



Useful information for visitors



beaumondhouse



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32 London Road, Newark Nottinghamshire, NG24 1TW
t: 01636 610556 www.beaumondhouse.co.uk

Welcome to Beaumont House. We hope you will feel comfortable visiting your relative or friend.

Visiting

Many patients love visitors, but some just don't feel up to it. It is always best to check with your relative or friend what their wishes are. Sometimes patients need to limit their visitors, so please do not be disappointed if this happens.

Where a large group of people would like to visit at the same time, it would be helpful to discuss this in advance with a member of our staff as it can impact on the care of our other patients.

While we always welcome children they must be properly supervised by a family member during their visit.

Telephone Enquiries

You can telephone the hospice at any time on 01636 610556 and ask to speak to a member of the care team. Please remember that the Hospice staff will respect the patient's right to confidentiality when offering information.

If you would like to speak directly to your relative or friend we can transfer calls to the mobile handset.

Speaking to nursing staff

You can talk to a member of the nursing team at any time but it can be helpful to make an appointment with the nurse if you want to talk things through. They can arrange quiet, undisturbed time. We will ask the patient if they agree to this first.

Car Parking

You can park in our car park free of charge but parking space is limited.

Other options are:

- On London Road - for one hour only during the day.
- A car park at the Iceland store— turn left out of Hospice and approximately 200 metres away on the left.
- A Pay and Display car park by the Odeon cinema – turn left out of Hospice and approximately 200 metres away on the right
- Please note Lime Grove is only for permit holder parking.
- We advise you to read any signs carefully to avoid incurring any penalties.

Bringing Food in to the Hospice

You are welcome to bring in food for the patient. If you wish to do so remember to check first with the nurse in charge in case the patient is on a special diet. The hospice is committed to providing a wide choice of food, snacks and drink and we are also required to conform to strict food hygiene regulations.

Any food you bring in from home should not require re-heating. If any items require refrigeration or freezing please hand the item to care staff who will ensure it is stored properly.

Visitors and Mobile Phones

Mobile phones can be used in the Hospice but please respect the needs of other patients and visitors, turning phones to silent and taking calls away from the patient areas if possible.

Smoking

To protect the health of patients, visitors, staff and volunteers smoking is not allowed inside of the hospice. Relatives who smoke and are staying with their loved ones for long periods of time are allowed to use the designated smoking area in the courtyard by prior arrangement with the nurse in charge.

Please do not bring smoking items into Beaumont House for a patient unless the Nurse in charge is made aware.

Fire

The fire alarm is tested once a week and staff will inform patients and visitors (when there is a test). Please be aware some doors will automatically close when the fire alarm sounds. If the fire alarm sounds at any other time please follow the signs to the nearest exit and assemble in the front car park.

Security

Visitors should enter and leave the building by the main entrance.
All visitors must sign the 'Signing in book' on entering and leaving the premises.
The reception desk is manned from 9.00am until 5.00pm.
To keep patients and staff safe, all outside doors are locked by 5.00pm. If you are visiting at night you will need to use the doorbell. If the door is not answered immediately, please understand we may be with a patient and will come to the door as soon as possible.

Accidents

If you should be involved in an accident of any type in the hospice building or grounds, please inform a member of staff before leaving the Hospice.

Visitors and control of infection

You will appreciate that the patients in the Hospice are very ill and easily prone to infection. As a result we would like you to observe some hygiene rules.

- Please use the alcohol gel located at reception each time you enter and leave and wash your hands after you have been to the toilet.
- If you are unwell yourself it is best not to come into the hospice to visit. If you have diarrhoea or vomiting please stay at home and do not visit until you have been free of symptoms for 48 hours. If you have a cough, cold, or any other infectious condition, contact the hospice for advice before visiting. Feel free to ask for advice at any time and we would appreciate your help in following any special instructions given by members of staff.

Visitors and the Conservatory

The Conservatory is a light, pleasant area for everyone in the Hospice to use for a break or refreshments. Visitors are able to use the conservatory for refreshments or just somewhere to sit. Please be sensitive to others using this shared space. When taking drinks to a patient's bedroom please use the lift rather than the stairs to avoid spillages and reduce health and safety risks.

Toilets

Toilets for the use of visitors are at the end of the ground floor corridor past the conservatory.

Quiet Room

There is a small room in reception which can be used for private conversations or quiet time. Our receptionist can tell you if it is free to use.

Overnight Facilities/Accommodation

We can accommodate visitors who wish to stay with their relative overnight. Please ask a member of the nursing team for details.

Pets

Friendly, well behaved pets are welcome to visit patients. Please speak to a nurse if you wish to bring a pet to the hospice. Pets remain the responsibility of the owners.

Wi-Fi

Wi-Fi is available. Please ask for the code.

Newspapers

Newspapers and magazines for patients can be ordered and paid for at reception.

Alcohol

We do have a selection of alcoholic drinks available to patients. You can provide alcohol to share a quiet drink with your relative or friend should you wish.

Cultural, Spiritual and Religious Support

We embrace diversity in all aspects of people's lives and make every effort to support patients and their families in a way that is right for them. We have a team of chaplains who can give time to talk with you about spiritual matters. Please ask if you would like some support or if we can help in any way.

First Aid and Cardio Pulmonary Resuscitation (CPR)

We can provide emergency first aid but we do not have equipment for advanced resuscitation. Please talk to nursing staff if you need more information about this issue.

Going Out

You can take your relative or friend out of the hospice if they wish, but please discuss this with care staff first, as some planning may be needed to help keep your relative or friend safe and comfortable during their time away from the hospice.

Confidentiality

Maintaining patient confidentiality is of upmost importance at Beaumont House. We ask that visitors to the hospice respect this at all times. If you believe patient confidentiality is compromised at any time, please report to staff on duty. For further information, please refer to our '**What We Do With Information**' leaflet.

Other Hospice Services

Please ask if you would like to know more about the other services we can offer:

- o In Patient /respite care
- o Day Therapy
- o Hospice at Home - care in the community
- o Welfare rights / benefits advice
- o Complementary therapy
- o Psychological & spiritual support
- o Resource and information service
- o Bereavement support
- o Carer support
- o General support and advice - 24/7 Helpline

Tell us what you think.....

We aim to provide the highest standards of care for our patients and carers. We really appreciate when people who use our services tell us what they think, whether it is suggestions for how we might do things better, compliment us if we've done something well, comments or concerns. We can then use this information to improve what we do.



There are leaflets called 'Tell us what you think' in reception and once filled in these can be put in the box in the hallway or given to a member of staff. This leaflet also gives details of what to do if you have a concern or complaint.

We hope you find this information useful and should you have any other questions or concerns, please feel free to speak to one of the team here at Beaumont House.



How you can help us...

There are various ways you can help, including:

- Telling us how we have helped and the difference we have made, or if we can use your story for promotional purposes
- Become a regular giver - either by setting up a standing order for your chosen amount or joining our 100 club
- Organise your own event or take on a challenge
- Place a loose change box in your place of work/shop/home
- Donate or buy from our shops
- Volunteer for us
- Join our Business Club

Beaumond House is a registered charity and not part of the NHS. No charge is made to patients using any part of our service. However we have to raise £1,000,000 each year via donations. If you want to help with fund-raising events you are always very welcome. If you wish to make a contribution to the hospice please ask a member of staff for details.

Further information on ways you can help us fundraise, can be found on our website www.beaumondhouse.co.uk/fundraising



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