

Information for you, your family and friends



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rowcroft
hospice



Registered Charity No: 282723

Our mission

Rowcroft is a registered charity, established in 1981. Every year, we provide care to over 2,500 patients and their families across South Devon, completely free-of-charge, regardless of diagnosis, background, or circumstance. Our vision is to make every day the best it can be for every one of our patients and their loved ones, and to enable families to share precious time together. We pride ourselves on the high standards of compassionate care that we offer: our services were inspected by the Care Quality Commission in 2016 and rated as outstanding. We strive to continually develop and improve our services.

Listening
What a team
Professional
Wonderful support
Keeping us informed
Excellent coordination
Couldn't wish for better
Gentleness and understanding
The nurses were fantastic
Treatment helped my pain
Over and above
Nothing is too much trouble
I could not praise you all enough
They were amazing, they looked after me
Loving care by everyone
Allowed me to talk freely
Like best friends
Kindness

Love
Patience
Wonderful
Excellent Care
We felt supported
Made to feel special
Can never be forgotten
Caring and discreet
Attentive and considerate
Helpful and kind
First class care
Thank you
We never felt on our own
Caring



A warm welcome



Dr Gill Horne, Director of Patient Care, Rowcroft Hospice

"Welcome to Rowcroft Hospice. We aim to make your stay here as comfortable as possible. We are committed to providing high quality care that respects your dignity and that recognises you as a unique individual. Please do read about the facilities and services we offer, and please let your care team know if you have any questions or specific requests.

"We know this is a difficult time for you and your loved ones. But please remember that we're here to help, and we will do everything in our power to make our support for you as caring, safe, responsive and effective as possible."

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Inpatient Unit

Your care team

Our aim is to make your stay in our Inpatient Unit (IPU) as comfortable as possible. In addition to expert health and social care, you will be able to enjoy home-cooked meals, music therapy, complementary therapies, and access to our beautiful gardens.

We are a small IPU, with no more than 13 patients at any one time, so you will soon get to know the team. You will meet some of your care team on your first day here. Together, we will talk about your care plan and your healthcare goals.



We have three consultants who are all specialists in palliative medicine, who work across the IPU and community services. There are also speciality and junior doctors, a team of nursing staff, and other health and social care professionals including occupational therapists, physiotherapists and social workers. You might also meet some medical and nursing students who we are helping to train.

Nursing staff are available throughout the day and night to talk to you and your family if you want to discuss your care and needs. You will also see a doctor every weekday, and at least once during the weekend. They will discuss your plan of care, symptom management and any other worries or concerns you might have.

As a charity, we also rely heavily on volunteers who provide crucial support to our teams in varying roles. They all wear a name badge so you will know who they are if you meet them.



Your care plan

Together, we will create a personalised care plan for you, based on the level of support you and your loved ones want and need. We offer a range of services including:

- Nursing and medical service
- Occupational therapy and physiotherapy
- Complementary therapies, such as massage
- Spiritual care
- Social work
- Music therapy

Please note that with your consent the hospice team looking after you may share your **personal and clinical information** with each other plus other healthcare professionals involved in your care. We use an electronic patient record system, SystemOne, which allows the sharing of electronic records across different healthcare services. If you have any concerns regarding your information, please speak to the nurse in charge.



Practical information for patients

We are very experienced in caring for people who have complex needs. Specialist equipment is available to help you enjoy a bath or shower, or we can care for your hygiene needs while you are in bed. We also have a part-time **hairstylist** available.

Our **complementary therapists** can offer you relaxation and holistic therapies, such as massage, aromatherapy, and reflexology. These treatments can help to relieve stress and tension. We also offer music therapy, where you can listen to live music and join in if you want to. We have a treatment room for complementary therapies, and a creative studio.

There is a bright and comfortable **patient and family lounge** where you can do a puzzle, read a book, or share a cuppa or a meal with your family and friends. Please feel free to use the microwave and fridge if you would like to. You can also browse through a range of information leaflets available for you to read and take away.

Our **gardens** are beautiful all year around, and, as with all areas of the IPU, they are wheelchair friendly. Please ask for a garden pendant if you are going outside, so that staff are aware of where you are.



We have a **smoking** area set aside for patients, and an outdoor smoking area for you and your family to use. As we are otherwise a non-smoking site, we ask that you do not smoke outside of these areas.

Animals can bring great comfort to people, so we will always try to arrange for you to see **your pet** if you want to. Please ask a member of the nursing staff to arrange a visit. We also have visiting pet therapy dogs; please ask if you would like a therapy dog to pay you a visit.

Regarding bringing in **valuables**, please keep these to a minimum. Please do not bring in a lot of cash – the only things to buy are items from the snack dispenser.

Towels are provided but we would be grateful if you would bring in your own **personal items** such as toiletries, tissues and pens – all of these items are in limited supply here. A list of suggested items is available on our website.

We also have an **iPad** and an **iPod** for patients to use, but please do bring in your own device if you have one, including the charger.



Patient meals

We want you to enjoy your food, so everything is freshly cooked onsite. Meal times are generally as follows: breakfast – 8am; lunch – 12.30pm; supper – 5pm. Each morning, a member of the Catering Team will tell you what dishes are planned for the day, and they will ask you to select your meal choices. If there is nothing that tempts you, they will do their best to offer an alternative meal. We are able to cater for some special diets and will always do everything we can to make sure you are happy with the food we serve. If you prefer to have your meal a little later than the meal times stated, staff can reheat meals for you. We also have a cold tray, sandwiches, yoghurts and other snacks available 24/7.

A refreshment trolley comes around with tea, coffee, soft drinks, and cakes, and there is also a drinks trolley in case you fancy an alcoholic drink with your meal.

If your family would like to bring you a treat or specific foods/drinks, there is a small fridge available for you to use – please ask a member of staff.

Preventing falls

Your care team will offer advice and information about some of the things you can do to minimise the risk of falling or tripping, including:

- exercises to improve circulation before getting out of bed, or before standing
- how to use walking aids safely
- how to ensure the bedside environment is uncluttered, and that if required, spectacles and walking aids are to hand when standing

Spiritual care

Spiritual care helps us to draw upon things that we find comfort and strength in. We are all shaped by the people, places, stories, and opportunities that matter to us – these bring meaning to our lives and shape our personal sense of self, our spirituality. These include: our core beliefs and values, important roles and relationships, achievements and gifts, and all that sustains and centres us. Our sense of spirituality is created from:

- What matters to us?
- What do we hope for in life?
- What helps us to live life our way?

When we go through change, loss, or hard times in life, and try to make sense of and respond to our new circumstances, we draw upon these deep-seated resources within us. However, if these inner resources or our sense of identity are diminished, then dealing with challenge

becomes even harder, and at worse we can feel that our very foundations are shaking.

Alongside the other members of our team, our Spiritual Care Specialist offers support to all our patients and their families. If you would welcome a listening ear, then please just let us know.

There are many areas in the Rowcroft grounds that you might find peaceful and comforting, and there is also **The Sanctuary** – a quiet room for reflection, which can be found just along from the Inpatient Unit reception.



Who's who in the Rowcroft team



Health Care Assistants
wear light sky blue uniforms, scrubs or dresses



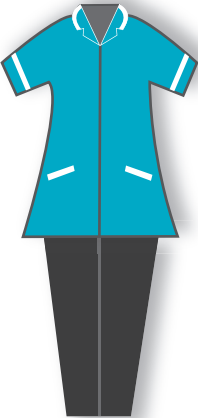
Registered Nurses
wear mid-blue uniforms, scrubs or dresses



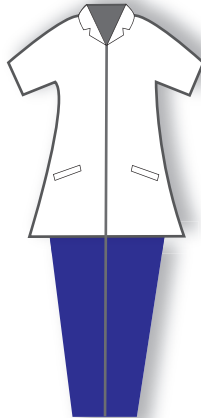
Deputy Matrons
wear navy uniforms with white piping, scrubs or dresses



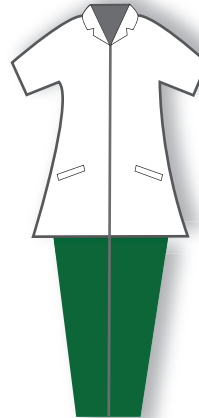
Matron
wears navy uniform with purple piping, or dress



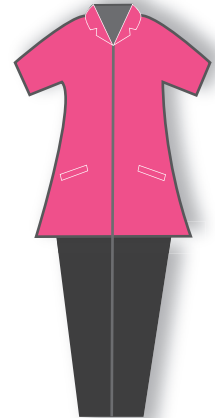
Complementary Therapists
wear turquoise tops and dark trousers



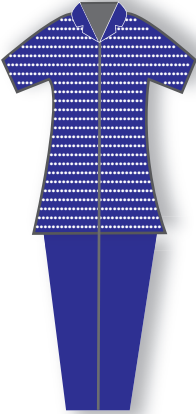
Physios and Physio Assistants
wear white tops and navy trousers



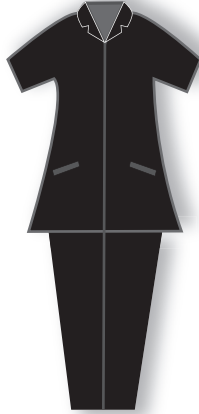
Occupational Therapists and OT Assistants
wear white tops and bottle green trousers



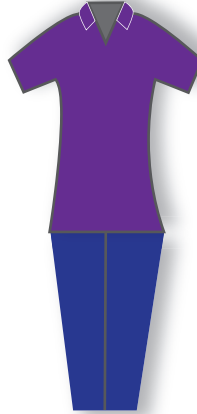
Hairdresser
wears a bright pink top and dark trousers



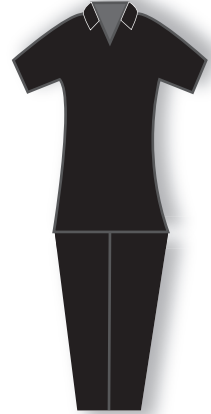
Admin staff
wear navy and
white blouses and
navy trousers or
skirts



Head
Housekeeper
wears a black top
and trousers



Housekeeping
staff
wear purple polo
shirts and navy
trousers



Catering staff
wear black polo
shirts and trousers

**Doctors, Social Workers and the Spiritual Care
Specialist do not wear uniforms**

Being discharged

Our aim is to help you return to your preferred place of care. For this reason, we usually begin discussing your future care with you soon after admission. We plan all discharges from the Inpatient Unit very carefully. We will involve you and your family throughout this process and explain your options. With your consent it may be necessary to apply for NHS health or social care funding or arrange for equipment to be delivered to your place of care prior to your discharge.

We will do our utmost to try to make sure that appropriate support is in place for you. If you want to go into a care home, we can help you to find somewhere suitable, and make the arrangements on your behalf if you ask us to. We have a discharge policy that you can request to see should you wish to. If you would like a copy of the discharge letter that is sent to your GP, please inform a member of the team who will arrange this.

Rowcroft's Community Team and Hospice at Home offer support and care in your own home. You may already have met your Clinical Nurse Specialist before admission; we will ensure they are aware of your discharge plans prior to you going home. If you require care from Hospice at Home, we will make sure they are aware of your care needs. We will also inform any other services of your discharge, e.g. District Nurses if appropriate.

Rowcroft's Listening and Support Service is available following discharge whether you are a patient or a family member. One of our trained volunteers can offer you a friendly ear – so please ask if you think you would benefit from having someone to talk to in confidence. Talking to someone who is not involved, but who understands, can often really help.

Fire and evacuations

In the event of a fire, the alarm will sound and all visitors are requested to leave the building immediately and proceed to the evacuation point in the main car park, where your names will be checked off against the visitor's book from reception. Please stay there and await further instructions. Patients will be advised and assisted by the care team.

Information for visitors

We do not have strict visiting times in the Inpatient Unit. Instead, we always try to be flexible to meet your needs, and those of the patient you are visiting. It is very helpful, however, if you could avoid visiting during mealtimes (unless you are assisting your loved one to eat) and other really busy periods, such as early in the morning. Try to arrive after 11am if you can. Family members are welcome to stay throughout the day and evening.

Please let our ward receptionist/volunteer know that you have arrived at the Unit. A nurse will then check that your loved one is feeling up to receiving visitors. Our priority is always to our patient, so if they are too tired, we may ask you to return later.

Please use the antibacterial hand gel by the entrance before entering the ward and prior to leaving.

Free parking is available around the whole of the hospice site. Please refer to our site map for further details. Please note that vehicles are parked at your own risk and we cannot take responsibility for any damage, accidents, or losses.

Unfortunately, we are unable to provide meals for visitors, but you're always welcome to bring food in. There is also a dining table in the patient and family lounge, so you can sit down to eat as a family.

We do have a **family room** with sofa beds, which is available in certain circumstances. If you would like to stay over, please speak to a member of the nursing team in advance, so this can be arranged.

Patients' and families' information

There is lots of information on our website that can help patients and families navigate their way through hospice care. We have a range of fact sheets available which cover helpful topics from planning your future care to dealing with breathlessness. You will also find over 400 health and care videos covering a wide range of health topics. Log into our free Wifi and visit www.rowcrofthospice.org.uk. If you do not have your own device, please ask a member of staff to borrow a Rowcroft iPad.

Unlicensed medicines

Occasionally you may be prescribed a medicine to treat a symptom for which the product is not licensed. Medicines are marketed to treat specific conditions but may help relieve other symptoms as well; for example, medicines that are licensed to treat epilepsy also relieve nerve pain. This is quite common in palliative care but can occasionally cause confusion as the product information may only refer to the licensed indication. If you have any concerns about your medication, a nurse, doctor, or our pharmacist would be pleased to discuss this with you.

Complementary and Alternative Medicine (CAM)

Some patients admitted to the Inpatient Unit may wish to continue to take CAM therapies e.g. herbal or homeopathic remedies. Whilst we support patient choice, we also recognise that our medical and nursing staff are not qualified to prescribe or administer CAM therapies. If you wish to take CAM therapies, please discuss this with the team so we can develop a care plan to manage this.

Tissue donation

We would encourage any patients wishing to make tissue donations to discuss this with their family/carers and the Inpatient Unit staff. We can provide information about joining the Organ Donation Register and carrying an organ donor card.

The main tissues that can be donated by most hospice patients are the corneas from the eyes. This is not an issue we routinely discuss with all patients. We will only pursue this discussion at the request of the individual patient.

Duty of candour

A statutory duty of candour is required by our registration with the Care Quality Commission. This means that people, and where appropriate their families, must be told openly and honestly when unanticipated things happen that cause them serious or moderate harm. If this happens you can expect to be given an apology, an explanation and all necessary practical and emotional support and reassurance about your ongoing care.

Chaperone

You have a right to ask for a chaperone for any examination. Our staff are trained to be chaperones, so please feel free to ask if we have not already initiated this.

Compliments, complaints or concerns

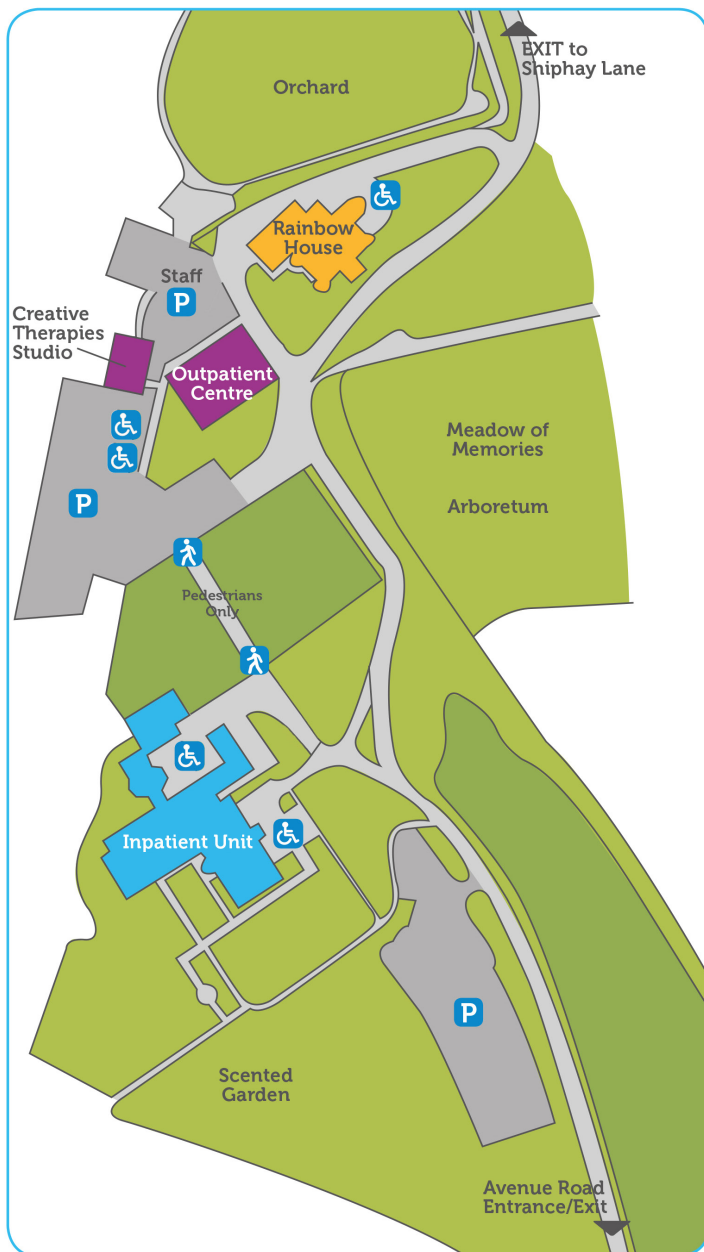
We aim always to provide high standards of care. We welcome your views on your experience to help us further develop the quality of our services. There are a variety of ways you can express your views about your experience of our services. You can offer us feedback via iWantGreatCare.org – simply complete a form online. If you prefer you can use the patient and family feedback forms available on the reception desk. Please ask if you would like more information about this.

To raise a concern or make a complaint, please discuss your concern in the first instance with a member of staff. If the staff member is unable to resolve the matter, please contact the Modern Matron or one of her deputies who will arrange to meet with you to discuss the issue further. If you are still unhappy there are a range of options open to you, including raising the matter with our CEO or trustees. Further information can be found in our compliments, complaints or concerns leaflet on our website at www.rowcrofthospice.org.uk

Private health insurance

Although our care is provided free of charge, most private health insurers will make a payment to the hospice under the terms of a private health insurance policy. Rowcroft Hospice is a registered charity and generates most of its funds by charitable means so any available income from private health insurance helps us to maintain our high-quality care. Please let us know if this is applicable to you. If you wish us to make a claim on your behalf, please ask a member of staff for assistance.

Rowcroft Hospice site map





About Rowcroft Hospice

Rowcroft's vision is to make every day the best day possible for patients and families living with life-limiting illnesses across South Devon.

By providing comfort, support and specialist services in our patients' homes, in the community and at our Inpatient Unit in Torquay, our team of staff and volunteers enable families to share precious moments when they are needed most – whether it's a beautiful wedding, remarkable reunion or a simple 'thank you'.

From Dartmouth to Dawlish, Rowcroft cares for 80% of our patients in their own homes with a team of Community Nurse Specialists, Social Workers, Physiotherapists,

Occupational and Complementary Therapists and volunteer Bereavement Counsellors delivering a holistic approach tailored to individual needs. Our Hospice at Home team cares for people in their last few weeks of life, offering 24/7 care and support to patients and families in their own homes. In addition, we run specialist training events for health and social care professionals in South Devon.

Rowcroft's strategic plan sets out the steps we aim to take over the coming years. We believe that specialist quality care should be available to everyone who has been diagnosed with a life-limiting illness. We want to extend the reach of our services, while meeting the expected increase in demand, and maintaining the highest standards of care.

As an independent charity, all of Rowcroft's care across South Devon is provided to patients and families for free. Approximately 25% of our care is funded by the NHS, with the remainder funded thanks to the generosity of our wonderful local community who support us through so many different ways including donations, fundraising events, regular giving, corporate fundraising and playing the Rowcroft Lottery. The care of one in four of our patients is funded thanks to gifts in Wills.

We are so grateful for the amazing support of our community who enable our specialists to offer expert care to our friends, neighbours and loved ones when it's needed most.

For more information about how you can support Rowcroft to care for local families, please take a look at our website at: www.rowcrofthospice.org.uk/fundraising or have a browse through the leaflets available to you in the patient and family lounge and in our reception areas.

Rowcroft's shops

A great way to support the hospice is by making a purchase through one of our Rowcroft Hospice charity shops, or by helping as a retail/cafe volunteer. You can find Rowcroft's charity shops, cafes and furniture outlets across Torquay, Torbay, Newton Abbot and the South Hams. These shops sell a wide variety of good quality donated goods, including furniture, clothes, and electrical items, and also a range of new goods. The money raised from the shops and cafes is a vital source of income for the hospice and helps to provide care to local people living with life-limiting illnesses across South Devon.



Volunteering with Rowcroft

As a charity, we rely on the amazing support of our volunteers, who give their time and expertise so generously. There are so many different opportunities for volunteering with us, whether it's helping out at the hospice itself, in our busy Newton Abbot distribution centre, at one of our fundraising events, in our offices, within our grounds, or in one of our wonderful shops or cafes. Please see our website at www.rowcrofthospice.org.uk for our latest volunteer opportunities or contact our Volunteer Services Coordinator on 01803 210852.

A short history of Rowcroft Hospice

The 22-acre estate was initially known as Pilmuir and was a home of the Wills family, famous cigarette manufacturers from Bristol. Originally there was one main house built in 1922. Ella Rowcroft, one of the daughters of the Wills family came to live here soon after the First World War.

In 1935 Ella Rowcroft decided to have another house built on the estate as a way of giving local men work during the depression. This house is now known as Rainbow House. Ella moved into this house in 1937 so that the main house could be used as a convalescent home for women and children from Bristol with tuberculosis, or those recovering from surgery. During the Second World War it was used for soldiers recovering from injury, and in later years, served as a maternity unit.

Ella Rowcroft died in January 1941; she had created an endowment trust to cover the continued running of the Rowcroft Convalescent Home. The endowment trust later became a registered charity called the Rowcroft Convalescent Home which is still controlled by appointed trustees. In 1972 the Pilmuir Estate was



divided and part of the grounds sold leaving Pilmuir with approx. four acres of grounds which the trustees ran for some years as a nursing home. The Torquay Lions Club approached the trustees regarding the setting up of a hospice, which was well received. The incoming president of the club, Richard Brinsley decided to make the formation of a hospice his project in his year in office.

In 1981 the trustees of the Rowcroft Convalescent Home offered the property to be used as a hospice. It was decided that the home should be re-named Rowcroft in memory of the generosity of Ella Rowcroft and the Rowcroft House Foundation Ltd, a company limited by guarantee and registered as a charity was set up to operate a hospice for the people of Torbay and South Devon.

Rowcroft Hospice opened in May 1982, admitting its first three patients. By April 1983, a new ward was being made ready for use, adding a further seven beds. More alterations in 1990 created an additional ward and single room.

From the mid 1990s, Rowcroft established a team of Community Nurse Specialists, which later became a multi-professional team including other health and social care professionals.

The year 2000 saw the inception of the Hospice at Home Team. This was a service providing care in people's own homes during the last week of life. In 2009 the Inpatient Unit was refurbished, with the addition of en-suite shower/WC rooms and improved facilities for relatives and patients. In late 2011 the Hospice at Home service was enhanced to

provide care in the last two weeks of life, within patients' own homes and covering 24 hours, seven days a week.

Today, we also provide accommodation for the local NHS Lymphoedema Service.

Rowcroft departments based in Rainbow House include finance, human resources, education, communications and marketing, and fundraising.

Contact details

Rowcroft Hospice

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