

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 *

Caring with pride

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Car parking concession

The staff on the ward can provide you with concessionary parking 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 concession.

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 may vary within the hospitals therefore, please clarify visiting times with the ward staff. Whilst visiting a dying relative or friend these restrictions may be relaxed. Please discuss with the nurse in charge in relation to this.

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. You may sometimes be asked to leave the bedside during care or ward rounds, particularly if your relative or friend is in a bay with other patients. We will always explain the reason why and would ask for your cooperation and understanding.

Overnight accommodation

If you are travelling long distances to visit the hospital there are numerous guesthouses situated close to both York and Scarborough hospitals. 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. In some cases, dependent on availability and side room availability, 'Z beds' can be provided. Please ask the nurse in charge of your relative or friend to arrange this.

Scarborough: There is a flat within Scarborough hospital with shower and beverage facilities that you can use if you wish to stay close by your dying relative or friend. 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. All the wards have available 'comfort packs' for relatives or friends which contain basic items for comfort whilst visiting, including a voucher for the hospital restaurant.

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.

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's toilets where you are able to freshen up. If you are in a situation where you require basic toiletries please discuss with the nurse in charge who may be able to assist with this. 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. Please speak to ward staff to facilitate this.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Specialist Palliative Care Team

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 health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

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

An answer phone is available out of hours.

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

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或版式提供，請致電或發電郵

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email: access@york.nhs.uk



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