Infection Control

We are committed to provide a clean and safe environment for everyone who comes into the hospital. Therefore, would all visitors:

- Use hand gels situated throughout the hospital when entering and leaving the unit.
- Adhere to infection control advice given by ward staff.
- Keep small children visiting under control as they could pick up infections.

If you notice anything that falls below an acceptable standard of hygiene and cleanliness please inform a member of staff.

Complaints

If you have any concerns about Primrose at the Princess please speak with the Unit Manager, Dawn Pattison on 01527 488213/488212 or in her absence any senior member of staff.

If you wish to speak with the Service Manager, Amanda Kimpton, she can be contacted via the Community Palliative Care Team on 01527 488064.

Princess of Wales Community Hospital

Stourbridge Road, Bromsgrove B61 0BB

Tel: 01527 488213/488212
Fax: 01527 488066

If you would like this information in other formats or languages please call 01905 760020 or email pct.communications@worcestershire.nhs.uk
Palliative Care
Palliative care is holistic care of patients with advanced progressive illness. Management of pain and other symptoms and provision of psychological, social and spiritual support is paramount. The goal of palliative care is achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.

Supportive Care
Supportive care helps the patient and their family to cope with their condition and treatment of it – from pre-diagnosis, through the process of diagnosis and treatment, to cure, continuing illness or death and into bereavement. It helps the patient to maximise the benefits of treatment and to live as well as possible with the effects of the disease. It is given equal priority alongside diagnosis and treatment.

Terminal Care
Care given in the last few days of life.

Palliative Care Team
The Palliative Care Team consists of:
- Consultant in Palliative Medicine
- Community Macmillan Team
- Hospital Macmillan Nurse
- Macmillan Lung Cancer Support Nurse
- Upper GI Support Nurse
- Primrose Day Hospice Staff
- Primrose at the Princess Unit Staff

Whether you are at home or in hospital the team are able to access your medical records via a computerised system, which allows them to give you the best possible advice/support. This system is covered by The Data Protection Act and if you have any problems with this you must speak with a member of the team caring for you.

Primrose at the Princess
Primrose at the Princess creates an environment which allows a specialist medical and nursing team to meet the needs of patients with cancer or life limiting conditions. The unit works in partnership with; Palliative Care Team, GPs, District Nurses, the Alexandra and other hospitals, along with Primrose at Home Team and other Community services.

For many patients being admitted to a new environment can be a worrying experience. Primrose at the Princess staff aim to provide care and comfort to patients with cancer or life limiting conditions eg Multiple Sclerosis.

Many people believe that when they are admitted to the Primrose Unit (some prefer to call it the “hospice”) it is for end of life/terminal care only. This is not true! Although patients are admitted for end of life care there are other reasons for admission, for example:

Pain control - Symptom control
Rehabilitation - Terminal care
Reassessment of needs to resolve a crisis

The Unit is very much patient focussed. There is no routine to the day; staff empower the patients to state what they wish to do throughout each day - within reason!

Primrose at the Princess provides a comfortable and relaxed environment for both patients and their families. There are six ensuite bedrooms all with:
- Profiling bed
- Air coolers in all rooms
- TV with either Video or DVD
- Wall mounted fridge
- CD player.

There is also a fully equipped kitchen, Sitting room and direct access to hospital garden. Overnight facilities are available on the unit, please ask a member of staff if you wish to use.

Meals
Patients are offered a selection of meals which are obtained from the hospital restaurant, and there is also a limited selection of snacks available.

Visiting Hours
The unit has adopted an “open visiting” policy, and will respect patient’s specific requests.

Car Parking
Concessionary passes are available for £3, which is refundable, please ask staff for details.

Restaurant
The “Tasty Bite” restaurant is situated on the top floor opposite Cottage Ward is open to visitors:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>9.30am to 11.00am</td>
</tr>
<tr>
<td>Lunch</td>
<td>12.00noon to 2.00pm</td>
</tr>
<tr>
<td>Afternoon Tea</td>
<td>2.45pm to 5.00pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>6.00pm to 7.30pm</td>
</tr>
</tbody>
</table>

If patients wish to eat in the restaurant please inform a member of staff prior to doing so.

Religious Services
The Hospital Chaplain holds a service every Tuesday morning and can be contacted at any time. Communion can be brought to you on the unit if you wish. If you have any specific religious requests please inform the staff on the unit who will be happy to make any necessary arrangements.