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FOR THE
WHOLE
FAMILY



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St Barnabas
Hospice • Care • Support

Clinical
Services

**Lincoln
Inpatient
Unit**



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Lincoln Inpatient Unit

About us

St Barnabas Hospice is a local independent charity which supports more than 9,000 people across Lincolnshire each year. We deliver free, high-quality, compassionate end-of-life care and support to adults with a life-limiting or terminal illness, their family and carers.

What to expect at the Inpatient Unit

As a patient you may come into the Inpatient Unit for different reasons; you may need help to control pain or symptoms, or for care at the end of your life.

How to be referred to the Inpatient Unit

Referral to the Inpatient Unit is via a healthcare professional such as your GP, specialist nurse, community nurse or hospital.

Length of stay at the Inpatient Unit

This is different from patient to patient and it is not a long stay Unit. The average length of stay for most patients is two weeks. This could be longer depending on the reason for your admission and your ongoing need for hospice care.

What is the Inpatient Unit like?

The Unit has a mixture of single rooms and four-bedded bays. You will be allocated a single room or a bed in a bay according to your nursing need, preference and bed availability. Some of the bed spaces can open out onto the garden terrace. During your stay nurses, health care support workers, physiotherapists, occupational therapists, doctors and other healthcare professionals will care for you.

There are also volunteers who help with things like making drinks for you.

What to bring to the Inpatient Unit

Please bring all the medicines that you are currently taking, including any over the counter or alternative therapies.

You will also need to bring the following:

- Night clothes
- Day clothes
- Toiletries, including soap, a toothbrush, toothpaste, shampoo and conditioner
- Glasses/hearing aid/dentures
- Things to occupy you, such as books, magazines, mobile phone or laptop – there is free WiFi available
- A small amount of money to purchase items such as newspapers, which can be ordered at reception

Personal property

We do have a small safe for valuables, but would advise you to leave large sums of money or jewellery at home. You will have access to a lockable drawer by your bedside.

Please note: St Barnabas Hospice accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way loss or damage may occur.

Smoking policy

The Hospice is a no smoking building and supports a no smoking policy. However, smoking is permitted in the lower garden away from the terraced area. Please note that patients are not permitted to smoke whilst outside in their bed or if oxygen is being administered. For safety, the Hospice is locked from

10pm each night and patients and visitors are asked not to smoke after this time.

What happens at meal times?

We do our best to cater for your individual preferences, so ask for what you fancy. Breakfast is served every day from 8am onwards with a choice including a cooked breakfast, cereals or toast. Lunch will be served between 12pm and 1pm from an à la carte or set menu. Remember, if there is nothing that appeals to you, our kitchen staff are happy to accommodate any preferences whenever possible. Your evening meal will be served between 5pm and 6pm.

If you are on a special diet or have specific dietary requirements, please tell us so that we can prepare a meal that suits you. Meals can be enjoyed by your bed space, in the patient dining area or outside on the terrace. Light snacks and drinks are also available at any time during the day or night.

Are there visiting hours?

Visitors are welcome to visit at any time, however in the early morning we ask that they respect the need for patients to receive personal care. We do have daily quiet time from 2pm to 3.30pm to allow you and the other patients to rest, so visitors are asked to avoid this time. We request where possible that there are no more than three visitors around the bed space at any one time.

Children are welcome to visit the Hospice and there is a designated play area within the conservatory. Children must be supervised at all times. Your pets can also



be brought in by prior arrangement with the nurse in charge.

Can visitors stay overnight?

Yes, visitors are permitted to stay overnight should your condition make it necessary or if there are travel issues. There is a relative's room equipped for sleeping, and recliner chairs and z-beds if your visitors would rather stay by your bedside.

Can visitors purchase meals and drinks?

During the daytime, your visitors can order a variety of light meals from the reception for a small charge. This can be done prior to their visit or upon arrival. A light complimentary breakfast will be offered to visitors who have stayed overnight at the Hospice.

Where can visitors park?

St Barnabas Hospice is situated in the historic centre of Lincoln, therefore parking is limited. We do have some visitor marked parking areas within the Hospice grounds, but when these are full, visitors are encouraged to take advantage of the on-street parking nearby.

In case of concerns or complaints, please contact:

**The Chief Executive's Office
St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

Or, Lincolnshire Patient Advice and Liaison Service (PALS) on **0845 602 4384**



Alternative language copies available:

If you would like this information in another language or format, please contact Marketing on **01522 559 504**

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St Barnabas Hospice Trust (Lincolnshire)
registered address:

**36 Nettleham Road
Lincoln
LN2 1RE**

**01522 511 566
enquiries@stbarnabashospice.co.uk
StBarnabasHospice.co.uk**



St Barnabas
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Hospice at Home



Find out more at
[StBarnabasHospice.co.uk](https://www.StBarnabasHospice.co.uk)

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About us

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What is Hospice at Home?

Many of our patients want to spend their last moments in their own home. The Hospice at Home team support this choice and work 365 days a year to care for patients in their own home.

Our Hospice at Home service is countywide and provides care that embraces not only physical needs but also emotional, social and spiritual support.

The Hospice at Home team offer specialist care including the following:

- Help and advice with controlling pain and symptoms
- Practical advice
- Psychological, emotional and spiritual support
- Personal care

The Hospice at Home team work closely with your doctor and community nurses to provide care and support for your needs.

Our nurses whilst assessing, provide symptom control and end-of-life care. They also support the family by offering practical advice where appropriate and helping them to come to terms with the impact of bereavement.



“Supported me to fulfil my husband’s wish to die at home in his own bed, surrounded by his family, making his final moments peaceful and filled with love.”



Is there a cost involved?

No. All our care services are free of charge.

How to access Hospice at Home support

Referrals are made through your doctor, community nurses and other healthcare professionals involved in your care.

Once a referral has been received, a nurse will visit you and your family to discuss what your needs are to remain at home. Your care will then be tailored to your specific needs. The amount of care that you receive may increase or decrease depending on how your needs change. Where possible we will support you to remain at home for as long as it is safe for you to do so.

For more
information about
Hospice at Home
services in your area
call **0300 020 0694**

In case of concerns or complaints, please contact:

**The Chief Executive's Office
St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

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StBarnabasHospice.co.uk**



St Barnabas
Hospice • Care • Support

Clinical
Services

Day Therapy



Find out more at
StBarnabasHospice.co.uk

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About us

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What is Day Therapy?

Day Therapy offers a range of clinical, emotional and spiritual support services in a friendly and relaxed atmosphere. You will have access to a team of nurses, occupational therapists, physiotherapists, health and rehabilitation support workers, chaplains and volunteers.

At Day Therapy, the Hospice will support you through a wide range of therapies and activities. These may be done with other people in similar circumstances. We aim to help improve the quality of your life whilst maintaining your independence.

Overview of services and therapies available

- Physiotherapy
- Assessment of individual health and social care needs
- Plan of care based on individual needs
- Occupational therapy
- Symptom control advice
- Mobility and exercise advice
- Access to welfare and benefits advice
- Spiritual support
- Creative therapy e.g. therapeutic writing, arts, crafts etc.
- Complementary therapies
- Social activities

“Living alone and being diagnosed with myeloma, I became in a state of panic. With the support of the team I have been able to accept the condition.”



How to access Day Therapy

Day Therapy is available for anyone who is 18 years old or over with a life-limiting or terminal illness. This service can be accessed at any stage, and can provide you, your family and friends with support and advice.

You can refer yourself to Day Therapy by calling the numbers included on the back of this leaflet. Any healthcare professional involved in your care can also make a referral on your behalf.

Refreshments

Day Therapy offers light refreshments for patients and carers. Lunch is also available at Lincoln Day Therapy.

Your nearest Day Therapy Group

In South Lincolnshire

Grantham

86 Barrowby Road,
Grantham, NG31 8AF

Spalding

Clover Way, Woolram Wygate,
Spalding, PE11 3GD

Boston

Mayflower Lodge, Green
Lane, Boston, PE21 9NB

In North Lincolnshire

Lincoln

Hawthorn Road, Lincoln, LN2 4QX

Gainsborough

George Henderson Lodge, Morton,
Gainsborough, DN21 3AD

If you would like
further information
about the services we
provide please call a
member of our
team on
0300 020 0694



In North East Lincolnshire

Louth

Grimsby Road, Louth, LN11 0SX

Skegness

Skegness Community Hospital,
Dorothy Avenue, Skegness, PE25 2BS

Mablethorpe

Marisco Medical Practice Stanley
Avenue, Mablethorpe, LN12 1DP



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St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

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Registered Charity No. 1053814



St Barnabas
Hospice • Care • Support

Clinical
Services

**Grantham
Hospice in
the Hospital**



Find out more at
[StBarnabasHospice.co.uk](https://www.StBarnabasHospice.co.uk)

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About us

The Hospice in a Hospital is a unique partnership between United Lincolnshire Hospitals Trust, South West Lincolnshire Clinical Commissioning Group and St Barnabas Hospice.

What to expect from the Inpatient Unit

As a patient you may come to the Inpatient Unit for different reasons; you may need help to control pain or symptoms, or for end-of-life care.

How to be referred to the Inpatient Unit

Referral to the Inpatient Unit is made by a healthcare professional such as your GP, community nurse, specialist nurse or hospital doctor.

Length of stay on the Inpatient Unit

This is different from patient to patient and it is not a long stay Unit. The usual length of stay for most patients is not more than two weeks.

What is the Inpatient Unit like?

The Unit has six single rooms with en-suite facilities and access to a landscaped courtyard.

During your stay nurses, health care support workers, physiotherapists, occupational therapists, doctors and other healthcare professionals will care for you.

What to bring to the Inpatient Unit

Please bring with you all the medicines that you are currently taking, including any over the counter medicine or alternative therapies.

You will also need to bring the following:

- Night clothes
- Day clothes
- Toiletries, including soap, a toothbrush, toothpaste, shampoo and conditioner
- Glasses/hearing aid/dentures – if you wear them
- Things to do, such as books, magazines or puzzle books
- Electrical equipment - health and safety regulation requires the Trust to test all electrical equipment before use. This includes laptops, hand held games consoles, radios etc. Please speak to a member of staff who can organise this on your admission.

There are no facilities for laundering clothes, so please ask your visitors to do this for you.



Personal property

Please do not bring valuables or large sums of money with you. We regret that we cannot accept responsibility for money or valuables that are not handed in for safekeeping.

Smoking Policy

Smoking is not permitted in any United Lincolnshire Hospitals Trust facility.

Are there visiting hours?

The Hospice in the Hospital has an open visiting policy, which means that friends and family are able to visit you at any time.

Can visitors stay overnight at the Inpatient Unit?

Yes, visitors are able to stay overnight if your condition deteriorates. There is a relatives' room with a bed, and recliner chairs if you would rather they stay by your bedside. Your visitors can stay overnight by discussing it with the nurse in charge.

Where can visitors park?

There are a limited number of car park spaces for patients and relatives right outside the entrance to the Hospice in the Hospital. If these spaces are full then please park in the main car park.

In both cases, you must get a parking pass from the Hospice reception so that you do not have to pay the cost of parking.

To get in touch with
the Hospice in the
Hospital, please call
01476 464 988





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**The Chief Executive's Office
St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

Or, Lincolnshire Patient Advice and Liaison Service (PALS) on **0845 602 4384**

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**St Barnabas Hospice in the Hospital
Grantham Hospital, Manthorpe Road
Grantham NG31 8DG**

01476 464 989

enquiries@stbarnabashospice.co.uk

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Registered Charity No. 1053814



St Barnabas
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Wellbeing
Support

Bereavement Support



Find out more at
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About us

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Help during a bereavement

When someone close dies, it can leave you feeling alone and experiencing complex, unexpected feelings.

After a death, your thoughts and feelings can be chaotic and overwhelming. It might be very difficult to understand or put into words exactly how and why you are feeling this way. At first, you may feel numb, strangely calm and detached, or confused and unable to take in what has happened. Initial shock is often accompanied by a feeling of unreality.

Our bereavement service

- Will help with any bereavement, not just those from our own Hospice
- Is friendly, independent and provides you with an experienced person to talk to
- Takes referrals from everyone. You can ask for help yourself, your family or friends may ask us to support you or you might be referred by health and social care professionals.

What does the service provide?

Depending on your individual needs, we provide individual and group support:

Individual support

Individual support lets you talk confidentially, either over the telephone or face-to-face. A trained counsellor will help you explore your feelings, develop coping strategies and adapt to your changing circumstances.

Group support

Group support is facilitated by trained volunteers and meetings are held across Lincolnshire. They are a safe, comfortable and friendly place where you can express your feelings and emotions.

Our team will help you deal with overwhelming feelings, they are there to listen.

The groups allow you to meet other bereaved people, and provide and receive friendship and support.



"These groups gave me the time to talk, reassure and gain comfort through the hardest times."

How do I access the service?

You can self-refer to the Family Support Service by contacting **0300 020 0694**, or a referral can be made on your behalf by a family member, carer, friend or other care professional. They will need to have your permission to do this.

If you would like further information about the services we provide please call a member of our team on **01522 518 225** or email **family.support@stbarnabashospice.co.uk**

If you would like further information about the services we provide please call a member of our team on **0300 020 0694** or email **family.support@stbarnabashospice.co.uk**

Your nearest support group

Support groups meet weekly. For more information about your nearest group, call a member of our team on **0300 020 0694** or email **family.support@stbarnabashospice.co.uk**

Monday

Horncastle - afternoon
Lincoln - afternoon and evening
Boston - afternoon
Spalding - afternoon

Tuesday

Sleaford - morning

Wednesday

Chapel St Leonards - morning
Grantham - afternoon

Thursday

Bourne - morning
Sutton-on-Sea - afternoon
Louth - afternoon
Grantham - evening

Friday

Gainsborough - afternoon



In case of concerns or complaints, please contact:

**The Chief Executive's Office
St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

Or, Lincolnshire Patient Advice and Liaison Service (PALS) on **0845 602 4384**



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**St Barnabas Hospice
Hawthorn Road
Lincoln
LN2 4QX**

01522 518 225
family.support@stbarnabashospice.co.uk



St Barnabas
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Wellbeing
Support

Complementary
Therapies



Find out more at
[StBarnabasHospice.co.uk](https://www.StBarnabasHospice.co.uk)

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Complementary Therapies

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What are complementary therapies?

Complementary therapies are not an alternative to conventional medical treatments; they work alongside them to enhance your wellbeing and quality of life. They can help with emotional and physical symptoms.

They may help to do the following:

- Relieve stress and tension
- Promote relaxation
- Assist with lymphatic drainage
- Renew energy levels
- Induce a feeling of peace, calm and wellbeing
- Ease aches and pains
- Improve sleep

Our therapies are provided by a team of voluntary professional therapists who hold recognised national qualifications.

Is there a cost involved?

The treatments are free but donations are always welcome.

What complementary therapies are available?

Aromatherapy

Aromatherapy is the controlled use of plant essential oils for therapeutic use, reported to be uplifting calming or energising. It is believed to enhance mood and reduce feelings of depression and anxiety.

Massage

Massage is the gentle manipulation of the body's soft tissue using specific techniques. The therapist will discuss with you what area of your body may benefit most from massage, e.g. feet and legs, neck, shoulder and back.

In addition to relaxation, massage may also offer you pain relief. If essential oils are used, they will be absorbed through your skin during massage.

"Such lovely supportive people, it has made a very big difference to my own wellbeing."



Reflexology

Reflexology is the study of the feet and hands, the areas of which correspond with a gland, organ or part of the body. By using a specific technique, the reflexologist will apply gentle pressure to your hands or feet using thumbs and fingers. In particular, reflexology may help with digestive disorders and may help reduce some back and joint pain.

Reiki

Reiki is a simple technique in which it is believed that energy is channelled through the hands of the practitioner to wherever it is most needed, activating your body's own natural ability to balance itself.

Reiki is delivered whilst you are seated and fully clothed. It is thought that Reiki releases blocked energies, working to create a state of balance and harmony and promoting a sense of deep relaxation. You may experience warmth, coolness, tingling or other sensations.

In particular, Reiki may help improve sleep patterns, relieve anxiety and help reduce pain levels. Most people feel a sense of relaxation, which leaves a feeling of peace, and calmness that may stay with them some time afterwards.

Indian head massage

Indian head massage is a relaxing treatment concentrating on massaging your head, neck, shoulders and face. It can be delivered directly to the

skin using oil or over the clothes without oil. In particular, Indian head massage may help you relieve muscle tension and improve posture.

Personalised complementary therapy

After your clinical needs have been discussed, you will be offered a specific complementary therapy. However, if you have previously benefited from a therapy please inform a member of staff and this will be taken into consideration.

What to expect at the first appointment

At your first appointment, the therapist will explain the treatments available and ask you some health questions before discussing the most appropriate treatment for you.

How often are the appointments?

Our courses consist of approximately four treatments. After which you will receive a leaflet to guide you in seeking a suitable practitioner local to you.





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LN2 1RE**

01522 511 566

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**St Barnabas Hospice
Hawthorn Road
Lincoln LN2 4QX
01522 518 219**

**St Barnabas Grantham
Barrowby Road
NG31 8AF
01476 513 545**

**St Barnabas Louth
Grimsby Road
LN11 0SX
01507 351 501**

**complementary.therapy@stbarnabashospice.co.uk
StBarnabasHospice.co.uk**

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Registered Charity No. 1053814



St Barnabas
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Find out more at
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A guide to benefits and financial support

Living with a life-limiting or terminal illness, or caring for someone who is, can lead to serious financial problems. Our Welfare team can help you understand the financial help that is available.

Our Welfare team can give advice and support to you and your family about financial and practical issues like disabled parking badges, and applications for benefits. The team also helps carers who might qualify for benefits, or need to be signposted for other advice.

They can provide practical support with:

- Finding out what you're entitled to
- Applying for benefits and grants (e.g. completing forms, making phone calls or writing letters)
- Accessing help with health costs, such as travel to hospital
- Applying for transport concessions, such as a disabled parking badge
- Advising on benefits decisions
- Accessing benefits following a bereavement and money towards funeral costs

Is there a cost involved?

The Welfare support and advice that we provide is all free of charge.

"Living with a terminal diagnosis is stressful enough without the additional burden of money worries. But with the help of the Welfare Benefits team at St Barnabas that worry was taken away."





It's a good idea to speak to our Welfare team, who will be able to help you understand your options. A member of the team can help you to claim benefits and other income you are entitled to. This can be done either by telephone, a home visit or at one of the Day therapy centres.

If appropriate, a member of the team can make the claim for benefits on behalf of the individual. This includes completing the paperwork.

Find more
information about
benefits and entitlements
online at **StBarnabas
Hospice.co.uk/welfare**

Need support?

Contact our
Welfare team on
01476 513 544



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Jei norétuméte gauti šią informaciją kita kalba ar formatu, prašome kreiptis į Rinkodaros skyrių tel **01522 559 504**

Ja vēlaties saņemt šo informāciju citā valodā vai formātā, lūdzu, sazinieties ar Mārketinga nodaļu pa tālruni **01522 559 504**

Dacă doriți să aveți această informație în altă limbă sau alt format, vă rugăm să contactați Marketing la **01522 559 504**

**St Barnabas Hospice
Hawthorn Road
Lincoln LN2 4QX**

**01522 513 544
StBarnabasHospice.co.uk**

Fundraise for St Barnabas

There's so much you can do to help raise the £5.5 million we need each year!

Take your pick:

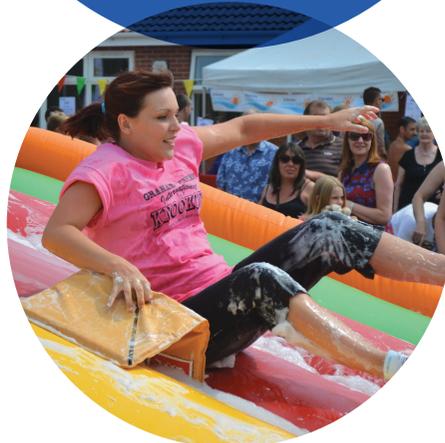
- Leave St Barnabas Hospice a gift in your Will – 1 in 5 patients are cared for by gifts left in a Will
- Go to our website to find an event near you
- Nominate us as the Charity of the Year at your place of work or social group
- Sponsor a Hospice event
- Organise your own fundraising activity – contact us for your FREE fundraising guide
- Take on a challenge event
- Set up a regular monthly donation
- Donate unwanted gifts to be used in our raffles and tombolas

“St Barnabas needs millions so will my £10 really make that much difference?”



Absolutely! Last year, **£33,197 was raised through donations of £10 or less** – so every single penny makes a huge difference to the care we can provide.

Want to get involved?
Contact our Fundraising team on **01522 540 300** or email **fundraising@stbarnabashospice.co.uk**



In case of concerns or complaints, please contact:

**The Chief Executive's Office
St Barnabas Hospice
36 Nettleham Road
Lincoln
LN2 1RE**

01522 511 566

Or, Lincolnshire Patient Advice and Liaison Service (PALS) on **0845 602 4384**

Alternative language copies available:

If you would like this information in another language or format, please contact Marketing on **01522 559 504**

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Dacă doriți să aveți această informație în altă limbă sau alt format, vă rugăm să contactați Marketing la **01522 559 504**

St Barnabas Hospice Trust (Lincolnshire)
registered address:

**36 Nettleham Road
Lincoln
LN2 1RE**

**01522 511 566
enquiries@stbarnabashospice.co.uk
StBarnabasHospice.co.uk**

@StBarnabasLinc StBarnabasLinc



Support Us

Getting Involved



Find out more at
StBarnabasHospice.co.uk

@StBarnabasLinc StBarnabasLinc

*relates to both shops and fundraising

About us

St Barnabas Hospice is a local independent charity which supports more than 9,000 people across Lincolnshire each year. We deliver free, high-quality, compassionate end-of-life care and support to adults with a life-limiting or terminal illness, their family and carers.

We need your help

Our services are delivered 365 days a year and we rely on the support of our local community to ensure that we can be there for more patients, their families and carers.

Shop with St Barnabas

Our online and high street shops sell a fantastic range of items at competitive prices. This helps us to raise more money to care for people living with a life-limiting or terminal illness in Lincolnshire.

We have 26 shops across the county, so there's bound to be one near you. Our shops sell clothes, accessories, household items, multimedia, toys and more. We also have specialist shops which sell furniture, vintage clothing and dedicated bookshops.



Donate to our shops

We are always looking for good quality donations to help stock our shops. You can give these to our charity shops, call **01522 559 500** or email **shops@stbarnabashospice.co.uk** to arrange a free collection from your home.

Our Central Warehouse on Cardinal Close, Lincoln is also open for donations from Monday to Friday, 9am – 4pm.

House clearance

We also offer a full house clearance service across Lincolnshire. Our team will assess each property and all items removed will be sold in our shops or recycled.

Call **01522 559 500** or email **houseclearances@stbarnabashospice.co.uk** for a free quote.

Play our Hospice Lottery for a chance to win up to £7,000!

Our lottery is a fun way to make a regular, valued contribution to the work of St Barnabas. Go online to sign-up today and start winning great prizes. Over £130,000 is won each year and it is still only £1 per week.

Not sure the lottery is for you? We also offer wedding favours, gift vouchers, scratch cards and regular draws.

Simply visit **StBarnabasHospice.co.uk**, call **01522 546 500** or email **lottery@stbarnabashospice.co.uk** to join.

Shop online

Shop 24/7 when you visit our eBay shop, full of handpicked quality items that aren't to be missed. Visit our website to start shopping today!

Make your donation 25% bigger!

Ask in store about Gift Aid next time you donate your unwanted items.



Volunteer for St Barnabas

At St Barnabas Hospice, we rely on over 1,000 volunteers who give up their time to support us in many different of roles.

These include:

- Helping out on the Hospice ward
- Retail
- Fundraising
- Receptionists
- Complementary therapists
- Counselling and bereavement support
- Gardeners
- Online sales
- Admin support

Volunteering is varied and flexible, and there is sure to be a role that works for you. It is also a great way to meet new people, learn new skills and boost your CV.

We welcome volunteers from all backgrounds. You just need to be over the age of 16. However, if you are undertaking a Duke of Edinburgh Award you can volunteer in one of our shops from just 14.

Find the full list of volunteering opportunities at **StBarnabasHospice.co.uk** and join the team today!

