

StChristopher's

Welcome to the  
inpatient unit  
at St Christopher's

## Welcome

**At St Christopher's, we aim to promote and provide skilled and compassionate care of the highest quality. We care for people with advanced illness and support their families and friends. We aim to improve quality of life by providing expert pain and other symptom control, and by giving emotional, social and spiritual support where needed.**

Respecting every individual's privacy and dignity is very important. The majority of our inpatient beds are in single rooms. Other beds are in bays of four, with plenty of space between the beds, and curtains that can be pulled around the entire area of each bed to provide privacy. In addition, each ward has a day room where private consultations and conversations can take place with patients and families.

All our specialist palliative care and family care services are given free of charge. Costs are met through charitable donations, legacies, NHS and other funding.

We hope that the information in this book will help you and your family and friends get to know us, and that your stay in St Christopher's will be as comfortable as possible. If you have any comments or suggestions to improve the care we provide, please feel free to approach any member of staff at any time, or complete one of the suggestions forms in the Anniversary Centre or reception on the ground floor. We value your opinions.



**Anne Nash**  
Matron

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## The multi-professional team

At St Christopher's our aim is to provide you with the best care, and to treat you with dignity and respect. Members of the multi-professional team work together to look after your physical, emotional, spiritual, and practical needs. Each member has expertise in a particular aspect of your care and works with other team members to ensure that you get the support you and your family need. We will explain any treatment to you and discuss all aspects of your care with you. We will ask for your written consent before undertaking procedures that we think would be of benefit to you, such as anaesthetic nerve blocks.

Here is a description of the roles of the different professionals you may meet during your stay here.

### Nursing and medical care

The **Director of Nursing** is responsible for all St Christopher's nurses. The **matron** of the inpatient unit oversees all of the wards. The **ward managers** report to the matron. Each ward has a **ward manager, deputy manager, staff nurses** and **healthcare assistants**. These are the staff who are likely to spend most time with you, and they will arrange for other members of the multi-professional team to participate in your care as necessary. Nursing staff and healthcare assistants wear blue uniforms. A small team of senior nurses (wearing a plum-coloured uniform) work with staff nurses and healthcare assistants to support their professional development.

The **ward consultant** has **doctor** colleagues who will be working closely with you and the rest of the team to assess your symptoms and review your medication. A St Christopher's doctor and nurse will come and talk to you on the day you arrive here, after you have settled in. The main ward round takes place once a week.

### Other related professionals

The **physiotherapists** at St Christopher's help with a variety of problems, for example maintaining or improving strength and mobility, treating swollen limbs or helping with pain relief and anxiety/panic attacks. You may be referred to the physiotherapists by one of the doctors or nurses, or you may ask

to see one if you think this would be helpful. The physiotherapists may see you on the ward or in the rehabilitation gym on the ground floor.

The **occupational therapist** may be able to help you with aids to daily living while you are an inpatient and also have a role in helping with your discharge, ensuring that your home environment is safe and comfortable for you.

The **speech and language therapist** may be involved in your care if you are having difficulties with speech or swallowing.

Our **dietician** will work with you and the ward and catering staff to ensure that your dietary needs are met.

### Administrative and other support staff

The **ward clerk** undertakes administrative work to enable the ward to run smoothly.

There are a number of **ward orderlies** who are responsible for keeping the ward and kitchen clean, and will bring you hot and cold drinks at various times during the day. Orderlies wear a pale lilac uniform.

We also have **volunteers** who work with the team. They may help the nurses with some aspects of your care. They are all trained and supervised.

### Psychological care and family support

Living with a serious illness can affect many aspects of your life and the lives of your family. Your normal routines and ways of doing things will have changed and this will also impact on your relationships. You and also your family members may be experiencing extra strains and stresses, feeling vulnerable or having particular practical difficulties. It can be helpful to talk your concerns over with someone who is not personally close to you.

Our **social workers** have specialist knowledge about the sort of issues that can come up for patients and families in your situation. They will be able to work with you and your family in a flexible way to provide emotional as well as practical help. You can meet with a social worker either on your own or with others whom you care about or trust. There may be important things that you want to say to people

close to you, but you may be unsure what to say. The social worker can help you to think about and prepare yourself for these conversations.

Children and young people may also need help in understanding the illness and the changes it has caused. They may have their own questions, worries and fears. The social worker can advise you and support you and your children or grandchildren in dealing with their concerns.

St Christopher's also has a **psychiatry team**, who have expertise in helping people to manage particularly difficult emotional problems that can come from living with a serious illness.

### Financial advice and help

The **welfare officer** can help with some of the financial and practical issues that may arise as a result of your illness.

You may have worries about your finances. The welfare officer can help with benefit claims, as well as advising on what happens to your benefits/pensions while you are in the hospice. The welfare officer can also help with grant applications, housing problems, sorting out debts and other practical matters, advising on the need for legal advice (in making a Will, applying for power of attorney) and may also be able to help if you have concerns about caring for your pet. They can also help with things like disabled car badges, taxicards and freedom passes.

The advice offered by the welfare officer depends on your being able to provide full and accurate information about your finances. The service offered is confidential – if you would like to contact the welfare officer please ask one of the ward staff.

### Spiritual and religious care

St Christopher's welcomes everyone – whatever their belief – and encourages people to feel free to express their spirituality or practise their religion in their own way.

St Christopher's is committed to 'total care'. This means that whatever is important for each individual person matters to us. When you are seriously ill, you, and those close to you, may have

questions or concerns which are just as distressing as the physical symptoms of the illness. Questions may be about your illness and what is important to you at this time; about the meaning and purpose of life, or hopes and fears for yourself and your family and friends.

If you would find it helpful to talk to someone, a member of the multi-professional team or one of our volunteers can share some of those questions and feelings that may arise when you are ill. If you wish, they can also arrange for our chaplain to visit you on the ward, or in the Anniversary Centre. Our full-time chaplain also works closely with clergy and faith leaders from across the local community and, if you wish, can arrange for one of them to visit you and your family. Spiritual and religious care is available for everyone using the hospice's services.

In this building the Pilgrim Room on the first floor is available 24 hours a day for reflection, prayer and worship. There is a place for lighting candles, and a large book where thoughts and memories can be recorded.

Regular gatherings are held in the Pilgrim Room for Christian worship. Everyone is welcome to attend. If you would like your own faith leader to take a service for you, your family and friends in the Pilgrim Room, please contact the chaplain.

It is possible to marry or have a civil partnership ceremony while you are on the inpatient unit. If you are considering marriage or civil partnership, please ask to speak to the chaplain who will be able to advise you of the process to apply for a licence. Often this can be arranged at short notice.

You are also able to have Holy Communion at your bedside.

If you would like worship from your own faith tradition, please speak to the chaplain or another member of staff.

You may find it restful and peaceful to spend some time in the gardens. One of the nursing team will take you if you wish.

# Ward routines and information

## Visiting hours

Friends and relatives can visit on any day of the week between 10am and 9pm, and outside these hours by arrangement. However, if you are in a bay, please ask your visitors to be sensitive to the needs of other patients. Children are always very welcome, but should be accompanied and supervised at all times in the hospice buildings and gardens. Your pet can also be brought in to visit.

It is sometimes possible to arrange for relatives or friends to stay overnight on the ward.

## Television

Each bed has its own television system. If you need advice on how to use your TV, please ask a member of staff. There is no charge to watch the TV or listen to the radio.

If you are in a bay please use the headphones provided. There is another TV available for you and your visitors in the day room on each ward.

## Internet access and laptops

There is a wifi connection on the wards and you are welcome to bring in your laptop. If you wish to use this service you can ask a clinical member of staff for the password. There are also two PCs with internet access in the Anniversary Centre on the ground floor. This service is provided free of charge. The hospice has some security measures to protect this service, including a firewall and restrictions to certain websites.

## Patients' beds

For safety reasons, patients, their families and friends are requested not to adjust the height of the beds. Nursing staff will be happy to make any adjustments required on request.

## Infection control

At St Christopher's we do everything we can to reduce the risk of infection. Patients and visitors play an important role in this too. Please ask your nurse for our leaflet on how you can help reduce healthcare associated infection, or take one from the information rack on the ward landing. We ask all our visitors to use the alcohol foam dispenser before

entering and after leaving the ward to avoid the spread of infection, and simply washing your hands with soap and warm water can be the most effective way of preventing infection.

We work hard to make sure that all areas are safe and clean but if you notice something that needs cleaning, please report it to a member of staff.

## Post

You are very welcome to receive post here. Our address is **St Christopher's Hospice, 51-59 Lawrie Park Road, Sydenham, London SE26 6DZ.**

If your family wish to communicate with you by email (and you do not have a personal laptop/smartphone), the email can be sent to the hospice directly ([wardclerks@stchristophers.org.uk](mailto:wardclerks@stchristophers.org.uk)), where it will be treated confidentially and forwarded to you. However, email is not a secure way of sending private information, so we do not encourage this form of communication.

## Newspapers

Newspapers are available to buy from a steward who comes to the ward at around 8.30am each day.

## Ward day room

Each ward has a small sitting room or conservatory for you and your family at the far end of the ward. It is open to all visitors and families of patients on the ward at any time. If you prefer, you can visit the Anniversary Centre on the ground floor which is a large area with a café and internet access where you can relax with friends and family. For more information about the Anniversary Centre, see page 9.

## Gardens

These areas are open to you and your visitors. There is easy access for wheelchairs and beds, so that you can enjoy them. Whenever possible, a member of staff will accompany you if you wish, although we cannot always do this at busy times.

The garden is a pleasure for patients, their families and friends. As with many other gardens, however, there are some potential dangers. We have a number of

water features in the garden. Children should always be supervised by water – please don't leave them unattended. Many harmless-looking plants can cause skin irritation when touched and can be poisonous if the leaves, flowers, berries or bulbs are eaten. Please warn your children not to eat parts of plants found in the garden and keep them supervised at all times.

### Laundry

Unfortunately, we cannot launder clothes except in special circumstances, so please make arrangements with family or friends to do this for you.

### Interpreting service

We can arrange for an interpreter for you and your family if English is not your preferred language. The service is free, but we usually need at least 24 hours' notice.

### Valuables

Whilst you are welcome to bring in personal items, we cannot take responsibility for valuables unless they have been handed to the nursing staff for safekeeping. You will be asked to sign a valuables register.

### No smoking

There is no smoking (this includes e-cigarettes) in any part of the building or grounds of the hospice. For patients it is sometimes possible to smoke in a designated area in the garden by arrangement with the nurses.

### Hairdresser

A hairdresser works in the hospice salon on the ground floor Tuesday – Friday mornings. Please ask your nurse if you would like to arrange an appointment.

### Transport

If your hospital has arranged an appointment for you, they will also arrange for your transport there and back. If we have made an appointment for you to go to hospital and a family member or friend cannot take you, then one of our drivers can transport you. If you need to be transferred to hospital in an emergency, you will be taken by the London Ambulance Service.

For routine hospital appointments, or on discharge from the wards it is helpful if you can arrange for a relative or friend to pick you up or hire a taxi. If this is not possible, please speak to one of the nurses who will be able to advise you.

### Discharge from the inpatient unit

The inpatient unit is mainly a place for short periods of care and it is unsuitable for people who may need care for several weeks or months. The multi-professional team aims to get to the point where your symptoms can be well-managed in your own home. If it is not possible for you to return home, the team caring for you may suggest that a care home may be the best place for you to live. If you would like to find out more, please read our leaflet *Choosing and moving to a care home*.

### Research and audit

St Christopher's is widely acknowledged as the pioneer of the modern hospice movement and has earned a reputation for excellence in its care, research into what helps people, and education to improve care for others. We encourage our staff to participate in research and audit activities. Research means finding the best ways to provide care. Audit means checking that the way things are being done is working for you, your carers and friends.

If you are asked to participate in a study, you will be given full information about its purpose and what would be involved. There is no need to take part if you do not wish, and this would not affect the quality of care you will be given. We may ask you to complete a short questionnaire about the care you have received here at St Christopher's. Your answers are one of the ways in which we can check that we are meeting all your needs.

### Respect

Please treat our staff and everyone you meet at the hospice with consideration, courtesy and respect regardless of physical, social and spiritual differences.

The hospice will take action to support staff and volunteers where they are not treated with respect.

## Trainees (visitors)

St Christopher's runs an extensive education and training programme that is offered to our own staff and to other health professionals within the UK and abroad. From time to time this may involve a visitor from elsewhere joining the ward team to learn how we provide our care.

## Organ donation

Some people wish to donate their organs after death. This is sometimes possible, and can be a way of helping others. If you would like to talk to somebody about this, or if you carry a donor card, please talk to your nurse.

## Information about resuscitation

Cardiopulmonary resuscitation (CPR) is the technical term for attempts to restart your breathing or your heart. Research has shown that people with life-limiting conditions almost never recover from attempts to restart their heart and breathing\* and St Christopher's offers only limited CPR facilities. Our aim is to emphasise your comfort and provide you with dignity at all stages of life. If you do not have a current, valid Not for Resuscitation form, we will discuss your views about CPR with you, unless it appears that to do so would be harmful. The doctor in charge of your care will tell you if they think that you may benefit from it.

On rare occasions, if CPR is particularly relevant to your care or you are concerned to have full CPR facilities available, it may be more appropriate for you to be cared for in a hospital rather than at St Christopher's.

## Gifts and donations

St Christopher's is very grateful to anyone who is able to make a donation towards its services, and relies on these donations in order to continue with its work. The hospice is a registered charity.

If you would like to make a donation towards the running of St Christopher's, please use one of the donation envelopes which are on the ward landing or on the main reception desk downstairs, and hand it to a member of staff. Further details about making

donations are available in reception and on our website at [www.stchristophers.org.uk/donate](http://www.stchristophers.org.uk/donate). Feel free to ask to speak to a member of the Fundraising department if you wish.

We know that many patients and families wish to demonstrate their gratitude to staff with personal gifts. Modest items, such as chocolates, are gratefully accepted, but charity law prohibits staff from accepting other personal gifts.

\*Tunstall-Pedoe H et al. Survey of 3675 Cardiopulmonary Resuscitations in British Hospitals (the Bresus study). *British Medical Journal* 1992; 304:1347-1351

# Meals for patients

## Mealtimes

You can order food at any time between **8am and 7pm** every day. In addition:

- Breakfast is served everyday between **8am and 11am**
- A 'Chef's special' lunch menu is available daily between **12pm and 2pm**.

Some light snacks can be served very quickly, but for most meals there will be a wait of around **30 minutes** from the time of ordering.

A printed menu is available by your bedside so you can see the kinds of meals that are available. It also includes other information regarding the food and drinks services on our wards.

If you would like to order something which is not on our menu, please let us know, as, if possible, we are happy to provide most things.

## Drinks

Tea, coffee and soft drinks are available 24 hours a day. Alcoholic drinks are available for patients before lunch and before your evening meal.

## Special diets

If you have any special dietary needs and preferences, please let us know. A variety of halal, kosher and Afro-Caribbean meals are available on request.

Any of the food you choose can be served as a puree. Further information regarding pureed food is available in the menu by your bedside. A selection of specially prepared soft meals is available. Please see the menu by your bedside.

## Bringing in food

Each of our wards has a patient kitchen area with a fridge and microwave, so that visitors can bring in food and/or drinks for patients and themselves.

Health and safety requirements oblige us to ask patients and their visitors not to enter the ward kitchen, but to speak to a member of staff if wishing to store food in the fridge. All food stored should be labelled, and dated when opened.

You can ask to speak directly with our head chef at any time. We welcome feedback and any ideas you may have regarding the choice of food available.

## The Anniversary Centre

The Anniversary Centre on the ground floor offers somewhere for patients and their families and carers to relax away from the wards in a friendly social environment.

The centre has a café where you and your family can buy a cup of coffee or tea and some freshly prepared food. It is open between 8am and 9pm seven days a week thanks to a team of dedicated volunteers.

There are also a number of weekly social events which you and your family and friends are welcome to attend including a community choir, a curry and art night and a quilting group. Sunday lunch is served there every week.

A group programme runs on every day of the week. This includes pilates, circuit training and fatigue and breathlessness management in our rehabilitation gym as well as a range of creative therapy groups in the garden pavilion. We run self help and support groups, and groups on managing your finances. If you are interested, please ask for a copy of the weekly programme.

### Complementary and arts therapies

The complementary therapy team offers massage, aromatherapy, reflexology and relaxation sessions. If you feel that you or your carer might benefit from one of these therapies, please discuss it with the team looking after you, who can make a referral.

A weekday afternoon relaxation group in the Anniversary Centre is open to both you and your family.

A team of artists and music and arts therapists run the daily groups in the garden pavilion, but are also available to see you on the wards, either independently or with your family. Please ask your nurse to make a referral.

### Information leaflets

We have developed a number of leaflets on subjects that patients and carers often ask about. You can find these on the ward landings and in the Anniversary Centre on the ground floor, where there is also other useful condition-specific information and a list of helpful websites. You can also download our leaflets from our website at [www.stchristophers.org.uk](http://www.stchristophers.org.uk)

## Fire instructions

St Christopher's takes issues relating to fire and fire safety very seriously. We have a good fire safety record and substantial fire precautions in place. We are committed to providing fire safety information to our visitors. Please familiarise yourself with these instructions.

### Fire alarm tests

The fire alarms at St Christopher's are tested every Wednesday between 10.30 and 10.45am. While testing is carried out the alarms will sound in short bursts, approximately 30 seconds in duration and the fire doors will close.

### If you discover a fire

On discovering a fire, no matter how small, please operate the nearest fire alarm call point if you are able.

Once the alarm has been sounded visitors should evacuate the building via the nearest sign posted route, do not use the lifts.

### Evacuation instructions

#### Patient areas – the wards, ward landings and the Pilgrim Room

Because of the difficulty evacuating patients from areas above the ground floor we operate a 'sit and wait' policy for patients. Non-nursing staff, volunteers and visitors should evacuate the building. Visitors who are not able to evacuate should stay with the patient they are visiting and make ward staff aware that they are still in the building. Visitors in the Pilgrim Room should move to Nuffield Ward, next door.

The ward areas are divided into separate fire compartments. When the fire alarm sounds automatic fire doors will close, protecting the compartments. In the event of a fire in a compartment, patients will be moved into an alternative compartment away from the fire. Please do not prop open fire doors or prevent any automatic doors from closing. The fire doors will provide sufficient protection until the fire service arrives to assist with evacuation.

#### Patient areas – Anniversary Centre and Drapers' Wing consultation rooms

Patients in the Anniversary Centre or any of the consultation rooms will be moved to the large café area with the assistance of staff. Visitors who are able should evacuate the building via the nearest sign-posted route. Any visitors who are not able to evacuate should remain in the café area, or make staff aware of their need for assistance so they can be moved to the large café area.

#### Patients and visitors with mobility problems

If you have mobility problems and are not able to evacuate you should move through fire doors away from any fire and make staff aware of your need for assistance. Do not use the lifts.

If you are able-bodied you may be asked to assist patients or visitors with mobility difficulties if you can do so without putting yourself at risk.

#### Instructions

In the event of fire alarm activation a member of St Christopher's staff will assume control until the fire service arrive and take over. Staff will be in contact with the person in charge via two way radio, providing information on evacuation status and other matters.

Please follow the instructions of the St Christopher's staff during an evacuation.

#### Assembly point

The fire evacuation assembly point is St Christopher's Education Centre car park. Staff will guide you to the assembly point if necessary.

## Information for visitors

### Visitors' toilets

Toilets for visitors are located outside the Pilgrim Room (on the first floor, opposite the lifts and staircase), on the right as you enter the room; and in the main reception area on the ground floor, opposite the reception desk.

### Infant feeding facilities

Feel free to use one of the day rooms on the ward, or, if you prefer, you can visit the Anniversary Centre where we can screen off a quiet area if you wish.

### Cashpoint

We do not have a cashpoint in the building but you will find one nearby in either Sydenham or Penge High Streets.

### Food for visitors

The Anniversary Centre on the ground floor has a café where visitors can buy hot and cold food, snacks and drinks between 8am and 9pm seven days a week. There is also a refreshment area for hot drinks at the end of each ward. If visitors particularly wish to eat on the ward, please speak to the nurses.

Visitors may drink alcohol on the premises but if their behaviour becomes disruptive, they will be asked to leave.

### Respect

Please treat our staff and everyone you meet at the hospice with consideration, courtesy and respect regardless of physical, social and spiritual differences.

The hospice will take action to support staff and volunteers where they are not treated with respect.

### Emotional, practical and spiritual support

We are aware that families and friends may need emotional, practical and/or spiritual support, and we aim to provide whatever assistance we can. The nurses are always on duty and are happy to talk with you or to arrange for you to see another member of the team.

### St Christopher's Bereavement Service

The Bereavement Service offers support to anyone whose relative or friend was cared for by St Christopher's before they died. Please help us to offer bereavement support to your family by providing us with address details. Further information about the service can be found in our leaflet *Help during your bereavement*.

## How we use and keep your information

We receive a lot of personal information about you from you, your family and other services. We need this information so that we can provide you with proper care and treatment.

Members of the St Christopher's team looking after you may share your personal information with each other. This team may include nurses, doctors, therapists, pharmacists and clerical support staff plus students and trainees in medicine or other health and social care professionals who are looking after you.

### How your records are used to help you

All hospice health and social care professionals involved in your care need to have accurate and up-to-date information to assess your condition and to give you the best possible treatment and care.

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all your healthcare needs.

### We may need to share information about you so we can all work together for you

Members of the St Christopher's team looking after you may share with each other, for example, details about you and your family's contact details and notes and reports about your health and the care you need.

Often it is necessary to share your information with professionals in other services who may be directly involved with your care or if you need treatment elsewhere. Your information will only be made available if there is a genuine need to do so. Such professionals might, for example, include GPs, ambulance services, social care services.

You may ask for your information to be transferred to another service, and we will always agree to transfer the information requested, unless there is a good reason why we cannot. If so, we will explain the reason fully to you.

We will not share information about you with your family or friends without your consent.

Sometimes we have to pass on information by law.

For example:

- finding an infectious disease that may endanger the safety of others
- where a formal court order has been issued
- if you are involved in an emergency situation or
- in response to a formal written request by you or your legal guardian.

### How you can help us to make sure we always hold the correct information about you

You can help us by:

- giving our staff the right details about yourself and
- letting us know if any of your details are not right or have changed.

### How your records may be used to help the hospice

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all healthcare needs.

Some information we hold may be shared with other professionals or organisations. For example:

- to train and teach health and social care professionals or
- to provide statistical information to national organisations with legitimate interests in healthcare and its management.

When we use your records in this way, we remove or disguise identifiable personal information about you wherever possible.

If removal of identifiable personal information is not possible, we will ask you directly for your consent to disclose it. Your decision can be given verbally or in writing. Your wishes regarding this information will be respected.

### How we keep your records safe and confidential

Everyone working for the hospice or who receives information from us has a legal duty to keep information about you confidential.

They are monitored by the **Caldicott Guardian**, a senior clinician responsible for ensuring that patients' rights to confidentiality are respected.

Our **data protection officer** ensures our information security and compliance with the Data Protection Act 1998.

### How long the hospice keeps health records

We keep most records for eight years, unless the law requires them to be kept for longer.

If we are told about a formal enquiry or legal action, we will keep the records until they are no longer required.

### Your information rights

You have the right to:

- **Know how we will use your personal information.**  
That is what this section aims to let you know.
- **Access your medical records – the 'right of access to personal data'.** If you want to do this, please talk to one of the hospice nurses or doctors responsible for your care. At St Christopher's most of our records are electronic and either one of our staff can help see your notes on a hospice computer or we can arrange for a paper record, but this may take a few days.
- **Object to us making use of your information.**
- **Ask us to change or restrict the way in which we use your information.** We are obliged to agree if it is possible to do so.
- **Include any corrections you want to make in the record.**

### Who to contact if you would like to know more or have concerns

If you would like to know more about how we use your information, or if you have concerns about it, please speak to one of your hospice nurses or doctors.

Alternatively, you can contact the **Caldicott Guardian** or the **data protection officer** by writing to them at the address on the back of this booklet.

# How to comment or complain about our services

## Your comments help to improve our services

We improve our services by listening to and learning from your comments and complaints. We also need to know what works well. Please talk to any of our staff at any time. You can also address a note to the quality manager and give it to a member of staff – you don't have to give your name. In addition, there are suggestions forms and boxes at reception and in the Anniversary Centre. We value the views expressed in every suggestion. We have made a number of improvements in response to people's comments.

## User forum

Several times a year we run a user forum, at which we ask for your comments and suggestions about the way we look after you. This is a meeting for patients and carers to discuss issues with people from St Christopher's. Discussions are reported anonymously to heads of departments. You can also ask to meet with the quality manager if you would like to comment on the quality of care and services at St Christopher's. If you would like to be involved in the forum or to see the quality manager please tell a member of your team.

## How to make a complaint

You can complain formally by talking to any member of staff or volunteer. You can also write a letter, email or note and hand it to a member of staff or send it to the joint chief executives. You can get details of the Complaints Procedure from the chief executives' office or pick up a leaflet in the Anniversary Centre or on one of the ward landings. The main points are:

- **a senior manager will write to confirm that we have received the complaint**
- **a manager will investigate and reply** and
- **if the answer is delayed, we will write to explain why within 10 days and give a final answer within a month.**

The senior management team discusses all complaints. It will review how we do things and if we need to make changes.

## Getting help to complain

Many people are not well enough to make a complaint, or may feel unsure what to expect. Please feel free to bring a friend or relative with you to talk about the complaint or ask them to help you write your letter. Alternatively, we can arrange for a member of staff to help, so please ask for assistance.

## Getting outside help or an advocate to help complain

You can also get advice and help from the **Patients Advice and Liaison Service (PALS) for the Bromley Clinical Commissioning Group (CCG)**. Contact the CCG for the PALS address and phone number by telephoning Bromley CCG switchboard on **01689 866 544**.

## Complaints about our response

We hope our investigation will give you a full answer. If not, you can ask to meet the **joint chief executives**. Write to them at **St Christopher's Hospice, 51-59 Lawrie Park Road, Sydenham, London SE26 6DZ**. If they cannot resolve the complaint, they may arrange for a review of your complaint led by an independent member of the Board of Trustees.

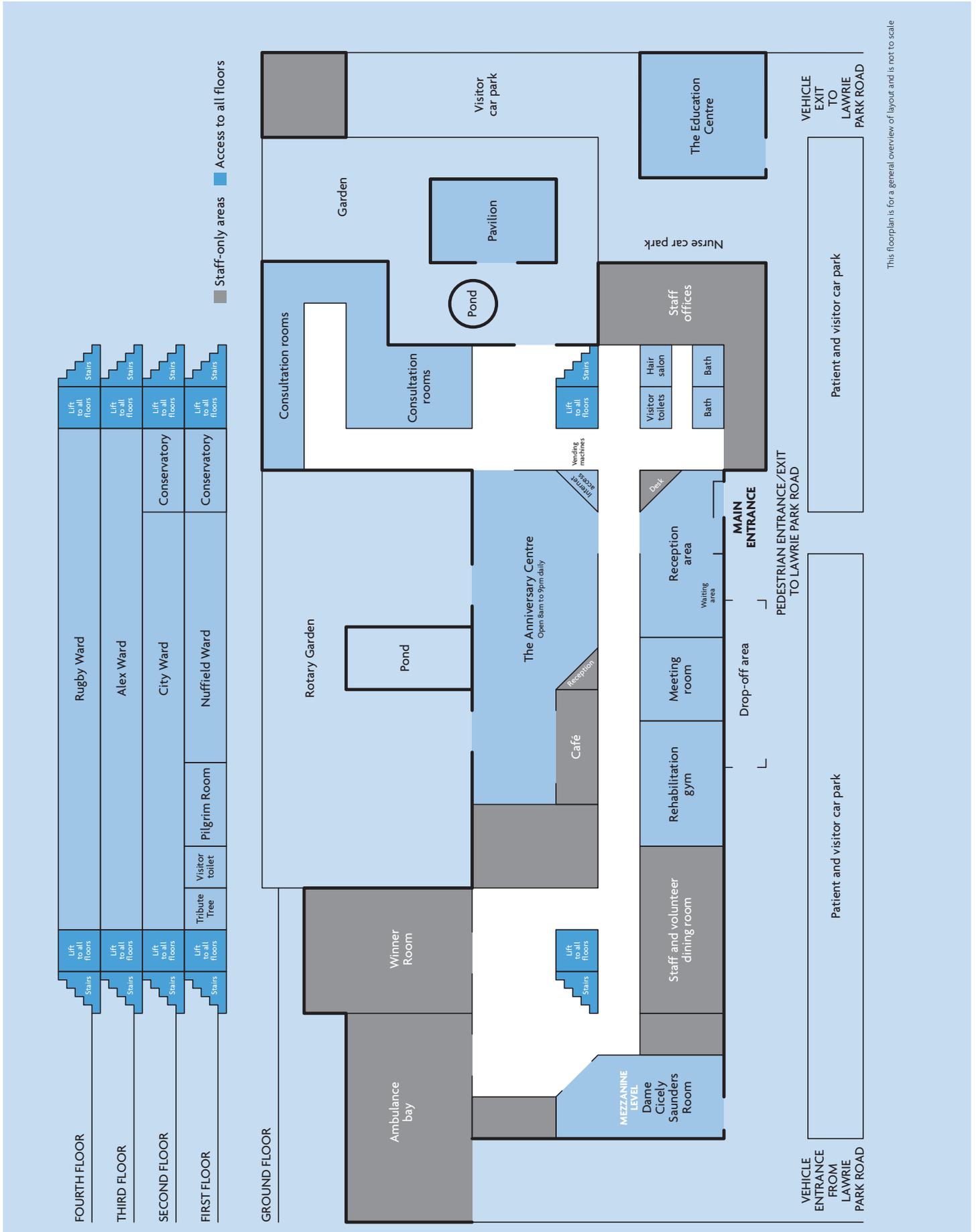
If you are still dissatisfied, you can report your concerns to the **Care Quality Commission**. You can write to them at St Nicholas Building, St Nicholas Street, Newcastle on Tyne NE1 1NB, telephone them on **03000 616161** or visit their website at **www.cqc.org.uk**

Alternatively, you can ask the **local CCG** to review the complaint. Ask the chief executives for the address to write to. You can also find the local CCG address in the phone book. You must apply to them within 28 days of getting the answer to your complaint from St Christopher's.

## Feedback on this booklet

We hope you have found the information in this booklet helpful. If you have any suggestions, please tell your nurse or write a note addressed to the quality manager.

# Hospice floorplan



**St Christopher's Hospice**

51-59 Lawrie Park Road, Sydenham, London SE26 6DZ

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