

The St. George's Care Bag



This leaflet explains more about the St. George's Care Bag. If you have any further questions, please speak to a doctor or nurse caring for your relative or friend.

What is the St. George's Care Bag?

If you are the carer, family or friend of someone who is in the last stages of life, this Care Bag is for you and is intended to provide some support and information at what can be a very difficult and overwhelming time.

The doctors and nurses caring for your relative or friend should have already spoken with you, explained clearly what is happening and answered all of your questions. Your relative or friend should have an individual end of life care plan recorded in their medical notes, supported by a nursing care plan for the last hours and days of life. The nurse caring for your relative or friend can answer any questions you have about this.

If you do not feel that this has happened or you are unsure why you have been given this Care Bag, please speak with the nurse or doctor caring for your relative or friend.

If at any time you would like to discuss the plan of care for your relative or friend, please ask the nurse or doctor caring for them.

What is in the Care Bag?

This bag contains some written information and practical items to help support and care for you.

Written information:

- Leaflet 'What to expect when someone important to you is dying'
- Bereavement services and support pack
- Spiritual Care at St. George's.

Practical items:

- Toiletries
- Vouchers for food and drink
- Tissues.

Who can I contact for further help and support?

The nurses and doctors on the ward should be able to help with any concerns you may have.

Other sources of support are:

The hospital palliative care team

The palliative care team is a team of doctors, clinical nurse specialists and a counsellor, based on site at St. George's Monday to Friday 9am to 5pm. On weekends and bank holidays one clinical nurse specialist is on site from 9am to 5pm. Outside of these hours nurses and doctors on the ward can contact a specialist palliative care doctor for telephone

advice. If you would like to see any member of the palliative care team, including the psychologist, please ask the ward nurses.

The palliative care team psychologist also offers bereavement support.

Bereavement Services team

The Bereavement Services team is available to provide advice and guidance with regards to the death registration process following the death of a relative or friend at St George's Hospital. Please call the Bereavement Services Department (Monday to Friday 9am to 3.30pm (Closed weekends and Bank Holidays) on 020 8725 3410/3411 for information on how to obtain a medical certificate of cause of death (MCCD) for your relative or friend.

Spiritual Care team

The Chaplaincy-Spiritual Care Team is here for everyone. It is a multi-faith team which offers spiritual and religious care to patients, staff, visitors and volunteers. You do not have to think of yourself as 'religious' to make use of the service. Some people may value the opportunity to talk to someone about what is happening to them and how they feel about the changes they may be facing. If you would like to speak to a member of the team please ask the nurse who is caring for your relative or friend or call 020 8725 3285.

What else might I need to know?

Parking

If you are the carer, family or friend of someone who is in the last stages of life, you can request a concession on the cost of parking at St. George's to visit your loved one. Please ask the nurse caring for your loved one for more information.

Private rooms, visiting hours and security information

Wherever possible we will try to arrange for your loved one to be cared for in a private room on the ward, if you and your loved one would like this. We will try our best to give you as much space as you need and create as peaceful an environment as possible. If your loved one is in a bay with other patients you may be asked to take turns at the bedside, but the nurse caring for your loved one should discuss individual needs with you in a sensitive manner.

If your loved one is in a side room, there are a small number of foldaway beds that are dedicated to the loved ones of patients who are dying. This will enable you as the loved one to be able stay overnight more comfortably. If you would like a bed please ask the nurse in charge to facilitate getting one.

If you are the carer, family or friend of someone who is in the last stages of life visiting hours are unrestricted, but please ensure for safety reasons that a member of staff on the ward knows when you are present and if you are leaving the ward area.

Outside of usual visiting hours and in the evening, some entrances and exits to the hospital are locked for safety and security. The nurse caring for your relative and the security team

can assist you. The security team is based in the main entrance foyer on the ground floor of Grosvenor wing.

Property and valuables information

Your loved one may have had property, cash and valuables with them when admitted to the ward. If these have not been returned to you, please ask the Nurse or Nurse-in-Charge on the ward, who will be able to help and advise you.

Making telephone calls

The nurses on the ward can let you use the ward telephone if you need to make a call. Pay telephones and mini-cab free-phones are available in all the main entrances.

Food and Drink

The vouchers provided in this care bag can be used in the Ingredients Restaurant only.

Food and drink is available in the following outlets. At all other times there are vending machines available across the Trust (cash only).

Please note: Opening and closing times may vary on Bank Holidays.

M&S Simply Food store

Location: Main entrance, Grosvenor Wing

Open: Monday to Friday 7.00am to 9.00pm

Open: Saturday to Sunday 8.00am to 9.00pm

Whistlestop newsagent and convenience shop

Location: Main entrance, Grosvenor Wing

Open: Monday to Friday 7.00am to 9.00pm

Open: Saturday to Sunday 9.00am to 9.00pm

Ingredients Restaurant

Location: First floor of Lanesborough Wing

Open: Monday to Sunday 7.30am to 7.45pm

M&S Café

Location: Main entrance, Grosvenor Wing

Open: Monday to Friday 7.00am to 9.00pm

Open: Saturday to Sunday 7.00am to 9.00pm

Lanesborough Wing Outpatient Café

Location: Ground floor of Lanesborough Wing

Open: Monday to Friday 8.00am to 4.00pm

Peabody's

Location: Ground floor of Hunter Wing

Open: Monday to Thursday 7.00am to 6.00pm; Friday 7.00am to 5.00pm

Peabody's

Location: Ground floor of Atkinson Morley Wing

Open: Monday to Friday 7.30am to 8.00pm

Open: Saturday 7.30am to 6.00pm

Open: Sunday 8.00am to 6.00pm

Green House

Location: Ground floor of Hunter Wing

Open: Monday to Thursday 7.00am to 6.00pm, Friday 7.00am to 5.00pm

Pret a Manger

Location: Ground floor of Jenner Wing

Open: Monday to Friday 6.30am to 9.00pm

Open: Saturday 7.00am to 9.00pm

Open: Sunday 8.00am to 7.00pm

Pret a Manger

Location: Second floor of Hunter Wing

Open: Monday to Friday 8.00am to 5.00pm

Useful sources of information

Please see the two leaflets in this care bag for further information and support:

'What to expect when someone important to you is dying'

Bereavement services and support pack.

Contact us

If you have any questions or concerns, please speak to the nurse on the ward who is caring for your loved one.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

Notes (Please use this space to write down any questions or concerns which you might have.)



Reference: CAN_SGCB_03 **Published:** December 2019 **Review date:** December 2021