

Sources of further information

www.lancsteachinghospitals.nhs.uk
www.nhs.uk
www.accessable.co.uk
www.patient.co.uk

Follow us on social media
@lancshospitals

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Please ask a member of staff if you would like help in understanding this information. This information can be made available in large print, audio, Braille and in other languages.

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Division: Medicine
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Lancashire Teaching Hospital's Caring pledge



Please consider accessing the Good Grief Trust for sources of support, the link below is to the page for those who are newly bereaved. Here you may find information about support services local to you. <https://www.thegoodgrieftrust.org/need-know-info/from-us-to-you/for-newly-bereaved/>

Additional information

If you have any questions, worries or concerns and want to talk to someone not directly involved in your care, or your concerns have not been resolved by the staff in the clinical area, you may prefer to speak to our Patient Experience and PALS team. The Patient Experience and PALS team can be contacted via email PALS@lthtr.nhs.uk or on telephone number 01772 522972 Monday to Friday, 9am-12pm and 1pm-4pm (excluding bank holidays). Further information regarding the Patient Experience and PALS team can be found in the 'How are we doing leaflet', please ask a member of staff for a copy.

NHS

**Lancashire Teaching
Hospitals**
NHS Foundation Trust

Information for patients and carers



Support When Someone is Dying

Support offered by the ward and other teams

Please speak to the nurse in charge should you have any questions or concerns about your loved one. They will be able to answer your questions or redirect you to the appropriate person.

The Specialist Palliative Care Team are available 7 days a week and help support ward teams in caring for patients at the end of their life.

The Hospital Bereavement and Donation Team may be able to offer emotional and practical support both before and after your loved one has died. The bereavement team are not a counselling service; they can offer:

- A safe space for you and your loved one to talk to discuss what matters most to you.
- Exploring your wishes around donation and potential to becoming a tissue donor.
- Support you in discussion around supporting children
- Signpost to local bereavement support

The Chaplaincy Team are able to offer emotional, spiritual and religious support to patients and their loved ones at the end of life. Please ask the nurse in charge if you would like a chaplaincy visit. If this is for religious support, please let us know your religion so that we are able to ask for the appropriate person to visit you.

Practical advice

Visiting times – when someone is thought to be in last days of life, there is open visiting. We would recommend a small number of visitors at a time to ensure your loved one is able to rest. Visiting times may be subject to change and we would recommend you check with the nurse in charge prior to your journey into the hospital

Fold away beds - we have a supply of fold away beds should you want to stay overnight with your loved one.

Environment - you may see a butterfly symbol displayed by your loved one's bed space. This is as a reminder to staff to be creating a calm environment where possible. Please feel free to bring in a blanket or pictures to help the environment feel more homely.

Car parking - Please speak to the nurse in charge on the ward about car parking concessions. Once the car parking concessions form is completed this will need to be taken to: RPH General Office which is located at the front of the main entrance next to M&S shop; between Monday-Friday 09:00-16:00.

Chorley General Office which is located at the front of the main entrance next to Main Entrance Café; between Monday-Thursday 08:30-16:15 and Friday 08:30-15:00.

At the weekend, the form may be placed under the shutter/through the letterbox and will be backdated.

Refreshments

The ward team will be happy to offer you hot and cold drinks and snacks while you are visiting. Please do not hesitate to ask for them if needed.

Food outlets - RPH

Charters restaurant- Burgundy Street-hot and cold food and drinks open Monday-Friday 08:00-17:30 and Saturday-Sunday 08:00-13:30.

Preston's Café- Main entrance-hot and cold food and drinks open Monday-Sunday 08:00-19:00.

M&S Shop - Main Entrance-Cold food and drinks, snacks and a small supply of toiletries, books and magazines open Monday-Friday 07:00-21:00, Saturday and Sunday 09:00-19:00.

Food outlets – CDH

Main Entrance Café - Main Entrance – limited hot and cold food and drinks, snacks and a small supply of toiletries and magazines etc open 7 days 08:00-15:30.

The Courtyard Café - Level 2 near X Ray Department - Limited hot and cold food menu, hot and cold drinks (Costa Coffee available) open Monday-Friday 07:15-15:15 and not open weekends.

Studies - Education Centre 3 - Limited hot and cold food menu, hot and cold drinks open Monday-Friday 08:00-15:00 and not open weekends.