

Access to your Clinical Record

Under Data Protection legislation (General Data Protection Regulation 2016, and the Data Protection Acts 1988 to 2018), you have the right to access your clinical records. If you wish to do so you must make a request in writing or by email to the Chief Executive of Galway Hospice.

Confidentiality

All persons working at Galway Hospice (including our volunteers) are bound by a strict code of limited 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.

Our Vision

To be a leading example of excellence by delivering a specialist palliative care service, in appropriate settings, to people living with advanced life-limiting illnesses.

Our Purpose

We provide compassionate palliative care to patients and their families in counties Galway and Mayo. We do this by working alongside our health partners. We offer inpatient, day care and community services, which are underpinned by exemplary knowledge and delivered with compassion, dignity, respect and excellence.



For further information please contact us at

📍 Galway Hospice,
Dublin Road,
Renmore,
Galway.
H91 R2T0

☎ 091 770868

✉ daycare@galwayhospice.ie

🌐 www.galwayhospice.ie



RCN 20022150

📍 Mayo Hospice,
Knockaphunta,
Castlebar,
Mayo.
F23 YY40

☎ 094 9005100

✉ mayodaycare@galwayhospice.ie

🌐 www.galwayhospice.ie



RCN 20029098

Every Moment Matters...



SPECIALIST PALLIATIVE DAY CARE SERVICES

Information leaflet for patients and visitors

What is the Day Care Service?

Both Galway Hospice and Mayo Hospice have a Day Care service, which is free of charge. The service is offered to patients who have a lifelimiting illness. Some patients who attend Day Care are already known to Specialist Palliative Care, while other patients may be referred by their medical team, who think they will benefit from the Day Care service.

This service compliments the care you are receiving in the community, and your GP remains your primary carer. We will stay in communication with your community team to ensure they are informed of any changes.

The service is managed by a Clinical Nurse Manager, and all care is provided under the direction of a Palliative Care Consultant.

Alongside the medical and nursing team you can avail of therapies to assist you in reaching your goals. The therapies available include; **Aromatherapy, Physiotherapy, Occupational therapy, Art Therapy and Chiropody**. In addition, support is available from our **Pastoral Care Team and Medical Social Work Team**.

If required the Pharmacists can provide medication advice.

What to expect from the programme?

You will be offered a place one day a week for 6-8 week with other patients. Your initial assessment will be by the nurse who will make a plan with you to help you meet your goals. Typical goals might be, to manage distressing symptoms (physical, spiritual or psychological), to improve mobility or to find ways to manage every day activities better.

Please bring in all your medications with you on your first visit.

What to expect each day?

A typical day includes tea/coffee and scone when you arrive, after this the team members will attend Day Care to meet with you. Lunch is also provided as part of your day. The Day Care service is supported by a team of regular volunteers and drivers, who are there to help you throughout the day. In addition, volunteers provide services such as Horticulture Therapy, Dog Therapy and Hairdressing/nail care.

You should bring in any medications that you require during the time you are attending Day Care.

If your family usually look after your medications and you cannot administer them yourself, it is important that your family send your medications with you in the original packaging with the exact dosage instructions from the Pharmacy. These should be given to your Day Care Nurse on arrival and will be returned to you at the end of your visit to Day Care.

Before you attend

Once the referral is received and accepted by the Palliative Day Care Team, the nurse will call you to arrange your first visit. If you have any signs or symptoms of infectious diseases, such as 'winter vomiting bug' (unexpected vomiting, nausea or diarrhoea), or symptoms of colds or flu (e.g sore throats or temperatures) please do not attend daycare.

Following this transport may be arranged if family or carers are unable to transport you. However, we encourage you to use your own transport if possible. Patients are advised not to bring any valuables with them into Day Care.

Discharge from the Service

Throughout the 6-8 week programme, you will meet with a nurse and the Day Care Team to discuss if your set goals have been met and plan discharge from the service.

How can I contact the Day Care Team?

You can contact the teams by telephone or email:

Galway Day Care Team
Telephone: (091) 770868
Email: daycare@galwayhospice.ie

Mayo Day Care Team
Telephone: (094) 9005100
Email: mayodaycare@galwayhospice.ie

Please note this service is provided on specific days and your query will be answered on the next working day.

If you require medical advice please contact your GP.

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.