

Practical advice

Parking

Vouchers are available from the ward staff which will allow you to pay special rates for parking.

Visiting

- You may visit at any time
- Please discuss first with ward staff if large numbers of people need to visit.

Food and drink

Choices Restaurant

- Lower ground floor
- Open 7am – 8pm daily.

Costa Coffee

- Main reception 8am – 6pm Mon to Fri, 11am to 6pm at the weekend.
- Maternity Unit 8am – 4pm Mon to Fri.

League of Friends Cafe

- Ground floor, main outpatients area
- 9am to 4pm Mon to Fri.

Newsagent

- Main reception.
- Open 8am – 8pm Mon to Fri, 8am – 6pm at the weekend.

Ooft Kitchen (hot meal vending machine).

- Ground floor, main outpatients area
- 24/7.

There is also a Tesco Express (open 6am -11pm daily) and a newsagent opposite the hospital on Field Heath Road.

Did you want the foreign language information here? if it needs to go on the folder does Dave have this? if not did you want any contact information on this page?



Caring for a Loved One During the Last Days of Life

Information and Advice

Ward Name:

Ward Contact Number:

Contact information to be completed by ward staff.

Ref: PIID ????
Date: XXXX 2019
Review: XXXXX 2021

As a carer you will probably still be coming to terms with your loved one's illness, its progression and the effect it is having on everyone in the family including you.

Each situation is different and every person has their own way of coping. Terminal illness brings many changes to everyday life and relationships.

The information in this leaflet is intended to offer you some practical advice to help you deal with this difficult time.

Staff involved in the care of your loved one are also there to help and support you. It is important you discuss any issues with them that relate to the personal care given. For example, any religious or spiritual needs, how much involvement you wish to have in the care of your loved one both before and/or after they have passed away *

*Ward staff will be able to discuss this with you

Please check that ward staff have the correct phone numbers if you do not stay but wish to be called at any time in the event of important

Taking care of you

Most carers will need help and support at some point so that the best care can continue to be given to their loved one.

It can take hours or days for a loved one to pass away, so it is important to take care of yourself as well.

Please remember that it is OK to ask for help and to accept help. We are here to listen and give support.

Please consider:

- Eating and drinking regularly, even if you don't feel like it
- Taking a break from the bedside
- If there are any special requests, discuss them with the ward staff to see what is manageable in a ward environment*
- Whether chaplaincy support would be helpful. We are able to access leaders of different faiths. Chaplaincy support is also available for those who do not identify with a specific faith*
- Who else may be able to support you both emotionally and practically, such as family members or close friends
- Do you need a letter of support for your employer.*

Ward staff will be able to tell you what is available or how to access information.

Things to think about in the event of a death

Staff will need to know about your preferences so it may be useful to think about the following:

- Who else needs to be informed?
- Do you have Power of Attorney for Health and Wellbeing?
- Have there been any discussions regarding burial or cremation?
- Have you decided on a firm of undertakers?
- Will you want to visit the deceased in the hospital (in the ward or the hospital chapel of rest) or wait until they are taken to the chapel of rest at the undertakers?
- Are there any specific cultural or religious needs we need to be aware of?

Available support services within Hillingdon Hospital

Services you can call directly:

Macmillan Information Service
(24 hour answering machine) **01895 279169**

Services that you may need a referral for:

Oncology and Palliative Care clinical psychology service. *Please ask about referral.*

Additional support services:

Harlington Hospice Bereavement Service
020 8759 0453

Samaritans 08457 909090.