



# INPATIENT UNIT (IPU)

*Information leaflet for patients and visitors*



*Every Moment Matters...*

## Our Mission

The mission of Galway Hospice governed service, as partners with the Health Service Executive, is to support patients from counties Galway, Mayo and Roscommon with advanced diseases needing palliative care to attain the best quality of life possible.

## Code of Conduct

Galway Hospice is committed to providing a safe and healthy environment for patients, family members, visitors, staff and volunteers. Verbal or physical intimidation or harassment in any location by any person (patients, family members, visitors, staff and volunteers, members of the public or other) will not be tolerated.

## Confidentiality

All persons working at Galway Hospice governed service (including volunteers) are bound by a strict code of confidentiality. You have the right to object to us disclosing information to any person, agency or organisation. We will inform you if your decision affects your care or treatment, and we will record your decision in your clinical notes.



# INPATIENT UNIT (IPU)

## What is the Inpatient Unit (IPU)?

Galway Hospice governed service have purpose-built facilities designed to care for patients and families who need to be admitted for specialist palliative care. The service is provided from two locations, Galway hospice and Mayo hospice.

Galway Hospice accommodates eighteen inpatients. There are ten single rooms and two four-bedded bays with individual wardrobe, fridge, telephone, TV and nurse-call system. Single rooms are allocated on a medical priority basis and therefore may not always be available when requested.

In Mayo Hospice comprises of fourteen single, ensuite bedrooms. All rooms are equipped with wardrobe, fridge, telephone, tv, wifi , nurse call system and showering facilities. Patients can enjoy access to the onsite facilities including internal courtyard, landscaped garden space and reflection room.



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## When can my visitors come to see me?

We have an open visiting policy in the Inpatient unit, which means no set visiting hours. While we welcome children we ask that they are supervised while visiting. Visiting can be

tiring for patients, if you wish to discuss this, nursing staff and medical team are more than happy to offer guidance on this matter.

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## Can I restrict visiting?

If you wish to have restricted visiting, please speak to the nursing team who will do their best to support this. It is beneficial if you discuss this with your family or friends.

At certain times it may be necessary for the staff to restrict visitor numbers in the interest of patient care and comfort.

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## Facilities for Visitors



Showering and a self-catering kitchenette are available for visitors. Adults may help themselves to tea and coffee at any time, or prepare their own light snacks. Visitors can avail of a meal service in our Dining Room between 8am and 6pm.

Visitors are welcome to stay overnight if desired. Sleeping facilities are limited on-site. Staff can offer guidance on options for accommodation locally.

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## Can my family speak to my doctor?

Yes. Once you give your consent, the nursing staff will arrange for a doctor to speak to your family or carer by appointment, individually, or a social worker can arrange a family meeting. You may attend the family meeting if you choose to do so.

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## Do I have to pay?

All hospice services are provided free of charge, regardless of health insurance status.

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## What about my valuables?

We advise you not to bring in anything of value, as we cannot take responsibility for loss or damage. If you cannot send cash or valuables home,

we have a small safe on the Inpatient Unit for temporary storage. Please ask a member of the nursing team about this.

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## What services are available?

The following services are available to all patients:

Hairdressing, Aromatherapy, Art Therapy, Social Work, Chiropody, Physiotherapy,


Occupational Therapy, Pharmacist Consultations and Pastoral Care Chaplains. Please ask a member of staff for further details.

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## What do I need to bring with me?

We advise you to bring personal toiletries, nightwear, supportive shoes or slippers (footwear). There is a small fridge at each bedside, you may bring in your favourite snacks and drinks. We encourage you to bring personal items such as photographs, walking aids, hearing aids and glasses etc. We ask that you bring all your

medications from home. You will be asked if you wish to take part in the "Patients Own Drugs Scheme" (POD), which will involve us, using your medicines for your hospice stay. If you do not wish to consent to the POD scheme we will take a record of your medications, before you send them home.







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## Who works in the Inpatient Unit?

The unit is managed by a team of clinical nurse managers supported by specialist nurses and healthcare assistants who are responsible for providing a high standard of individualised patient-centred care.

The Consultants in Palliative Medicine are supported by Registrars and Medical Officers.

You will be involved in the planning of your care and you will have a multidisciplinary team who are responsible for managing your care.

All the members of the multidisciplinary team will be available during your stay in the Inpatient Unit.

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## How often will I see a doctor?

There are two Consultants in the Inpatient Unit who will oversee your medical care needs.

There is a Doctor on duty every

day who will discuss your care with you.

There is a Doctor on call 24 hours.

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## What if I have pain or other problems?

We want to make you as comfortable as possible and manage your symptoms as effectively as possible.

You will be assessed daily by the Multi-disciplinary team to ensure ongoing care and treatment is effective for you.

It is very important that you tell us of any discomfort you are experiencing, even if it is of a very personal nature so that we can ensure that you have the best care possible provided to you.

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## How do you plan for my discharge?

The Multidisciplinary Team will discuss your discharge plan with you and your family (as requested by you) and other Health Care Professionals involved in your care (e.g. GP, PHN). It is important that this discussion happens in a timely manner to allow for successful preparation to ensure good communication and any supports

you may require are ready. We ask that on the day of discharge you leave your room/bed-space at 12 midday. However, if this proves difficult for any reason, please speak to the Nurse in Charge and we will do our best to support and accommodate your needs.

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## Access to your clinical record:

Galway Hospice ensures all data belonging to patients is maintained in accordance with the Data Protection Acts (1988–2018) and the General Data Protection Regulation (2016). This means that this

information cannot be accessed without your approval to do so. You will find more information on Data Protection within the “Information Handbook” folder at every bed space.

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## Your rights regarding your care?

It is really important to us that if you have any concerns in respect of the service provided to you that you make it known to the Clinical Nurse Manager or Nurse in Charge. It is important to discuss any concerns as soon as possible to ensure they are resolved in a timely and satisfactory way

for you and your family. If you do not wish to discuss with the Clinical Nurse Manager or Nurse in Charge, you or your family can speak or write to the Director of Nursing, your Medical Consultant, or the Chief Executive, who is our named Complaints Officer.


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## Feedback, Complaints and Concerns:

We would encourage all patients and visitors to provide us with feedback as patient and family engagement is central to the planning and delivery of our service.

You will find comments sheets within the “Information Handbook” folder at every bed space and also beside the comment boxes that are located around the building. You can also give any feedback on our website - **[www.galwayhospice.ie](http://www.galwayhospice.ie)**



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