



*Welcome to Cedar House, Bassetlaw Hospice of the Good Shepherd.*

## **General Information**

*We are centrally situated in Bassetlaw in a peaceful location at the rear of Retford Community Hospital on North Road, Retford.*

*The Hospice is comprised of a six-bed In-Patient Unit and Day Hospice. It also provides a Hospice at Home Service.*

*This guide aims to give you information about the Hospice services available. If you require specific information, support or advice please contact the Hospice directly.*

**Address:** *Bassetlaw Hospice, Cedar House, North Road, Retford, Notts, DN22 7XF*

**Telephone:** *01777 869239*

## **Services Available**

<i>Day Hospice</i>	<i>Chaplaincy</i>
<i>In Patient Unit</i>	<i>Arts and Crafts</i>
<i>Medical and Nursing Care</i>	<i>Reiki</i>
<i>Two Specialised Baths</i>	<i>Beauty Therapy</i>
<i>Counselling &amp; Support</i>	<i>Hairdressing Facilities</i>
<i>Carer Support &amp; Resource Service</i>	<i>Chiropody</i>
<i>Advice Regarding Benefits</i>	<i>Aromatherapy – Domicillary &amp; Hospice</i>

*Further information about operational management of the hospice can be found in our 'Operational Policy', copies of which are available upon request.*

## **Mission Statement**

*The Bassetlaw Hospice provides specialist palliative and supportive care for the Bassetlaw Community. It exists to enable patients with progressive life limiting diseases and their carers to achieve the best quality of life.*

## **Day-Hospice**

*Your GP, Macmillan Nurse or District Nurse usually makes the referral, but self-referrals and those made by relatives are also welcome. Referrals are made by contacting the Nurse in Charge of the Day Hospice.*

*The Day Hospice provides practical and supportive care for patients and their carers. The unit is open Monday to Friday from 10am to 3pm. It is staffed by a trained Palliative Nurse, Health Care Support Workers and a team of volunteers.*

*The Nurse in Charge is available to discuss symptom management problems and can liaise on your behalf with other service providers such as your GP or District Nurse. The nursing team also provide a*

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assigned to promote personal independence and increase self-esteem often providing individuals with the opportunity to discover new skills.

The Day Hospice is comfortably decorated, having lovely views of the garden, fishpond and water feature from the conservatory. The gardens provide the opportunity to walk outside and enjoy the wildlife - squirrels, ducks and many species of birds.

### **Domicillary Aromatherapy**

Our Aromatherapists provide a home service to patients who cannot attend the Day Hospice. Occasionally this service may also be accessed by carers.

### **In-Patient Unit**

Referrals for the In-Patient Unit are usually via your own GP, Macmillan Nurse, District Nurse, Social Worker or Hospital.

### **Pre-Visit**

If you would like to visit us prior to admission or to discuss what we are able to provide enquiries are always welcomed. You can arrange a visit by contacting the nursing team on 01777 869239.

### **Admission**

Please bring with you any medication and dressings that you are currently using and include any letters or other documents concerning current treatment or appointments.

On the day of admission you will be seen by one of the Hospice doctors and meet the nursing team who will take care of you and your family during your stay.

For your comfort each of our bedrooms is equipped with an electrically operated positional bed and ensuite facilities. Every room has a television and telephone. A selection of books, newspapers, magazines, videos and music are always available. All bedrooms have patio doors that open onto our gardens.

The Hospice prides itself on giving the best possible care and support for you and your carers. Specifically we focus on effective management of troublesome symptoms which may be affecting your quality of life and ability to enjoy day-to-day activities. Other referrals to the Hospice may be for emotional support, respite care, convalescence following cancer treatments and care towards the end of life.

In accordance with hospice care across the UK, the Hospice aims to provide specialized medical and nursing care to enable individuals to remain at home whenever possible. This means that long stays in the Hospice can be avoided. The average Hospice length of stay is usually less than two weeks but you may have a longer or shorter stay depending on your individual needs.

Should acute medical care be needed that cannot be provided by the Hospice a short-term transfer to the local District General Hospital will be arranged. Further information relating to the need for hospital transfer is available on request. An information leaflet about standard Hospice resuscitation procedures is also available.

### **Nursing and Medical Care**

The unit is nurse led where a team of specialist nurses assisted by experienced Health Care Support Workers provides care. The medical team consists of five local GPs with a specific interest and experience in palliative care. One of the team of doctors visits each day to monitor your progress and to address any problems or concerns you may have. All personal details and treatment are confidential

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*The Hospice always tries to meet individual needs and requirements. Tea and coffee making facilities are available for visitors. Light meals may be available for close family members who stay overnight. Donations for visitor meals and drinks are always gratefully appreciated.*

### **Clothing**

*We advise you to bring comfortable night and day clothes and comfortable fitting footwear. Laundry facilities are available but it can help if your family choose to do this at home. It is not necessary to bring your own towels but please bring any toiletries you may require.*

### **Valuables**

*Unfortunately we cannot be responsible for money, jewellery, or any other valuables, so we advise you to leave these at home unless it is jewellery which you wear all the time. There is a safe available for short-term use.*

### **Occupational Therapist**

*Provides assistance with aids and techniques to help with everyday activities.*

### **Physiotherapist**

*Provides assistance with mobility and can advise and provide aids to help with mobility.*

*Both Physiotherapy and Occupational Therapy services and aids are accessible through Retford hospital.*

### **Social Worker**

*Works alongside the Hospice team and your relatives to plan for your discharge home.*

*For general advice regarding community services please contact 'Single Point of Access' on 01777 274422 available between 7am – 9pm based in Retford Hospital.*

### **Visiting**

*Generally the busiest time in the unit for the delivery of care is in the morning. If possible this period should be avoided by anyone other than immediate family. Our aim is to provide a quiet and relaxed environment. Please be considerate; many patients tire easily and need to rest.*

*We recognise that whilst an in-patient the support you receive from family and friends is important to your well being.*

### **Immediate Family**

*Visiting is not restricted to immediate members of family.*

### **Other Family Members and Friends**

*Where possible extended family and friends are invited to visit patients between 2pm and 8pm. We would appreciate it if there were no more than four visitors per room. Please consult the nursing staff before bringing children under the age of five into the Hospice.*

### **Front Door Access**

*Monday to Friday 9am to 5pm the front automatic doors will be open. Please always speak to the receptionist before entering the unit.*

ar outside the building and await a response from the nursing. Once inside the building we ask that visitors let a mem-

### **Telephone Enquires**

*It would be helpful if each family nominate one person to liaise with the Hospice for telephone enquires, helping to reduce the number of phone calls to the unit.*

### **Accommodation for Relatives**

*We have a list of local available accommodation. If a relative wishes to stay overnight at the Hospice this can be arranged. Whilst families are welcome at all times please be aware that space is limited and large numbers may present practical problems. The needs of the other patients must also be considered.*

### **Transport**

*The Hospice is on a bus route with a bus stop directly in front of the hospital. Retford train station provides a regular service to Newark, Sheffield, Worksop and Doncaster. There are also a good variety of taxi services. The Hospice provides a voluntary car service for the use of patients which can, at times, provide transport for visiting.*

### **Telephone Calls**

*All bedrooms have telephones that accept incoming calls. Mobile phones may be used outside the building but please consider your surroundings and switch them off whilst inside.*

### **Electrical Items**

*In order to maintain safety, we ask you not to bring domestic electrical items into the unit. However if you should need to bring items the Hospice electrician must check them before they are used on Hospice premises.*

### **When You Go Home**

*Discharge plans will always be discussed with you and your carers well in advance or when a discharge date has been agreed. The Hospice will automatically liaise with other health and social care professionals involved in your care to ensure that you continue to receive appropriate support when you return home.*

*Upon discharge from IPU your GP will receive a letter detailing any changes that have occurred in treatment during your stay and any future recommendations for your care. If you would like a copy of these letters this can be obtained upon request.*

## **Other Services Available to In-Patients and Day Hospice Patients**

### **Chaplaincy**

*You do not need to have a religious belief to talk to our Hospice Chaplain who visits on a regular basis. Please ask the nurse in charge about contacts available for specific faiths. Your own personal minister is welcome at any time.*

### **Diversional Therapies**

*A Diversional Therapist is available each morning in the Arts and Craft room, to assist with any activities or projects that may be of interest to you.*

which is a natural method of balancing mind, body and  
massage enhances health and promotes a feeling of well-

## **Reiki**

*Reiki is a popular complementary therapy using simple methods to channel 'energies' in a non-intrusive way. Many find this a very relaxing therapy; it treats the whole body rather than specific symptoms.*

## **Chiropodist**

*A Chiropodist visits monthly to treat patients in the In-Patient Unit and Day Hospice.*

## **Carer Support**

*The Hospice provides support and practical advice to those caring for patients who have palliative care needs.*

## **Volunteers**

*Our volunteers are crucial to the service we provide without whom we would not be able to maintain a high standard of care.*

*Volunteers assist in the following areas:*

*Day Hospice*

*Kitchen*

*Reception*

*Driving*

*Garden*

*Maintenance*

*They also fund raise and work in the two hospice shops situated in Worksop and Retford and the Retford Hospital teashop.*

## **WHAT NEXT?**

*If you would like more information about the Hospice service or would like to be referred please speak to your doctor or nurse or contact the Hospice direct for more information.*

## **ADDITIONAL INFORMATION**

### **Recreational Resources**

*Televisions, videos, CDs and a selection of books, newspapers and magazines are available.*

### **Information Services**

*We have access to Internet sites for patients and carers such as PIES (Personal Information Education and Support). Help from staff to assist with searching Internet sites is also available. We can loan you books providing practical advice and support for patients and carers and guidance about other local services that may be of benefit.*

### **Comments**

*The Hospice welcomes any suggestions or comments that patients or carers may have. If you have any specific comments or concerns regarding your care, please speak to the senior nurse. If individuals wish to remain anonymous, a suggestion box is situated in reception, for this purpose.*

*All complaints will be dealt with according to the NHS Complaints Procedure. A copy of the policy is available upon request.*

*If you have a complaint regarding any aspect of the Hospice service please discuss this with a member of the nursing staff. If your complaint cannot be resolved the matter will be referred to the Hospice Senior Nurse (Palliative Care).*

*A suggestion box is situated in the entrance foyer for any comments that may improve the service we provide.*

### **Confidentiality, Privacy and Dignity**

*The Hospice complies with all aspects of the Data Protection Act. At all times the Hospice will ensure that your privacy and dignity is respected during your stay.*

### **Access To Health Records**

*The Hospice complies with all aspects of Access to Health Records Act. Should you wish to access your records this will be arranged in accordance with our policy. A copy is available upon request from the Hospice.*

### **No Smoking Policy**

*Smoking is not permitted in the building or grounds of the Hospice or within the Retford Hospital site.*

### **Funding**

*Other than hairdressing the Hospice makes no charge for its services. Bassetlaw Hospice of the Good Shepherd is a registered charity (No: 701876) working in partnership with Bassetlaw Primary Care Trust to provide palliative and supportive care for the Bassetlaw Community.*

*Whilst the clinical care you receive is funded by the Primary Care Trust, the Hospice Charity retains responsibility for the provision of the Hospice building and all other aspects of the Hospice service.*

### **Appeals and Donations**

*Our appeal co-ordinators organise many events on an annual basis, including street and supermarket collections and many other fundraising events. The Hospice needs to raise a significant amount of funds per annum to maintain existing levels of service.*

### **Ways In Which You Can Help**

*A personal donation in memory of loved ones in lieu of flowers*

*Remember us in your Will*

### **Gift Aid and/or Payroll Giving**

*If you are a taxpayer, for every donation you make, we can claim the tax back at no cost to yourselves.*

### **Fundraising**

*Help us by organising your own event*

*Or by supporting existing events*

*Or by becoming a volunteer*

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South Lodge  
North Road  
Retford  
Notts  
DN22 7XF

Tel: 01777 869239  
FAX: 01777 709917

Email: [basset.hospice@bassetlaw-pct.nhs.uk](mailto:basset.hospice@bassetlaw-pct.nhs.uk)  
Website: [www.bassetlawhospice.org](http://www.bassetlawhospice.org)

Appeal Office  
18 West Street  
Retford  
Notts  
DN22 6ES

Tel: 01777 710444  
FAX: 01777 708337

Email: [give@hospiceappeal.org.uk](mailto:give@hospiceappeal.org.uk)  
Website: [www.hospiceappeal.org.uk](http://www.hospiceappeal.org.uk)

## Glossary of Terms

<i>Active treatments</i>	<i>Medical treatments aimed at destroying cancer cells</i>
<i>Disseminated</i>	<i>Sharing of information</i>
<i>Medication</i>	<i>Medical term for any tablets/specific treatments you take or receive on a regular basis</i>
<i>Operational Policy</i>	<i>Explains how the Hospice operates on a day-to-day basis</i>
<i>Palliative Care</i>	<i>Care of patients whose disease is not responsive to curative treatment</i>
<i>Specialist Palliative Care</i>	<i>Palliative care where a high level of expertise is required</i>
<i>Supportive Care</i>	<i>Aims to assist patients and their carers cope with cancer and the treatment of it. Focuses on all aspects of care.</i>

who have contributed to the guide's content.

## ***How To Find Us***

### **Road:**

*The Hospice is accessible by major roads from all regions.*

*M1 from North - take junction 31 - A57 Worksop then follow signs for Retford. Cross one mini round a bout and a new round a bout. At next roundabout in Retford turn left on the A638 for Bawtry and Doncaster. Cedar House is 500m on the left in the grounds of Retford Community Hospital.*

*M1 from South - take junction 30 - A619 Worksop, follow signs for Retford, then as above.*

*A1M from North - leave at Blyth (North Notts) roundabout. Drive in to Blyth then turn left after the Red Hart public house for Retford. At T-junction (Barnby Moor) turn right 2 miles As you enter Retford, Cedar House is on the right in the grounds of the hospital 200m after you pass the BP/Honda garage.*

### **Train:**

*Retford is on the main GNER east coast railway. It is also served from Sheffield (via Worksop), Lincoln and Doncaster direct.*

### **Bus:**

*Retford is served by bus or coach from all surrounding towns.*

*Buses from Retford Bus Station that pass the Hospice:*

**99** – Hourly to Doncaster at five past the hour

**29** – Two hourly to Misson at ten to the hour (even hrs)

**88** – Frequent (3 or 4 per hour) local bus to Hallcroft Estate

**Large print copies of this guide are available upon request**