



Telford Hospice Visit 27th April 2009



Taking Part is currently working with the End of Life Team in Telford and Shropshire. Part of our work was to visit the Hospice Units both in Telford and Shrewsbury to see what they are like.



On 27th April 2009, Julie Ann Squire, Gaynor Harris and Julie Mellor were given a conducted tour of the Telford Hospice by Sharon Hicks, who is a nurse there.



We were greeted by the receptionist, who is a volunteer. The entrance is very big and comfortable with lots of information on display and things to buy to help raise funds.



There is a plaque to say that HRH Princess Alexandra opened the Hospice on 18th July 2008.

This is the date when the wards were opened. The Day Unit was opened in 2007.



The whole building is very accessible for people with disabilities or who have mobility problems.

Day Unit



The day unit can help up to about 25 patients at any one time. The Day Unit is used for people who have specific appointments, or palliative care or who are in the Ward Unit. There are a number of quiet rooms where people can talk in private or just have some time for themselves.



There is a range of specialist staff available to talk to as well.

Other facilities include:

- A top of the range Jacuzzi bath
- A hairdressers who give information about hair loss
- 2 activities room
- A dining room and kitchen area
- A lounge which looked a bit like a residential home
- Patio all around the building



The Day Unit is run with the help of a number of volunteers and they provide a very valuable service.

Ward Unit



As you enter the Ward room there is a small reception which monitors patient calls and security. There are also a few staff offices. There is a Sanctuary Room and this is for all faiths to worship or prayer. The Alter faces Mecca.



There are 2 communal rooms, one at the start of the Ward Unit and the Sun Lounge. Friends and family can use these rooms when visiting.



There is also a 'Patient's Only Smoking Room' for those patients who smoke. There is also an Audio Library where patients can loan CD's, tapes and DVD's; all of which are donated to the Hospice.



There is a small kitchen which visitors can use to make themselves a snack or drink and patients can also use this if they are well enough to do so.



Visitors are welcomed anytime but are encouraged to visit in the afternoon as during the morning the staff are busy seeing to patients. Children can visit and there are toys available for them to play.



There are 8 single bedrooms. However, only 6 are open as there is not enough funding to open the other 2 yet.



Each room is equipped with a bed, wardrobe, dressing table, chairs, sink, en-suite toilet and bathroom, TV and internet access.



Each room also has a notice board which patients can pin personal information and pictures onto. Some rooms have tracking to help people with mobility problems so that they can get out of bed.

The rooms were very like hotel rooms. The flooring and curtains contain special chemicals which help reduce and kill bacteria and bugs which could cause more illness.



The rooms had a very sterile smell.

Every room has double doors out onto the patio and they are all on the ground floor.

Upstairs



The upstairs part of the Hospice is used mainly for staff and other professionals. There are meeting rooms which are also used for training.

There offices for consultants and social workers and other professionals.

There are staff changing rooms and a kitchen which staff members use for making refreshments.

Overall Comments and Observations



The Hospice is set in lovely grounds which are well maintained. The outside of the building has a good appearance with good parking.

The facilities which are provided appear to meet the needs of the patients who would use the Hospice and it is very comfortable and accommodating for patients and visitors.



Overall, we were very impressed with the building, facilities and service provided. Sharon was a very good guide and was very knowledgeable about the Hospice. We appreciated the time she took to show us around and her honesty and compassion in being able to talk about such a sensitive subject as dying.



The whole visit was well worth while and very informative. We took some photographs so that we could show people what it was like.

Thank You and Well Done