

# Information for visitors

## to Hospiscare's in-patient unit, Exeter

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## Contact information

### Contacting the hospice

Patient enquiries: 01392 688044

This is a direct line to the nursing office. You should ring this number if you want to talk to one of the nursing staff. We are always happy to answer telephone enquiries but of course, we will not discuss details about patients by telephone unless they are happy for us to do so.

Our ward meeting is between 9.30am and 10.30am so it is helpful to avoid these times if possible.

### Contacting a patient

Portable phone: 01392 688047

This rings at the nursing station and can be taken directly to the bedside. This is the number you should call to speak to a patient.

## Visiting the hospice

### At any time

There are no specific visiting times at the hospice. You are welcome at any time although there are some points we ask visitors to consider in planning the timing of their visit.

### Times to avoid

The mornings are the time when patients are most likely to have a wash and get ready for the day, so it's usually best for you to come after 11am.

We ask that visitors respect the needs of other patients, especially in the evenings. It is preferable if visitors leave by 9.30pm unless previously arranged with nursing staff.

### **Restrictions**

A patient may be very tired and prefer visitors to spend only a short time at their bedside. We sometimes need to restrict the number of visitors at any one bed.

You are always free to use the visitors' sitting rooms, chapel or coffee bar.

### **Children**

Children are most welcome to visit, young children may benefit from bringing their own books, toys etc. We cannot however, supervise visiting children nor accept responsibility for their welfare. There is a baby changing facility in the disabled toilet along the main corridor.

### **Pets**

Some people get great comfort from family pets. Well-behaved dogs and cats are also welcome.

### **Visitor accommodation**

We do have some overnight accommodation which may be used in special circumstances. The nurse will discuss with you whether it would be helpful for you to stay overnight at the hospice.

### **Bad behaviour**

We understand that time in the hospice can be very emotional and try to help whenever we can. However, we reserve the right to ask people demonstrating abusive or aggressive behaviour to leave.

## **Meals for visitors**

Visitors can order and pay for meals in the coffee bar. Alternative arrangements for ordering meals can be made with nursing staff if it is out of hours.

Visitors are asked to make a donation if they have a drink from the trolley in the ward.

## **Mobile phones**

Visitors may use their mobile phones but are asked to consider noise levels in patient areas. Please switch your phone to silent mode during the quiet hour of 1.30pm to 2.30pm and after 8pm.

## Fire alarm

The fire alarms are tested regularly for short bursts only. All staff have regular fire drills and take safety and security issues very seriously. If you hear a prolonged ringing of the fire alarm at any time do not worry. A nurse or fire warden will have the situation under control and will tell you what to do.

## Feedback

While we will do everything we can to make your relative or friend's stay with us a contented one, yet we appreciate that from time to time we do not get everything right. If there are things you think we should do, or you are dissatisfied with our care, we need to know.

If you want to make a written comment or complaint there are feedback boxes in the main reception area and on the ward.

You can also write to:

Director of Patient Services, Hospiscare, Dryden Road, Exeter EX2 5JJ

### Formal complaints procedure

Hospiscare is registered with the Healthcare Commission which has responsibility for the regulation of voluntary healthcare providers. If you have a concern that has not been dealt with to your satisfaction, they can be contacted at:

Healthcare Commission, Dominions House, Lime Kiln Close, Stoke Gifford, Bristol BS34 8SR. Tel: 0207 4488158.

## Travelling to the hospice

### Directions

From the M5: Exit at junction 30, and take the A379 towards the city centre. At Countess Wear roundabout (by the Shell garage) turn right into Topsham Road. Turn right just past the army barracks into Barrack Road.

Turn right at the next traffic lights into Dryden Road. Take the first left turn into the grounds of Wonford House Hospital. Turn left in front of the main house, and go straight ahead, down the ramp to Hospiscare.

From the City centre: Follow signs to the M5, which will take you out along Topsham Road. Turn left just before the army barracks into Barrack Road, and follow directions above.

### **Parking at the hospice**

For those using their own transport, it is possible to stop briefly just to drop a patient off outside the main doors. Our own parking areas are free of charge and reserved for staff and hospice visitors, although parking can be difficult at certain times.

### **Visitors by bus**

From central Exeter: The H1 and H2 buses from Exeter city centre stops at the RD&E Hospital entrance from which it's a short (5 mins) and easy walk to the hospice.

By park and ride: The best way to avoid parking problems is by using the Park & Ride service from Digby, PR3. Parking is free and new easy-access buses provide a direct link to the hospital entrance.

### **Visitors by rail**

The nearest stations are Exeter Central and Exeter St David's, the H1 and H2 buses also run from here, on Sundays etc. it may be necessary to get a taxi, it will take 15-20 mins. by car to get to the Hospice.

## **Smoking**

Smoking is not allowed in any area by visitors.

## **Funding**

Hospiscare is a registered charity, providing a free service for our patients and their families. We receive less than a third of our expenditure needs from the NHS so fundraising is vital if we are to ensure our service is maintained.

If you or your family would like to find out more about how you can help Hospiscare please ask to contact a member of the fundraising team.

Below are some of the most popular ways that people choose to support Hospiscare.

- Making a regular donation
- Joining the Hospiscare Lottery
- Joining a local support group
- Volunteering
- Leaving a gift in their will
- Asking their company/work colleagues to support Hospiscare
- Organising a fundraising event



**Hospiscare, Dryden Road,  
Exeter EX2 5JJ**

Telephone: **01392 688000**  
**[www.hospiscare.co.uk](http://www.hospiscare.co.uk)**

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[www.hospiscare.co.uk](http://www.hospiscare.co.uk) June 2009