



Oxford University Hospitals
NHS Foundation Trust

Sobell House Inpatient Unit

Information for patients,
family and friends



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This booklet is designed to be read with 'Information for patients – Churchill Hospital'. Copies are available on the Inpatient Unit or from the OUH website: www.ouh.nhs.uk

Sobell House Hospice

Sobell House is an NHS hospice within Oxford University Hospitals NHS Foundation Trust, specifically designed to provide care and support for patients with advanced incurable disease, along with their families. Its work is enhanced through fundraising by the Sobell House Hospice Charity.

Several teams work in the Hospice to support departments which provide care in the community and a liaison service to the rest of the Trust.

The Hospice has the Living Well service, an Inpatient Unit and also offers both a Lymphoedema and a Bereavement Service. Staff are assisted by a large team of volunteers who contribute to the work of the Hospice each day.

Many of the benefits patients enjoy would not be possible without the help of the volunteers and the Charity. Training for healthcare professionals is delivered by the education and research team based in Sobell House Study Centre and is seen as a fundamental role of the Hospice.

Our Commitment to You

During your time with us we aim to provide the highest standards of care and support you in your decisions regarding your treatment. We will respect your dignity, individuality and personal preferences at all times.





Sobell House Inpatient Unit

Many of the rooms have garden access and there is also garden access from the corridors and for patients who are being cared for in bed.

Our multidisciplinary team of administrators, nursing assistants, housekeepers, doctors, nurses, pharmacists, therapists, social workers and others, supports patients and families during their stay.

We expect that it will take a little time to get to know the layout of the Inpatient Unit and the routine. Please ask staff or volunteers for any help or information you need. If you or your family would like a tour of the Hospice, please ask one of the volunteers.

Our Aim

We aim to offer physical, psychological, social and spiritual care to those facing life-threatening illness, death and bereavement. In partnership with all involved, we focus on quality of life, respecting the uniqueness of each person. We also seek to contribute to the development and quality of palliative care through education and research.

Our Team

Nurses

On each shift you will be cared for by a Registered Nurse who will be supported by a Nursing Assistant and at times a Student Nurse. They will introduce themselves at the start of a shift. Their photos can be found near the Inpatient Unit reception desk.

We aim to check on our patients at least once an hour to ensure they are safe and comfortable. We take into account each individual's circumstances, needs, and the time of day. Nurses and Nursing Assistants work shifts. Day shifts are from 7.30am to 8.00pm. Night shifts are 7.30pm to 8.00am.



Ward Manager

The Ward Manager leads and manages the Inpatient Unit with a senior team of Band 6 nurses. If you have any comments, concerns or queries please ask to speak to the Ward Manager or Shift Coordinator. The Ward Manager regularly speaks to patients on the Inpatient Unit to ensure you are happy with the care you are receiving and makes changes where necessary as a result of feedback.

Senior Housekeepers

Our Senior Housekeepers work alongside our cleaning staff, to maintain the Inpatient Unit environment and ensure it is safe and that cleanliness is kept to a high standard. Please let us know if any area needs attention.

The Housekeepers will also assist patients with completing menu choices and dealing with any specific menu requests. Patients who need assistance with feeding are given a red tray. Some volunteers have been trained to assist patients with eating and you will see that they help patients along with the Nursing Assistants and nursing staff. Your family and friends are welcome to help you too.

Ward Administrators

The Ward Administrators will be able to direct you to appropriate services and can assist with any queries you may have. Please let the Ward Administrator know if you are leaving the Inpatient Unit. They work from 8.00am to 4.00pm and are based at the Inpatient Unit reception desk.

Doctors

You will be under the care of a Consultant or named Senior Doctor in Palliative Care during your stay on the Inpatient Unit. They lead a team of doctors and are responsible for your medical care whilst in hospital. The medical team will help you manage your symptoms as you wish. They will ask you about your priorities and preferences for treatment and advise you about resuscitation and advance care plans.

Oxford University Hospitals NHS Foundation Trust is a large teaching trust. We will ask if you are happy for visiting doctors or student doctors, nurses or therapists to be involved in your care and you may say no if you prefer.

Therapists

You will see Physiotherapists or Occupational Therapists as required during your admission. They will work with you to enable you to be as independent as possible, advising you on any aids to help you. They will also advise the nursing staff on how to help you move or be moved if that is difficult for you. Please say if there are any tasks or goals that are important to you, and the therapists will prioritise these. They will also arrange for any equipment that is required for when you go home.

Social Work and Benefits

We have a team of dedicated Social Workers on site and a part time Benefits Advisor. Together they provide family support, assist with applying for new benefits and benefit enquiries, and advise on care packages and nursing home placements.

Art and Music Therapists

Art and Music Therapists are available to work with any patient who would like to explore feelings and issues through art or music. It is not necessary to have any skill or prior knowledge – just a willingness to partake in the activities.

It is possible to have an initial session to see if either of these therapies are something you would find helpful.

Chaplain

A hospital Chaplain is always available to support patients and families. Please ask a member of staff if you would like a Chaplain to come and see you. During the week the Hospice Chaplain will introduce himself to everyone and is available to meet you and your family if you wish. If you would like to meet a representative of your own particular faith group, the Chaplain will be pleased to arrange this.

We have our own Chapel/Prayer Room in the Hospice, which is open day and night.



Staying at Sobell House

What to Bring

Please make sure you have your current medications in their original containers with you so that we can make sure your prescriptions are correct. Your drugs will be stored in our treatment room and will be used to continue your treatment whilst on the Inpatient Unit. As it is difficult to store large amounts of certain medications, occasionally we will ask family members to take these medications back home with them. Any remaining drugs will be returned to you when you leave, along with a supply of any new drugs that may have been prescribed during your stay.

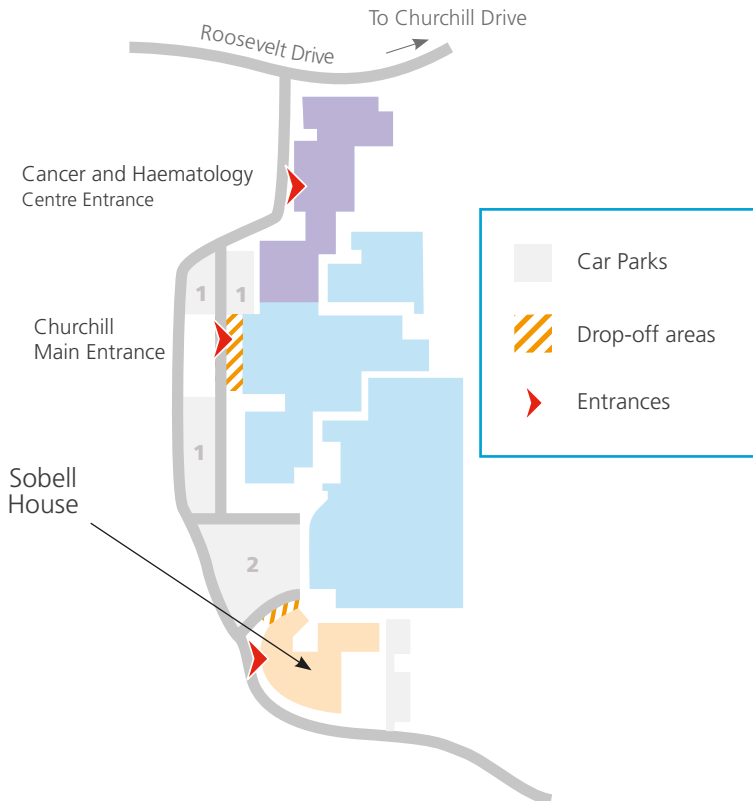
Please bring nightwear, towels and toiletries with you. We also encourage you to wear your own clothes and shoes during the day when you feel well enough. If you bring your own electrical devices (including chargers), they will need to be PAT tested before you can use them.

Please leave valuables at home, or with a relative or friend. Should you choose to bring valuables with you we will need to deposit them in the Cashiers Office safe as we cannot guarantee their safety.

Car Parking

Parking space is very limited and there is no on-street parking nearby. The Churchill Hospital operates a combination of Pay on Foot (barrier controlled parking) and Pay and Display. Car park 2 is nearest to the front entrance of Sobell House. There are some disabled spaces available just behind our building. We provide 7 days free parking for the relatives, but only one vehicle can be registered per week, per patient. Please ask a member of staff to register your car registration. We can only offer a parking permit for ONE vehicle each week.

Site Map



Contacting the Inpatient Unit

Your family can call the ward for information.
Telephone: **01865 225 873** or **01865 225 870**

You can contact the Inpatient Unit by phone at any time. Be mindful that nurses are often very busy giving out medications and providing patient care first thing in the morning and last thing in the evening. You may need to leave a message at busier times and we will get back to you as soon as possible. Please designate one person to contact the Inpatient Unit and be responsible for passing on information to family and friends. Other callers will be directed to the family. The names and contact details of the designated family/friends will not be given out to callers. Please be aware that all health professionals have a legal duty to protect patient confidentiality so are limited in the amount of information they will be able to give over the phone.

Personal mobile phones can be used on the Inpatient Unit so friends and family can call patients directly where appropriate. Each room has their own LED TVs with aerial and internet connection to provide a variety of channels to the patients.

Meals and Nutrition

Nutrition is very important to us and we aim to ensure patients can eat at a time convenient for them. We have our own kitchen at Sobell House and all meals are prepared freshly each day on site. Your family can also bring food in for you. There is a fridge in the Day Room for patient use.



Meals

- Breakfast: 8.00am
- Lunch: 12.15pm
- Hot Drinks and Cakes: 3.00pm
- Supper: 5.30pm

Before lunch and supper volunteers will offer you a drink of your choice. Wine, beer and spirits are available, as well as soft drinks. Some medications are not suitable to be taken with alcohol; your nurse will tell the volunteer if this applies to you. **This is for patients only** and is available free of charge, funded by the Hospice Charity.

We serve hot drinks several times throughout the day. Please ask if you need help outside these times.

The Inpatient Unit has a protected mealtimes policy, which means that where possible we ensure patients are not disturbed by treatment teams, appointments away from the Inpatient Unit and visitors within their bay during mealtimes. If your family would like to help you at mealtimes then please speak to your Nurse. Snacks are available if you do miss a meal.

The Senior Housekeeper will give you a menu for the following day so that you can choose something to your taste, and, if necessary, will help you fill this in. You can indicate whether you would like a smaller portion. If you have specific needs with regard to your diet we can provide a specific menu or direct you to the appropriate choices on the regular menu.

If your appetite is decreased, high calorie drinks are available. Your Nurse may refer you to a Dietitian to assess your needs more fully.

The meals provided are for patients only. Families/visitors staying in the Hospice can purchase meals through the kitchen. Please ask the Senior Housekeeper if you would like to do this.





Ward Rounds and Patient Review

Patients on the Inpatient Unit are reviewed regularly by the Consultant and/or Registrar alongside the Nurses and Ward Doctors. Patients can also expect to see their own Consultant or the Registrar who works with their Consultant at least once a week.

A multidisciplinary team meeting with a Consultant, Registrar, Ward Doctors and Nurses, Physiotherapist, Occupational Therapist, Social Worker and Chaplain is held weekly. Should you wish to speak with a member of the team, either in person or by phone, please do not hesitate to discuss this with your Nurse who can agree a mutually agreeable time. Please highlight any issues which may affect your discharge from hospital at an early stage, so we can work with you to address them.

Relaxation Areas Available for Patients and Visitors

We have a comfortable Day Room on the Inpatient Unit with tea and coffee making facilities for patients and visitors, plus fridge, microwave, ice machine, television, books and a play area for children. Donations towards tea and coffee are always appreciated.

We have two Quiet Rooms which are used by members of the care team for discussions with families. Patients may use these too if they are available. Please feel free to use the main Hospice reception area and the Living Well Service Room too. There are also several garden areas. Please ask staff to show you where these areas are. Please be aware that patients take precedence over visitors in the use of these facilities and also respect others' need for quiet. We appreciate your help in keeping these areas tidy and leaving them as you would like to find them. Thank you.



Visiting Sobell House

Families and friends are welcome in Sobell House. Their presence brings comfort and may be very helpful if patients are feeling anxious or troubled.

We ask that you remain aware of other patients and families, respecting the privacy and dignity of patients and the fact that people may be distressed. We operate a flexible visiting policy in Sobell House Hospice. Close family members are welcome at any time. For all other visitors, general visiting recommended times are from 2.00pm to 8.00pm. Please make yourself known to a member of the nursing team before entering a patient's room, to ensure the patient is happy to receive a visitor.

During office hours Sobell House main reception is manned by staff and volunteers. Outside reception opening hours, please ring the bell to gain entrance to the Inpatient Unit. The nursing staff need to let you in. We apologise in advance as there may be a delay if the staff are attending to patients.

Staff will be aware if they have called families to come into the hospice and will attempt to greet them as soon as they arrive.

Relatives' Room

We aim to provide space for each family who wish to stay overnight. We also have one Relatives' Room where family may stay. There is an ensuite shower room in the Relatives' Room. This facility is in high demand so if you wish to use it then please ask your Nurse. It cannot be booked in advance; all requests will be considered at the morning handover meeting and the room allocated. This will be reviewed on a daily basis.

Children and the Hospice

Children under the age of 18 must be supervised by an adult at all times. Staff are unable to undertake this supervision and children are the responsibility of this supervisor at all times, to support them emotionally and ensure their safety. As a spouse or close relative of the patient you may wish to undertake this responsibility, but if you need to spend more time with your loved one, it is essential that another adult is available for the child. This will allow them to spend time with your child at, or away from the bedside, continue to support them emotionally during this difficult time and take the child home, or away from the Hospice at their request.

We do not recommend that children stay in the Hospice overnight. If you think there are special circumstances, then please speak to the Ward Manager or Shift Coordinator, and your individual situation will be taken into account. You may want to notify the child's school as they can also provide support and advise regarding routines, exams and school attendance.

Flowers and Plants

Fresh flowers and plants are allowed on the Inpatient Unit at Sobell House.

Pets Visiting

Pets are welcomed to visit patients, including therapy dogs. A pet risk assessment form needs to be completed so please see a nurse before bringing any pets.

Important Information!

As many patients on the Inpatient Unit are susceptible to infection, please can visitors avoid coming to the Inpatient Unit if they may have, or have recently been exposed to an infection, especially chicken pox, or have been suffering with vomiting, diarrhoea or flu. Please ask the Nurses if you are unsure.



Additional Information

Living Well

Sobell House runs a Living Well Service which provides invaluable support to patients in the community. Up to 20 patients per day attend this service. As an inpatient you are welcome to attend if you are well enough. Various activities take place daily, including art and the option of complementary therapy treatments in a very informal and relaxing environment. If you are already known to the Living Well team you would be welcome to attend on your regular day, and additional days if they can accommodate you. Please talk to your Nurse about this.

Palliative Care HUB

If you experience problems after being discharged from the Inpatient Unit, please contact our team.

You can also contact the Inpatient Unit via Switchboard
Telephone: **0300 304 7777**

Sobell House Charity

The Hospice service is provided by Oxford University Hospitals NHS Foundation Trust with additional funding from charitable donations.

All donations are very gratefully received and without which we wouldn't be able to provide some of our services. The Sobell House Charity team would be happy to come and speak with you if you wish to find out more.

The Charity raises money through its many fundraising activities, Local Hospice Lottery, Gifts in Wills and its shops and warehouses across Oxfordshire. If you would like more information about the Charity please visit the Charity office at the Hospice. The office is open Monday to Friday, 9.00am to 5.00pm.

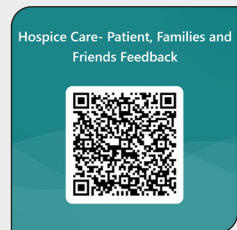
Telephone: **01865 857 007**

Email: **mail@sobellhospice.org**

Website: **www.sobellhospicecharity.org.uk**

Feedback

Please tell us about your experience on our Inpatient Unit by scanning the QR code, following the link below or asking the ward administrator for a paper survey.



Website: **www.ouh.nhs.uk/services/departments/palliative-care/services/#feedback**

Please raise any concerns with staff at the time, and ask to speak to the Ward Manager or Shift Coordinator who will be happy to listen and resolve any issues wherever possible.

You can also contact our Deputy Matron: **01865 225 860**.

If staff are unable to resolve your concerns please contact our Patient Advice and Liaison Service (PALS).

Telephone: **01865 221 473**. Email: **PALSCH@ouh.nhs.uk**

Further Support and Useful Contacts

There are various patients' and carers' information booklets around the Ward for you or your family to take away and read. Please also look at the noticeboards for details of where to find additional support.

Maggie's Centre, Churchill Hospital

Telephone: **01865 225 690**

Website: www.maggiescentres.org

Maggie's Centre provides information and support to address every aspect of living with cancer – from the practicalities of claiming benefits, to the physical and emotional effects that people might be experiencing. It is also a very beautiful and tranquil place to visit and staff welcome people who want to just come and find a quiet space.

Open Monday to Friday, 9.00am to 5.00pm.

No appointment necessary, just pop in for a cup of tea.

Carers Oxfordshire

Telephone: **0845 050 7666**

Website: www.carersoxfordshire.org.uk

Carers Oxfordshire listens to carers and provides information and advice to help them get the support they need.

Maggie's CancerLinks

Website: www.maggies.org/cancer-support

Local gateway to national high quality cancer information across Berkshire, Buckinghamshire, Oxfordshire and Wiltshire.

Macmillan Cancer Support

Website: www.macmillan.org.uk

Macmillan Cancer Support is a UK charity supporting people with cancer and their families with specialist information, treatment and care.

Macmillan Support Line

Telephone: **0808 808 0000**

Monday to Friday, 9.00am to 8.00pm (Free call)

For answers, support or just a chat.

Cancer Research UK

Website: www.cancerresearchuk.org

Cancer Research UK provides patients and health professionals with information on lifestyle, cancer and current research.

Useful Contacts

Sobell House Inpatient Unit:

Telephone: 01865 225 873 or 01865 225 870 (cordless)

Palliative Care HUB:

Telephone: 01865 857 036

(9.00am to 5.00pm, seven days a week)

Sobell House Reception:

Telephone: 01865 225 860

Churchill Hospital Switchboard:

Telephone: 0300 304 7777

Sir Michael Sobell House Hospice

Churchill Hospital, Old Road, Headington, Oxford OX3 7LE.

Telephone: 01865 225 873

Website: www.ouh.nhs.uk

Online: www.facebook.com/OUHospitals

Online: twitter.com/OUHospitals



Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



Making a difference across our hospitals

charity@ouh.nhs.uk | 01865 743 444 | hospitalcharity.co.uk

OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

