

may I bring food into the Hospice for a patient?

Please check with staff before bringing food into the Hospice to make sure it can be stored safely. For health and safety reasons, for example, some foods are not suitable for reheating.

should I use the en-suite facilities if available?

No, please do not do this; there are separate facilities for visitors.

what should I do if I have any concerns regarding hygiene at the Hospice?

If you have any concerns or comments please contact the Ward Sisters who are responsible for infection control in the Hospice.

do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.

Caroline Rogers

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**Large print version
available on request.**

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Therapies • Clinical • Patient and Family • General

Keeping Infection at Bay



Rebecca - Nursing

Phyllis Tuckwell[®]
Hospice Care
...because every day is precious



Why is it important to be vigilant?

Even minor infections can have a serious impact on people whose ability to fight infection is reduced because of cancer or other illnesses.

How can I help prevent the spread of infections?

Infections can pass from one person to another very easily. The single most important thing you can do to help reduce the spread of infection is to wash your hands using soap and water and ensuring they are well dried afterwards.

When should I wash my hands?

- Before visiting a person who is unwell.
- When entering and leaving the ward area.
- After visiting the toilet, even if you have not used it.
- After helping a person with their personal hygiene.
- Before preparing, handling, serving, eating or helping someone else to eat food.

Should I visit the Hospice if I am unwell?

It is best to check with staff if you have been unwell, especially if you have a heavy cold, flu, diarrhoea or vomiting.

Should I use the gel dispensers?

Yes, you should especially before entering and on leaving the In-Patient Unit or Day Hospice.

Is the gel better than using soap and water?

No, the gel is better than no protection but it does not remove germs from the skin, it provides a short-term protective layer over them. Only washing hands with soap and water and drying them well can kill germs.

May I bring flowers and plants into the Hospice?

Flowers cheer-up not only patients but the whole Hospice. There are flower ladies who tend to the flowers each day and ensure they have fresh water and those flowers that are wilting are removed if they cannot be revived.

Plants present more of an infection risk and are not recommended. Should a patient receive one then it may remain with them until they leave the Hospice. If not taken home by the patient or their family it will be re-homed, potted outside in the garden or disposed of.

How else can I help?

There are many ways you can help us keep infection at bay:-

- If you have a cold always use a tissue and dispose of it in the waste bins provided.
- Always cover your mouth when coughing.
- Avoid visiting the Hospice in your work clothes - especially if your clothing is likely to be contaminated with germs.
- Never touch a patient's wounds or other devices such as drips, syringe drivers and catheters unless advised to do so by a nurse.
- Limit the amount of gifts and belongings you bring in to a patient to make it easier for staff to clean around the individual bed spaces and rooms.