition, we have a team of volunteers who help with the practical day to day aspects of care and treatment, such as meals and refreshments, making beds and some administrative responsibilities. Please ask if you are unsure of somebody's role.

Coming to the hospice from [outside the area](#)

If you are arriving by train, there is a taxi rank at Ipswich train station, but there is no direct bus service to the hospice. For bus routes to the hospice please visit www.ipswichbuses.co.uk.

If you are driving to the hospice, the postcode is IP3 8LX.

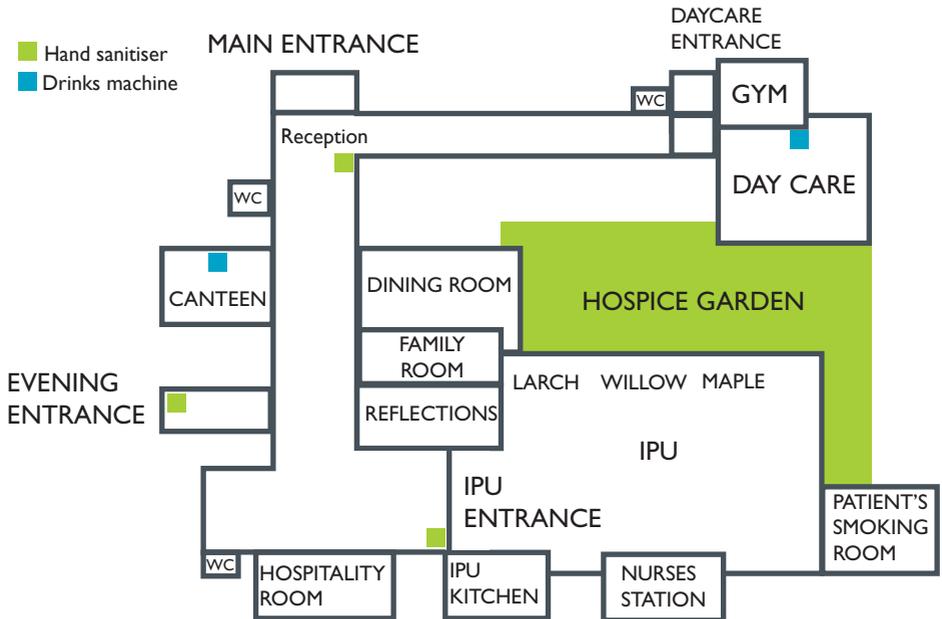
There are numerous shops, supermarkets and restaurants within a short driving distance of the hospice, and a number of hotels.

Zero tolerance

Our staff have the right to be treated with **respect and dignity** without the risk of feeling threatened in any way. Any behaviour that may have a negative effect on staff, patients or visitors will not be tolerated and may result in the offender being asked to leave.

The hospice has a policy for managing aggression or violent behaviour and does not tolerate actual or threatened abuse of staff, volunteers or other hospice users.

Hospice map



Contact us:

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