

# Information for Patients & Families



**St. Andrew's  
Hospice**



Caring for the people of Lanarkshire

# Welcome to St Andrew's Hospice

St Andrew's Hospice was founded in 1986 by The Sisters of Charity who have been established in Airdrie since 1957. The Hospice is now an independent Charity and a Company limited by guarantee.

St Andrew's Hospice is committed to providing a high standard of Specialist Palliative Care to the people of Lanarkshire, encompassing human dignity and compassion and at all times respecting the value of human life.

Specialist Palliative Care is the active, total care of patients with life limiting disease and limited prognosis, which is delivered by a multidisciplinary team. It provides physical, emotional, social and spiritual support to patients, their families and carers.

In partnership with NHS Lanarkshire, we shall continue to work towards the goal of patient choice and equity of access to palliative care services throughout the county.

St Andrew's Hospice is open to all people aged 18 and over served by NHS Lanarkshire, without distinction of race, gender or creed.

All services are provided free of charge to the patient. We have provided care and support to patients, families and carers for 30 years now. We have only been able to do this thanks to people buying from our shops, playing our lottery, supporting our events and leaving gifts in their Wills. With such support we are confident of being able to continue to support patients and their families over the next 30 years and beyond.

St Andrew's Hospice is an independent organisation, however it is subject to regulation by Healthcare Improvement Scotland.

You can view our latest inspection report on their website:

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Our newly refurbished Hospice has 30 inpatient beds:  
21 single rooms and 3 multi-occupancy rooms.

Patients will be allocated specific rooms based on clinical and individual needs.

When you arrive you will be welcomed by the staff and taken to your room. Staff will introduce you and your family to the Hospice and its surroundings.

Staff will orientate you to your room and to the Unit and show you the various features of our new hospice including patient fridges and safes, the TV system and how to connect to the patient Wi-Fi.

# Your care

Patients and their families are cared for by a multidisciplinary team who respond to all aspects of care such as: physical symptoms, emotional and spiritual support, including bereavement.

Our multidisciplinary team:

- Medical care is the responsibility of the Medical Team led by our Consultants in Palliative Medicine
- Our Nursing care is provided by our Nursing Team consisting of Team Sisters, Staff Nurses and Auxiliary Nurses
- Our Allied Health Professional team include Physiotherapists, Occupational Therapists and Rehabilitation Support Workers
- Our Support Services team is made up of Spiritual Care Advisors and Pastoral Support Workers
- We also offer Complementary Therapy including Reiki, Aromatherapy, Reflexology and Therapeutic Massage

Where appropriate, our Discharge Planning Coordinator will work with you and your family to plan your discharge They can also help review benefit entitlement.

Please ask any member of the team if there is anything you want to know about your condition, treatment or medication. Don't hesitate to ask them again if you don't understand.



# Future treatment & resuscitation

## Patients

St Andrew's Hospice provides a full range of palliative care services for patients attending the hospice including the appropriate use of blood transfusions, antibiotics and numerous other treatments that have a proven role in symptom management.

At St Andrew's Hospice, we also have facilities to provide 'Basic Life Support', including a defibrillator, should an incident occur which may require cardiopulmonary resuscitation (CPR). However, St Andrew's Hospice does not have the facilities to provide 'Advanced Life Support'.

In the event of an incident which requires a person to be resuscitated, Basic Life Support will be given and a '999' ambulance will be called. Any patient who would wish advanced resuscitation and care, should that need arise, should consider whether the hospice is the best place to provide their care.

## Visitors

St Andrew's Hospice will provide basic CPR as described in the "Adult Basic Life Support" algorithm of the Resuscitation Council (UK) to any such person who sustains a witnessed cardiac arrest in the hospice, until such time as an ambulance arrives to take the patient to the nearest casualty department.

# Your healthcare records

We utilise an electronic healthcare records system called CrossCare which our multidisciplinary team will use to record the care provided.

We ensure that these records are kept safe and secure by all of our staff having their own passwords which must be changed on a regular basis.

# Confidentiality

We fully comply with The General Data Protection Regulation (2018).

Information about your medical condition and your treatment is confidential. This information will not be shared with others without permission from you. The Hospice understands that family and friends may wish to be updated about your condition, however, we will not share your information without your permission.

If at any time you wish to view your healthcare records, we have a system in place to allow you to do this. Please ask to speak to our Caldicott Guardian, Joy Farquharson.

# Meals

St Andrew's Hospice offers a varied menu to cater for all tastes and preferences.

You will be able to select daily what you would like to eat and drink. Vegetarian meals and special diets can be provided.

Snacks, tea, coffee and other beverages are available at any time during the day or night.

You should ask the ward staff if you have any special dietary needs. The Catering Supervisor will be pleased to come and discuss any special requirements with you.

The Hospice operates protected meal times to allow us to focus on person centred care:

Breakfast: 8.30am

Lunch: 1pm

Dinner: 6pm

Every patient also has a fridge within their own room or shared room which they can use for storing any food or drinks they may like.

Each room has its own tea and coffee making facilities. Please feel free to make use of them.

# Café facilities

Our Dove Café is open to patients and their family and friends as well as the general public.

The Dove Café offers a wide range of freshly made soups, sandwiches, baked potatoes as well as hot main meal options. They are also renowned for their homemade scones!

Café Opening hours are:

Monday & Tuesday: 9am - 4pm  
Wednesday - Friday: 9am - 7pm  
Saturday & Sunday: 10am - 4pm

The Catering staff in the Café are ably assisted by a team of volunteers without whom we would not be able to operate.

In addition to the café facilities, we also have a vending machine outside the conservatory (in the middle of the ward) .

In the conservatory, there is a small kitchen for patient and family use, which includes a microwave and a fridge. There is also a coffee machine available - we ask that a small donation is placed in the box.



## Dove Shop

We have a small shop on site, which in addition to selling a wide range of gifts and cards, also stocks essentials such as toiletries, tissues etc.

The shop is run by volunteers and helps to raise funds for our Hospice.

The Shop is open:

Monday - Friday: 10am - 4pm

Saturday & Sunday: 11am - 2pm

These times may alter occasionally based on the availability of volunteers.

## Visiting

We warmly welcome relatives and friends to St Andrew's Hospice and operate a flexible, patient-centred approach to visiting to meet the wishes of individual patients and visitors.

We are happy to welcome visitors at any time but as guidance, we find that between 2pm and 8.30pm is the best time to visit. Please speak to the Nurse in Charge for their advice about the best arrangements to suit you and your loved one.

In order to provide some privacy for patients who are eating, we operate Protected Mealtimes and ask that visitors, who are not helping with patient meals, either avoid visiting at meal times or take a break from visiting during these times.

Children are encouraged to visit but must be supervised.

Pets are also welcome by prior arrangement with the Nurse in Charge.

Please sign in and out at Reception as you enter and leave the Hospice.

Thank you for your co-operation.

# Facilities for patients & visitors

Our newly refurbished Hospice has a number of new facilities for patients and families to utilise:

## Option to stay over in the single room

We have a small number of pull out beds which can be made available should a member of your family wish stay over with you. Please speak to the Nurse in Charge.

## Catering Facilities

In addition to our Dove Café, we also have kitchen facilities in our conservatory and a vending machine for patients and visitors to utilise when the café is closed.

## Shower Facilities

We have shower facilities near reception which can be utilised by visitors who have stayed overnight.

## Services

Regular services are held in our Chapel. The Chapel is open 24 hours a day. Patients and families are welcome to utilise the facility for private prayer or reflection.

## Tranquillity Room

Our Tranquillity Room is available for patients or visitors who may wish a quiet space. The tranquillity room overlooks our courtyard and features relaxing massage chairs and soothing music.

## Courtyard Garden

Our courtyard garden is open to patients and visitors and can be a suntrap in the Summer months.

# Parking

We have a large car park with over 100 spaces situated at the rear of the building. Spaces for blue badge holders are situated to the right of the main entrance. Please ensure these spaces are available for those who need them. We also have a number of designated spaces (including for blue badge holders) for those attending our Outpatients Services situated near the Outpatients Entrance at the rear of the building. We would ask that you avoid parking on the streets surrounding the Hospice, to ensure minimum disruption to our neighbours and ensure emergency vehicles have full access.

## Letters and telephone

Letters are delivered to the ward every day.

Please ask your relatives and friends to write your name and address clearly.

Patient's Name

St. Andrew's Hospice

Henderson Street

AIRDRIE

ML6 7DJ

Telephone: 01236 766951

Patients and families are welcome to use their mobile phones whilst in the Hospice. However, we ask that you are mindful of other patients and families.

## Laundry

We do not have facilities to launder patients' own clothes.

Therefore, we would ask your family to please take your laundry home.

## Smoking

St Andrew's Hospice operates a strict No Smoking Policy.

The Clinical Team can provide patients with support to stop smoking.

## Disclaimer

The Hospice cannot accept responsibility for monies or property kept by the patient. There is a safe provided for each patient which can be utilised for any valuables. Staff will show you or your family how to use the safe when you arrive at the Hospice.

# Compliments, comments, concerns or complaints

## Duty of Candour

Here at St Andrew's Hospice, we strive to ensure the care we provide is safe and person centred, but very occasionally that can go wrong.

If this does happen, we will always inform the patient and their family (if they have given us permission to do so) and explain what has happened and why we think it has happened.

If necessary, we will undertake an investigation and provide you with written feedback once we have established the essential facts.

## Compliments, comments, concerns or complaints

If you or your family feel that during your stay, you have received exemplary care or you feel that something has not quite been as you would have expected, our Acting Deputy Chief Executive Joy Farquharson would welcome any compliment, comments, concerns or complaints you may have. You can send them in writing, complete one of our 4C's Forms or Joy will be happy to meet with you to discuss the situation.

Joy can be contacted at:

E-mail: [joy.farquharson@standrews.scot.nhs.uk](mailto:joy.farquharson@standrews.scot.nhs.uk)

Telephone: 01236 766951

We also undertake regular Patient and Visitor Experiences surveys where patients and visitors will be asked to provide us with their experiences and thoughts on various aspects of their stay with us; from care to catering provision and the environment.

If at any time you do not feel you have received an appropriate response from us in relation to a comment, concern or complaint, you can express your concerns to our regulator Healthcare Improvement Scotland:

Healthcare Improvement Scotland  
Gyle Square, 1 South Gyle Crescent  
Edinburgh

# How is St Andrew's Hospice funded?

St Andrew's Hospice is funded partially by NHS Lanarkshire and partially by the generosity of the people of Lanarkshire.

We care for up to 120 patients each week across all of our services. We need to raise £88,000 each week to provide this care.

All services are offered free to patients and their families.

# How can you help?

We rely on the continuous support of the communities we serve. Please help us to ensure that we can continue to help families in Lanarkshire in the future.

By leaving a gift to St Andrew's Hospice in your Will, you can help us continue to help others for many years to come.

Every gift, large or small, makes a difference to our patients and their families. You can help us by leaving just 1% in your Will so that those closest to you receive 99%.

"I didn't realise that even a small amount of money left to St Andrew's could make a huge difference. Leaving a legacy in my Will was easy and it makes me happy that I can help after I'm gone."

Because you care, we can care.



# Other services offered by St Andrew's Hospice

In addition to our Inpatient Unit, we also offer the following services:

## **Outpatient Services**

We offer one-to-one and group programmes for Physiotherapy, Occupational Therapy and Complementary Therapy.

We also offer a weekly Wellbeing Programme for individuals living at home but who may require help and support with living with a life-limiting condition.

## **Bereavement Support**

The Support Services Department at St Andrew's Hospice is part of the wider multidisciplinary team, offering psychosocial, pastoral & spiritual and bereavement care and support to patients and families.

The team is comprised of chaplains, counsellors and pastoral support workers. We provide a service for all patients and their families, not only in the inpatient unit, but also for outpatients and patients in the community.

Our bereavement support and counselling service caters for the people of Lanarkshire regardless of whether or not they have a previous connection with St Andrew's Hospice.

We offer bereavement support and counselling to adults and young people and offer the opportunity to seek support through our regular Bereavement Support Group which takes place on the second and fourth Thursday of each month at our Henderson Street building. The people of Lanarkshire are welcome to self refer to the bereavement support service. An appointment is not necessary to attend the Bereavement Support Group.

We also provide a Children's Support Service for primary school children who are experiencing loss and grief or who are living with an adult who is seriously ill. This takes place each Friday afternoon at 4.30pm.

# Other services offered by St Andrew's Hospice

## Community Palliative Care Support Projects

The Community Palliative Care Support Projects work across health and social care and provide emotional and therapeutic support to adults affected by a range of life limiting illnesses including cancer, COPD, heart failure and end stage neurological disease. In addition to the support for patients, the projects also support carers and family members. The following are ways in which support is provided:

- Holistic assessment of both patient and carer(s) by Community Palliative Care Nurse.
- Referral, or signposting to, any other appropriate services (e.g. carers organisations, Maggie's Centre, St Andrew's Hospice outpatient services etc.)
- When appropriate, provision of complementary therapy for either patient and/or carer.
- When appropriate, provision of a volunteer befriender to help support carer and/or reduce isolation and loneliness and promote independence in the patient/carer.

The projects aim to provide additional support to people in their own homes, who may not otherwise be able to access Hospice services.

For North Lanarkshire, contact Monday – Friday between 10am and 4pm on 07591 997889.

For South Lanarkshire, contact Monday – Friday between 10am and 4pm on 07580 173891.

# Values



St Andrew's Hospice endeavours to provide care encompassing:

Human Dignity

Compassion

Justice

Advocacy

Quality

## St Andrew's Hospice

Henderson Street  
Airdrie ML6 6DJ

Tel: 01236 766 951

[www.st-andrews-hospice.com](http://www.st-andrews-hospice.com)

St. Andrew's Hospice (Lanarkshire)  
is a charity registered in Scotland  
No. SC010159



The Deputy Chief Executive:  
Governance & Service Development  
at the Hospice, would welcome  
any compliments, comments,  
concerns or complaints you  
may have about the service.

If you do have a complaint that is not  
answered to your satisfaction, you  
can pass this on to the regulator of  
the Hospice; [Healthcare Improvement  
Scotland](#) at the following address:



**Independent Healthcare Team**  
**Healthcare Improvement Scotland**  
Gyle Square, 1 South Gyle Crescent,  
Edinburgh EH12 9EB  
Telephone: 0131 623 4342  
E-mail: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)