Care of the dying patient

Relative and carer facilities information

This information will tell you about the services and facilities available to you whilst you are spending such a great deal of time here at the hospital. If there is anything further you need to know, please ask a member of the ward team.

Transport/parking

Parking space at Addenbrooke’s is limited. However, car parking space is available for visitors in the patient/visitor multi-storey car park. Information on alternative travel options (park and ride, bus, train, cycle) as well as car parking charges and parking for disabled drivers can be found on our website: http://www.cuh.org.uk/cms/corporate-information/finding-us.

If you are visiting someone who is likely to be hospitalised for two weeks or more you can get a discounted ticket from the main reception. This allows you to exit from the car parks for 14 consecutive days from the day you validate the ticket.

If you are a holder of a registered disabled badge, display your valid badge in your windscreen and you may park free of charge in the designated on-road disabled bays.

Food court and concourse

The concourse and food court provide a variety of services for patients, relatives, and for the staff who work in the hospital. Services include a newsagent, convenience store, banking facilities (24 hour cash points), solicitors, clothes and gift shop. Opening hours vary.

There is also a WRVS coffee shop in outpatients open Monday - Friday 08:00 to 17:00.

The WRVS coffee shop in oncology is open Monday to Thursday 09:00 - 15:00 (Friday 09:00 to 13:00).

Out of hours vending machines are located throughout the hospital. A post box is situated in the concourse area near the convenience store.

Smoking

We are a no smoking site. You cannot smoke anywhere on the hospital site. This applies to patients, visitors and staff.
Accommodation

Pemberton House is available for relatives who wish to stay close at hand. Please contact the Frank Lee Centre on Tel: 01223 249931 for booking details, availability and costs. A list of local bed and breakfast style accommodation is also available from main reception.

Other accommodation may be available; please liaise with ward staff. Ward staff will also be able to advise you regarding toilet facilities.

Visiting

It is our policy to be as flexible as possible about visiting times, but arrangements do vary from ward to ward. Please check with the ward staff about visiting times on the ward you are visiting.

We appreciate that some people may want to be with their relative as much as possible, it is however important that all visitors get regular breaks to get some refreshments or to relax. If you are concerned about leaving the ward please advise a member of staff where you are going and how they can contact you should they need to.

Telephone

Pay phones can be found on each floor in the C and D block and also in the concourse area.

Feedback to the ward team

We welcome your thoughts and comments on the treatment and care you and your relatives receive during your stay with us. If you are dissatisfied with any aspect of your care at Addenbrooke’s, please raise your concerns with the ward sister, doctor or anyone else in charge of your relative’s treatment or care.

PALS – patient advice and liaison service

If you are still unhappy, please contact a member of staff in the patient advice and liaison service (Tel: 01223 216756), who will do their best to resolve any problems.

The centre is open at the following times:

Monday to Friday 09:00 – 17:00
Saturday and Sunday 13:00 – 16:00

Chaplaincy

Whatever your circumstances or beliefs you may find it helpful to be able to talk with someone in confidence about your feelings and thoughts.
You do not have to be religious to talk to a chaplain; the chaplaincy service is committed to caring for each individual and to respect all people regardless of race, religion, creed, gender and culture.

Whether your concerns feel small or large to you, the chaplains are happy to meet you and to listen and talk things through, or just have an informal chat, whatever is appropriate.

The chaplaincy team is based in the hospital and represents or is in contact with all the major faiths and church denominations. The team can help you to contact a member of your faith community if you wish.

The chapel is located off the main concourse and is always open. Please come into the chapel at any time. Chaplaincy staff can help you get to the chapel if necessary. Please ask a member of your ward staff to arrange this.

**Chapel services**

**Sundays:**
Please ask if you would like Holy Communion at your bedside.
11:00 Morning Worship and Holy Communion (approx 45 minutes)
This service is also broadcast on channel 6, Patientline.

**Mondays:**
12:00 Catholic Mass
Everyone, regardless of faith, is welcome to attend this Mass.

**Wednesdays:**
12:15 Midweek services (approx 30 minutes).
This service takes different forms and everyone is welcome to attend.

**Muslim daily prayer:**
The Hospital's Muslim community meets daily for prayer in the chapel. All followers are welcome to attend. Friday prayer meeting from 13:00 – 14:00.

**Palliative care service**
Palliative care is the holistic, active care of patients and their family who are experiencing a potentially life threatening illness. We work directly with patients and their families and advise doctors, nurses and other health professionals about how they can give excellent palliative care.

Palliative care is designed to meet the individual needs of each patient and their family. We advise and help with control of symptoms such as pain, breathlessness, nausea and anxiety. We can provide help, advice and support at this time when you may be feeling anxious, worried, and uncertain about the future.

The hospital palliative care team can be contacted by your ward nurse.
Jubilee garden

The garden was created to provide a relaxing retreat in the heart of the hospital for everyone to enjoy. The garden is a place for patients, carers, visitors, and staff to relax, meet with friends and family or take a break from the busy hospital environment. The garden is located by the F&G physiotherapy gym, and it is also signposted from the concourse.

Caring for yourself

This can be a very difficult and stressful time for yourself. You may find it helpful to discuss things with your GP if you feel overwhelmed and unable to cope.

Enquiries

If you have any questions or queries, please do not hesitate to speak with a member of staff.

Telephone enquiries about a patient can only be accepted from the person the patient has named as their next of kin.

Wards find it helpful if identified family members cascade information to the wider family.

The contact centre telephone number is 01223 245151. However, every ward has a direct dial number which we would encourage you to use.

It is very helpful to the ward if you ensure that they have your correct name, contact number and address.

We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.information@addenbrookes.nhs.uk. Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.