



# St Wilfrid's Hospice

## Frequently Asked Questions

### Contents

- \* What is a hospice?
  - \* Is St Wilfrid's Hospice like a hospital?
  - \* Do people just come to a hospice to die?
  - \* What is palliative care? ... Page 2
- 

- \* Do you only take people who have cancer?
  - \* How do I become a patient?
  - \* How much will my treatment cost?
  - \* If admitted, how long do people stay in St Wilfrid's?
  - \* If I don't want to be a patient in the hospice can I be cared for at home? ... Page 3
- 

- \* When can I visit my relative? Whilst there can I buy refreshments for other visitors and myself?
  - \* Will you be able to cater for my special diet or if I have any likes or dislikes?
  - \* Do you provide respite care?
  - \* When I die, will my family be supported? ... Page 4
- 

- \* I don't live in Eastbourne, can I still come to St Wilfrid's?
  - \* Area Map ... Page 5
- 

- \* How can I help St Wilfrid's Hospice? ... Page 6

We have a variety of information leaflets available from our Hospice reception, and our shops or for further assistance, telephone...

**01323 644 500**

## What is a hospice?

A hospice cares for people with a terminal illness, that being one that is not responsive to curative treatment.

Often patients with very complicated needs are admitted for short stays to stabilise symptoms, which allows them to return home or to other chosen care facilities.

Approximately half our numbers of patients are discharged.

## Is St Wilfrid's Hospice like a hospital?

At St Wilfrid's we strive to create a homely atmosphere with many rooms opening out on to our pretty garden.

Take a tour of this site to view photographs of the Hospice and find out about the different services that we provide.

## Do people just come to a hospice to die?

Not at all, many people are cared for by us and never come into the Hospice.

Some come to our Day Therapy Unit and/or therapy sessions.

Others may be in-patients only once or twice during the course of their illness allowing them to leave to be cared for in their home or other care establishments.

We support patients in the choices they make in approaching death and for any changing circumstances or change of mind by the patient or their family

## What is palliative care?

Palliative care encompasses many aspects of care of patients such as in alleviating pain and anxiety and supporting the needs of the terminally ill during the latter stages of illness once curative medicine is no longer effective.

## Do you only take people who have cancer?

The majority of patients that are referred to us do have cancer and have specialist palliative care needs. However we do also care for those with life limiting illness such as with motor neurone disease, Parkinson's and HIV, Aids.

## How do I become a patient?

Patients are referred to us by their hospital consultant or GP. If you think that a referral should have been made you should talk to one of these people.

We do not take referrals from a patient or family member.

## How much will my treatment cost?

We make no charges for the care that our patients and their families receive. Should you or a family member wish to make a donation however, these are always greatly appreciated.

## If admitted, how long do people stay in St Wilfrid's?

On average, a patients stay is 14 days. Approximately half our numbers of patients are discharged to return home or to another care establishment.

## If I don't want to be a patient in the hospice, can I be cared for at home?

We have a Hospice at Home Team who care for people in their own homes working in conjunction with the patients GP and District Nurse. See the Hospice at Home page for details about the service.

## When can I visit my relative? Whilst there, can I purchase refreshments for other visitors and myself?

We do not have set visiting hours to allow flexibility for family and friends to spend time with loved ones. We do however have quiet time for our patients between 1.00pm and 2.00pm. We do not have the facilities to cater meals for visitors however snack refreshments can be purchased at reception.

## Will you be able to cater for my special diet or my likes or dislikes?

Our chefs do work to a weekly meal plan however special dietary needs and the patients likes and dislikes are met where possible.

## Do you provide respite care?

Our priority use for beds is for those needing specialist palliative care. When a bed is available we can provide respite care.

We prioritise bed allocation for patients whose symptoms are not controlled or those who are alone.

## When I die, will my family be supported?

The death of a loved one is a difficult time for a lot of people and their support needs may differ. Our Social Care Team have been specially trained to deal with the individual needs of the bereaved.

Support and a friendly ear are available to patients' families prior to bereavement.

# I don't live in Eastbourne, can I still be referred to St Wilfrid's Hospice?

Each hospice has a catchment area. We cover the area around Eastbourne, which is from Seaford, up to and including Uckfield and Heathfield and down to the coast at Pevensey. A population area of approximately 200,000.

Your GP or Consultant will advise you of which Hospice covers the area where you live.

Use the map below as a guide.



St Wilfrid's Hospice, 2-4 Mill Gap Road, Eastbourne, East Sussex BN21 2HJ

## How can I help St Wilfrid's Hospice?

You can help support St Wilfrid's Hospice and the work that we do in a number of ways. Financial donations are always greatly appreciated to help keep the Hospice running.

You may choose to remember us in your Will or by supporting our fund raising initiatives and events.

Donations of your time are also very valuable to us. Please link to the volunteer page for more information.

**Thank you for your support.**