



Ongoing care

The hospice has a team of Ardgowan Community Nurse Specialists working in the community that may be able to offer support and advice for you and your carers in your home or place of residence. We also offer patient and family support throughout the course of your illness and thereafter.

Comments, suggestions and complaints

Our team is committed to providing a quality service. Your views on the care and support are very important to us and will help us continually improve the service we offer the community of Inverclyde.

If you or your family and friends have any suggestions about how hospice services can be improved, please complete our comments, suggestions, complaints form—available online or at reception.

Together we care

Patients will usually see a doctor or consultant every day. There is a multi-disciplinary meeting every week where all patients are discussed and a plan of care is then put in place with you and your carer's participation. This is also where potential referrals and discharges are discussed.

Volunteers are at work in many parts of the hospice. They do wear name badges and are there to welcome and assist you. They are working in their own time to provide a comfortable and friendly atmosphere at the hospice.

Ardgowan is a University Teaching hospice and there may be students or visitors in the hospice.

You can contact us on **01475 726830** or read about the service on our website at **ardgowanhospice.org.uk** and keep in touch with all the latest news by following us on Facebook **www.facebook.com/ardgowanhospice**, Twitter **twitter.com/ArdgowanHospice** or Instagram.



Ardgowan Hospice Inpatient Unit

We provide specialist
supportive care



*together
we care*

We care for you

Ardgowan Hospice provides specialist supportive care to people who have a life-limiting illness and their families.

Round the clock care and support

If you need more specialist treatment and care you may be admitted to Ardgowan's Inpatient Unit, which offers facilities for a maximum of eight patients at one time.

You or a family member may be referred to this hospice service for control of symptoms and pain management. Or it may be for care at the end of life.

On admission to the unit, you will be under the care of a named consultant. You will also have access to staff from a range of disciplines. This will include specialist doctors and nurses, physiotherapists, counsellors and staff offering family support.

"I was heartened to know my dear wife felt safe in the Hospice with her dreadful pain being controlled by your wonderful and dedicated staff."

A husband says thank you.



The process of referral to the Hospice

You may be referred by your doctor, district nurse, hospital doctor or Ardgowan Community Nurse specialist.

You will be given advice about admission and when you come to the hospice you should bring all current medication, comfortable clothing and your own toiletries.

What to expect

We want to know what matters to you. We will chat with you about what is important to you in terms of your care, so that we can try to look after you the way you want us to and in the place you feel most comfortable. Your quality of life is our priority.

Length of stay

The length of stay can vary as it depends on your needs and how long it takes to assess your symptoms then find an effective treatment for them. The length of stay depends on individual patient needs. The hospice is not a long-term place of care.

When appropriate, hospice staff will speak to you and your family about plans for you to return home or look at an alternative place of care. This is discussed and agreed with you and family members. A multi-disciplinary team make sure when you are discharged you have the appropriate care and support in place.

Visiting

Family, friends and carers are invited to visit you. We have a dedicated café and waiting area with tea and coffee making facilities. Visitors, including children, are welcome during the following times:

3pm to 4.30pm

7pm to 8pm

Visiting outwith these times may be arranged with the nurse in charge.



Meals and other comforts

Food is a very important part of Ardgowan's hospice care. We have a dedicated team of hospitality staff who prepare meals, and morning and afternoon snacks for you. We spend time finding out what you would like to eat and we make sure we prepare it to your liking. Although sometimes patients aren't able to eat like they used to, our staff will do everything possible to tempt them to try small portions of the food they know they enjoy. Patients are often surprised that they can get enjoyment from food again.

We can organise health care professionals such as chiropodists or dentists if required and we can also organise complementary therapies. Pets may be admitted with permission and a cordless telephone is available for patients to use.

"You all work together as a fantastic team—from medical staff, nursing team, chef, housekeepers and volunteers—to provide such a professional and caring service. We send you our heartfelt thanks for providing mum with such care, comfort and love from every one of you."

A family member of a patient at the unit.