

Service Information

# The Bedded Unit



being there for all the family [northdevonhospice.org.uk](http://northdevonhospice.org.uk)

## What the Bedded Unit offers

Our Bedded Unit which provides care for our patients and their families who are living with a life-limiting illness.

You may be referred to the Bedded Unit for a number of reasons, for example:

- To help control your symptoms, such as pain or sickness
- To be supported in the last days of life

There are times when fears and anxieties can become increasingly difficult to manage. Such worries can often interfere with how you are able to cope and what you would like to do. On the Bedded Unit we are here to help you with this and offer both emotional and practical support to you and your family or carers. It is normal to feel anxious about coming into the hospice. Here we have time to listen and support you as you experience many different feelings, as well as any questions you might have about what is happening. It is our desire to help you maintain your independence and make personal choices whilst achieving the best quality of life possible.

*“The great warmth and compassion for us all was greatly appreciated”*



Call us 01271 344248 (office hours and out of hours)

## Where is the Bedded Unit

The Bedded Unit is located within the main hospice site at Deer Park in Newport, on the outskirts of Barnstaple.

The Unit overlooks the hospice gardens and from most rooms there are far reaching views across the Taw Valley. It is thanks to fundraising in the local community that we were able to open the Bedded Unit in 2005. Ever since then we have been providing specialist care 24 hours a day, 7 days a week.

For those of you arriving at the hospice by car, there is free parking available and the parking bays closest to the main entrance are reserved for you, your family and visitors. If you think you or your loved ones will find it difficult getting transport to the hospice, we can arrange for one of our volunteer drivers to help you with specific transport needs.



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The Bedded Unit is a purpose-built facility, specifically designed for the individual patient centred care and support we provide. Unlike a bustling hospital environment, the Bedded Unit is a peaceful and welcoming place but not a long stay unit.

There are 7 bedrooms, all with ensuite facilities. Most of the rooms open onto their own balconies. There is a TV and a CD player in every room, and free Wi-Fi access throughout the building. A cordless telephone and an iPad are also available for your use.

As well as the private rooms there is a comfortable lounge with sofas and armchairs where you and your visitors can enjoy quality time together. The lounge is well equipped with a TV, a CD player, a computer and a games console, plus books and magazines, board games, puzzles and other activities for children.

## What to bring

You will need to bring toiletries, day and night clothes, your current medication and any mobility aids. We encourage you to also bring personal items to make the room your own (photographs, ornaments, favourite CDs, a special bed cover).

## Laundry

We provide all bed linen, towels and face cloths, but would ask that you make arrangements for your personal laundry to be taken home.

## Your visitors

There are no set visiting hours. Family and friends are always welcome at our discretion and it is not unusual to have children of all ages at the hospice.

## Overnight stays

If you would like a visitor to stay overnight this is always possible

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in your own room, either in a reclining chair or on a separate bed if there is space for one. We also have an overnight-stay family room that may be available. This has two single beds, an en-suite shower room and tea and coffee making facilities.

## Pets

Pets may also visit by arrangement with the nursing staff.

## Food and refreshments

The hospice's Terrace Café provides all the meals at the hospice, including the meals for the Bedded Unit. All the food is

freshly prepared and cooked to order from a varied menu and meals are served when you would like them, not just at set times.

We are very happy to cater for special diets or for any particular preferences you might have. Your visitors can purchase additional hot and cold food from the Terrace Café which is open from 8.00am to 5.00pm every day. There is also a range of snacks and hot and cold drinks available on the Bedded Unit at all times.

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## Pastoral and spiritual care

We welcome everyone and encourage people to feel free to express their spirituality or practice their religion in their own way. We work closely with local clergy, pastors, ministers and other faith leaders from across the local community and if you wish we can arrange for them to visit you.

We offer a listening and supportive presence in a way that is right for you and your family.



*Thank you for not only your care, attention and expertise but also a place filled with love*



*Dad was so frightened: you made him feel safe*



## The Retreat

The Retreat is a room that is a short distance from the Bedded Unit and overlooks its own private garden. It is a peaceful place for reflection, meditation, prayer or just somewhere quiet and private to spend time alone.

## Smoking

A smoking room is available for you and there is a designated smoking area outside for your family and visitors.

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## How to be referred

Everyone who comes to stay on the Bedded Unit will have been referred by a healthcare professional. This may be your GP or a hospital clinician.

Your referral will be assessed within 24 hours and you or your carer will be contacted to arrange your admission onto the Bedded Unit at a time to suit you.

## What will happen when I arrive?

When you arrive you will be introduced to the nurse who will coordinate your care during your stay. The Bedded Unit nurses work as a team with each shift having a designated nurse for your care. All of our nurses are here to help and care for you and support your family members.

Once you have met your nurse, you will be settled into your room where you will be seen by a doctor and a nurse. They will ask you questions relating to your illness and answer any questions you may have. They may ask you how you are managing at home.

If it's appropriate, certain information about you may be shared with other members of the hospice team, such as the physiotherapist, occupational therapist, supportive care team etc. Your family or carer will be given the opportunity to ask questions.



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The doctors and nurses will spend some time talking with you about your wishes and preferences for care, your symptoms and problems, and the medication you are currently taking.

## What to expect during your stay

Your care is provided on an individual basis. We will always try to meet your personal needs and will be guided by you for your waking, sleeping and eating preferences; you will not have to fit into a routine. We have a specialist team who will

support and care for you at all times and you will be able to see a doctor every day. There is always someone to talk to and we offer complementary therapies which you may find helpful.

We will support you in whatever way we can. This might include family members being involved in your care or making birthdays and celebrations happen for all the family.

When you are fit for discharge from the Bedded Unit, we can help you make arrangements for your future care, which will involve your GP practice, our Clinical Nurse Specialists and, if appropriate, our Hospice to Home service.

“ Everyone made Mum feel so special ”

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## Your questions answered

### How much will it cost me?

Nothing. All of our care and support is free.

### Can my chiropodist or hairdresser visit me?

Yes, of course. Our staff will be pleased to help arrange this.

### How long will I stay?

Our doctor will talk with you and your family about this when you arrive.

### If I feel well enough, can I leave the Bedded Unit for a few hours?

Yes. Please talk to the staff if you would like to do this.

### Is there a supermarket nearby?

15-20 minutes walk away.

### Are you on a bus route?

There is a bus stop at the end of Deer Park Road.

*It was an enormous comfort to know that my husband was being looked after in such calm and tranquil surroundings and by such dedicated and caring people*



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## Who's who

During your stay you will meet a range of health professionals and others who can support you on the Bedded Unit. These may include:

- Nurses
- Doctors
- Occupational Therapists
- Physiotherapists
- Clinical Nurse Specialists
- Pharmacists
- Pastoral and Supportive Care Team
- Complementary Therapists
- Administration Staff
- Catering Staff
- Volunteers

We have a small team of committed volunteers who work on the Bedded Unit between 8.00am and 8.00pm. They can help you and your visitors by offering support and company, assisting with meal planning, providing drinks and generally offering any practical assistance you might need.

## Further information

### Clinical Team Leader

Bedded Unit  
North Devon Hospice,  
Deer Park, Newport,  
Barnstaple, Devon,  
EX32 0HU

[www.northdevonhospice.org.uk](http://www.northdevonhospice.org.uk)  
01271 344248

### Other formats

If you need this information in another format such as large print, high contrast etc, please contact the Marketing and Communications office at North Devon Hospice on 01271 344248.

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# We value your opinion and welcome your feedback

North Devon Hospice aims to provide high quality care and support for our patients and their families. Your feedback helps us to improve the services we offer. There are a number of ways you can tell us about your experience with the hospice.

- **Speak to us**  
You can speak to one of the hospice team about your experience. They can also offer you advice if you would like to ensure your feedback is documented
- **Call us**  
You can call us directly on 01271 344248. Please ask to speak to one of the people involved in your care
- **Go online**  
You can complete the 'I Want Great Care' questionnaire online. Please visit [www.northdevonhospice.org.uk](http://www.northdevonhospice.org.uk) to find a link or you can visit [www.iwantgreatcare.org](http://www.iwantgreatcare.org) and search for 'North Devon Hospice'
- **Fill out a questionnaire**  
'I Want Great Care' questionnaires are also available in paper format. You can collect these from the hospice's reception area or we can send copies to you. Please speak to one of the team if you would like a copy delivered
- **'Compliments, Concerns and Complaints' leaflet**  
This leaflet is available from the hospice's reception area and is also available to download from our website

**iWantGreatCare**  
[www.iwantgreatcare.org](http://www.iwantgreatcare.org)

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We rely on support from our local community to be able to continue providing the level of care we currently offer for patients and their families.

We need to raise over £4.5m each year to be able to provide our care and support year on year. We can only do this thanks to regular donations, fundraising, events, donations to our charity shops and gifts left to us in wills.

## Your privacy is important to us

Throughout your hospice journey we will collect and store information about you that you and your healthcare team share with us. We use your information to support us in delivering the best possible care to you. We will only share your data with other healthcare teams with your consent.

From time to time we may write, email or telephone you about events or information that we feel would bring you comfort and provide you with support, if you would prefer not to receive this information from us please get in touch. For further information about how we use your information please visit [northdevonhospiceprivacy.org.uk](http://northdevonhospiceprivacy.org.uk)



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