

Visiting Times – Inpatient Unit

In the event of the patient's admission to the Hospice Inpatient Unit, there is generally an "any time" visiting policy. This may be subject

to change depending on patient's care needs, requests of the patient or National Public Health.

Feedback / Complaints and Comments

We encourage and welcome all patients/ family members to provide us with feedback (whether positive or negative) as we are

always seeking to improve our service. Our Chief Executive, Mary Nash, is the designated Complaints Officer for the Hospice.

Gifts Policy

We try to provide the best possible care to our patients, and support to their families/carers. We expect nothing in return. To avoid personal

gain, staff adhere to a Gifts Policy whereby gifts received (if any) are shared between all staff. Thank you for your understanding.

Our Mission

The mission of Galway Hospice, 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 towards staff will not be tolerated.



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Every Moment Matters...



Galway Hospice



galwayhospice



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COMMUNITY PALLIATIVE CARE TEAM

The nurses involved in your care are:

Consultants in Palliative Medicine: Dr. Eileen Mannion & Dr. Camilla Murtagh
Community Palliative Care CNM3: Geraldine Cooley

Pastoral Care Chaplain:

Social Worker:

It is important to remember that all medications in your home are your responsibility. In the event of your admission to the hospice IPU, please bring all your medications with you.

Community Palliative Care Team

This leaflet explains the role of the Community Palliative Care Team and how we support you and your family during your illness.

The Community Palliative Care Team consists of a Clinical Nurse Manager, Clinical Nurse Specialists, Doctors, Social Workers and Pastoral Care under the guidance of a Consultant in Palliative Medicine.

The role of the Community Palliative Care Team is to provide information, specialist advice and support to you, your family and other professionals involved in your care (e.g. GP & Public Health Nurse).

Your GP (General Practitioner) is your primary doctor at all times while you remain at home. Advice on your care, medication changes

and prescribing discussed with you and your family, are further discussed with your GP who has ultimate responsibility for your care. The Community Palliative Care team do not prescribe or supply any medication for you. Your GP will issue any prescriptions if needed.

We also provide spiritual support to patients and family up to and post bereavement. Working together, the team enhance the care of the patient and provide support and guidance to families.

The Community Palliative Care service is provided to the people of Galway City, Galway County, and the Aran and Inishbofin Islands.

The service is provided free of charge.

Referrals to the service

Your referral to the Community Palliative Care Team has been made by your GP or Hospital Consultant. Once the referral is received by the Community Palliative Care Team, arrangements for the first visit will

be made and your GP will be informed of the visit. Your Public Health Nurse will be informed by letter of our involvement in your care.

Acceptance to the service

You or your carer(s) will be contacted by phone to arrange a date and time for our visit. We aim to contact new patients within 24 to 72 hours of a patient being referred to the service. Visits are arranged on a medical priority basis. The frequency of visits is determined by patient's individual needs.

The Specialist Palliative Care Nurses hold a recognised Postgraduate qualification in Palliative Care Nursing, and have the necessary competence and experience to give advice and support to you and your carer(s) at home.

Discharge from the service

The length of time patients receive the Community Palliative Care service varies, depending on needs. You may be discharged from the service if you have no specialist Palliative Care needs at the time e.g. if your condition stabilises, if your needs are more

appropriately met by other services, or if you no longer wish us to visit. You, your family and your GP will be informed of the discharge. The Community Palliative Care service can be re-activated later by your GP if needed.

Your rights regarding your care

You have the right to make decisions on the basis of sufficient information being provided to you in a way that you can understand. You will be asked to give verbal consent before any procedure is carried out on you. You have the right to discuss any aspect of your care with members of the team. You have the right to be given a clear explanation of treatments, investigations or

procedures proposed by the hospice staff. If you would like your family to be involved in discussions about your care, we would be happy to involve them.

We sometimes have students on placement to gain hospice experience as part of their studies. You have the right to choose whether or not to have students involved in your care.

Access to your Clinical Record

Under the Data Protection Acts (1998–2018) and the General Data Protection Regulation (2016) which regulate how data is collected, stored, processed and shared, you have the

right to access your clinical records. If you wish to do so you must make a request in writing to the Chief Executive of Galway Hospice.

Confidentiality

All persons working at Galway Hospice (including volunteers) are bound by a strict code of confidentiality. You have a 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 records.

Other Services Available

In conjunction with the Community Palliative Care Service, Galway Hospice offers the following services:

Day Care, Inpatient Unit (IPU) Care, Social Work, Pastoral Care, Aromatherapy, Art Therapy.

How can I contact the Community Palliative Care Team?

The team is available from 9am to 5pm seven days a week, with limited availability

at the weekend. Contact details: 091-770868, before 10.30am if at all possible.

Who do I contact after 5pm?

If you require medical advice after 5pm please contact your GP. 24-hour medical advice is available to your GP from the

Community Palliative Care medical doctor on call, via the Hospice switchboard 091-770868.