

Hospice In-Patient Unit



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



Hospice
Care,
everywhere!

Compassionate and professional care.

Our passion is to support you and your family, offering comfort and understanding at this difficult time – as well as at times of hope and joy – to ensure that you are treated with dignity and compassion, because we believe that every day is precious.



Our In-Patient Unit has 14 beds (12 single rooms and a two bedded bay) to give us flexibility to respond to the needs of our patients and their families, and ensure we are safe from an infection control perspective.

Each room has a television, and patients have access to a telephone if requested.

Priority is always given to ensure that the dignity and privacy of our patients is maintained at all times.

“They’re angels. They’re all my friends - we all have a good chat and a laugh. I would recommend this place to anybody.”

Glenys, PT patient.



Treating you as *an individual*

Your individual needs and preferences are very important to us and we will work with you to help you achieve personal goals and aspirations during your time with us.

You may be referred to our Hospice In-Patient Unit by your GP, District Nursing Team, Hospital, or by a Phyllis Tuckwell healthcare professional. **This may be for assessment, symptom management, pain relief, or for end of life care.** Some patients who are admitted for symptom control are discharged back home when their symptoms have been stabilised.

Our In-Patient Unit is led by a ward manager and medical consultants, with a team of registered nurses, health care assistants, doctors, and specialities such as physiotherapy, occupational therapy, complementary therapy, patient & family advice, counselling and pastoral care. We provide 24-hour personalised care for patients, as well as support for family members and carers.

There is an inner courtyard area with a seating area and spacious gardens that surround the Hospice, to enable patients and visitors to access peaceful outdoor space.

During your time with us we are interested in your feedback and are committed to continuous learning and development.

So we can provide safe, seamless and co-ordinated care, your clinical information is shared between relevant health and social care professionals involved in your care, on a need-to-know basis. All information is kept securely, and treated confidentially and respectfully. You are entitled to state if you do not wish your information to be shared, but this may affect the care you receive. The privacy policy on our website contains further details on how your information is shared.



For further information about our care services:

Speak with your GP, district nurse, or local hospital team.



Visit our website

www.pth.org.uk



Email us

info@pth.org.uk



**General information about our In-Patient
Unit or to arrange an informal visit**

01252 729400

Advice or to enquire about a referral

01252 729440 (Advice & Referral Team)

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 usually only receive about 20% of our funding from the NHS/Government and therefore we have to raise over £25,000 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.

October 2021

**Large print version
available on request.**