Hospital facilities

Information for relatives and friends of patients who may be dying

We have gathered some information that we hope you find helpful in addressing some of the more practical concerns you may have over the coming hours or days.

If you require any further information, please do not hesitate to speak to the nursing staff on the ward.

* Please note that this information is only relevant to the relatives and friends of patients in hospital *
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Car parking permit

The staff on the ward can provide you with a concessionary parking permit in order to reduce the cost associated with parking at the hospital during this difficult time. Please do not hesitate to ask the nurse caring for your relative or friend for a permit.

Visiting times

The wards in the hospital normally have strict visiting times in order to allow patients to rest and enjoy their meals without disruption. These visiting times do not usually apply to you whilst visiting your relative or friend who may be dying.

If you have any concerns about visiting hours please speak to the nurse in charge of the ward and they will do their best to accommodate your wishes. Please understand that you may sometimes be asked to leave the bedside during cares or ward rounds, particularly if your relative or friend is in a bay with other patients.
Overnight accommodation

If you are travelling long distances to visit the hospital there are numerous guesthouses situated close to both York and Scarborough hospital. The ward clerk will be able to provide you with some contact numbers for these if required.

York: The hospital does not currently have facilities for you to stay overnight. The ward may be able to offer you a comfortable chair at the bedside if you wish to sit alongside your loved one.

Scarborough: There is a flat within Scarborough Hospital that you can use if you wish to stay close by your dying relative or friend. There are shower and beverage facilities within the flat. If you feel this accommodation would be useful, please speak to the nursing staff. Alternatively, the ward may be able to offer you a comfortable chair at the bedside if you wish to sit alongside your loved one.

Side rooms

Unfortunately, the hospital has a limited number of side rooms available and these are often occupied by patients who either have an infection or are prone to catching one. Every effort will be made to move your relative or friend into a side room, if this is their wish, and one is available.
Food and drink

It is important that you take care of your own needs too. Eating and drinking regularly will ensure that you are in the best health to deal with the next few hours or days.

Scarborough Hospital

The restaurant Pat’s Place on the first floor of the North Building serves drinks, snacks, sandwiches, and hot meals.

Open 7.30am to 7.00pm every day. Coffee lounge and snack vending machine facilities are available 24 hours a day.

The Royal Voluntary Service (RVS) Coffee Bar and Shop in the main entrance sells newspapers, confectionary, sandwiches, hot food and drinks.

The York Hospital

Ellerby’s restaurant on the ground floor main corridor serves drinks, snacks, sandwiches, and hot meals. Open 7.00am to 7.30pm every day.

The coffee shop in the main entrance sells hot drinks, sandwiches and cakes to eat in or take away.

The Hospital shop in the main entrance sells hot and cold drinks, snacks, sandwiches, sweets, as well as toiletries, newspapers and magazines.
Cash Machines

A cash machine is located in the main entrance of both hospitals.

Bathroom facilities

Most wards have visitor toilets where you will be able to freshen up. The staff will be more than happy to provide you with a towel and some basic toiletries if you find yourself without any. We would however recommend taking a break from visiting from time to time in order to get some rest and take care of yourself.

Comfort packs

Comfort packs are available on each ward and include essential supplies which can help make your stay with your relative or friend more comfortable. Please ask for one from the nursing staff.

Chaplaincy

The chaplaincy team provides spiritual and pastoral care and is available for everyone, whether religious or not. Their support can be invaluable at this difficult time. The chaplains can attend the ward or alternatively there is a chapel located in both York and Scarborough hospitals.
Tell us what you think

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact James Rushby, Specialist Palliative Care Nurse, The York Hospital, Wigginton Road, York, YO31 8HE, or telephone 01904 725835.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison Service (PALS)

Patients, relatives and carers sometimes need to turn to someone for help, advice or support. Our PALS team is here for you.

PALS can be contacted on 01904 726262, or via email at pals@york.nhs.uk.

An answer phone is available out of hours.

safe, effective and sustainable healthcare within our communities
Providing care together
in York, Scarborough, Bridlington, Whitby, Malton, Selby and Easingwold

Please telephone or email if you require this information in a different language or format

01904 725566
email: access@york.nhs.uk

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