



Information Leaflets.....

There are information leaflets available for example if your loved one has a syringe driver or more general information about what to expect at this time.



Named Nurse and Named Doctor.....

All patients should have a named nurse (this can change daily) and a named consultant. They should be available to you and will involve you and your loved one in all decision making. If you have any questions, please ask to speak to them.



Big C (outside the Colney Centre).....

Open: Monday – Friday 9am - 4.30pm
Tel: 0800 092 7640 9am - 5pm
enquiries@big-c.co.uk



Macmillan Information Pod.....

This is located in the West Outpatients department, Level 2.
Open: 9.30am - 4.30pm Monday - Friday
You can ring Macmillan Support: 0808 808 00 00
To chat online search Chat online:
Macmillan Cancer Support



Bereavement Support Booklet.....

This booklet can be given to you at any time but is often given after your loved one has died. It contains information to help you with what you need to do and what can happen following the death of a loved one and relevant phone numbers. Your ward nurse can also talk to you about what to do next.

Support for you when a loved one is dying

The staff at the N&N hospital would like to offer you their support at this time.

This information leaflet provides information intended to offer practical help and advice.

We can also offer you emotional support please ask your named nurse or doctor to sign post you.



Carer's Passport.....

NNUH's Carers Passport acknowledges and supports the importance of shared care. When a patient is recognised to be at the end of their life the carer's passport should be offered to the next of kin. This will help with the cost of food and drink purchased in the staff canteen and help reduce the cost of parking.



Butterfly Volunteers.....

Butterfly Volunteers are members of the hospital's volunteer team who are available on the ward to support patients at the end of their life, and their families, following specialist training supported by The Anne Robson Trust, Palliative Care and our Chaplaincy team. They provide company and companionship to the patient in their last days and hours of life, and are able to provide support and respite for the family and friends who are with their loved one at this time.



Comfort Packs.....

Comfort packs are available for relatives who are staying with their loved one who is at the end of their life. The packs are provided through charitable donations and are available from The Palliative Care Team or the Butterfly Volunteers.





Relative's beds

The Palliative care Team and some wards can provide beds when someone wishes to stay overnight with a loved one.

The ward staff will provide bed linen and put the bed up for you as needed. You may wish to provide your own pillow.



Bathroom facilities.....

You should ask the nurses caring for your loved one about which bathroom/toilet you should use. This is for infection control reasons and for your own wellbeing.

Please let us know if you need any further toiletries or towels.



Memory Boxes.....

The palliative care team can support you and your family if you have children, with memory boxes. Please ask for details.

There may be other ways we can support you and your loved one at this time with memories and being in touch – such as knitted hearts.



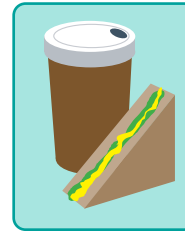
Chaplaincy Support – Spiritual Healthcare.....

Chaplains are available 24 hours a day to support you and your loved one. There is a spiritual place on level one (centre block) where you can have some quiet time with access to a garden. You may also light a candle or say a prayer alone or with a Chaplain.



Meals on the Ward

One relative who is staying with a patient can have a meal in the room with their loved one. They will be able to access tea and coffee and water from the ward as well as breakfast, lunch and dinner. We advise if staying with a patient you need to bring your own medications with you and let us know of any special dietary requirements.



Refreshments in the Hospital

There are places you can purchase food whilst in the hospital.

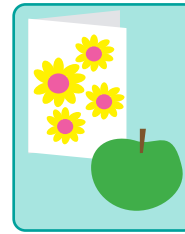
1. Staff/visitor restaurant Level 1, West Block - snacks & meals & drinks (carers passport discount applies) Open 7am-1am 7 days a week.

2. Feast Deli – drinks, baguettes, jacket potatoes Open Mon-Fri 7am-4.30pm.

3. The Pod - by the East Outpatient entrance (Level2) - snacks and drinks (Costa Coffee) Mon-Fri 7am-8pm, Sat 9.30am- 6pm.

4. Marks & Spencer's Feast @ Deli - snacks, salads, sandwiches, drinks. Level 2 by the West outpatients Entrance. Open Mon- Fri 7am-3pm.

5. Little Costa - drinks & snacks - West Outpatients Level 2. Open Mon-Fri 7-5.30pm.



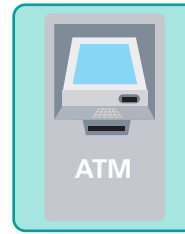
Shops in the Hospital

Whilst we do not have extensive shopping facilities most essentials can be obtained.

1. Stock shop – for ladies clothes Level 2 near the West Atrium Entrance.

2. Marks and Spencer's, cards, stationery Level 2 near West Outpatient Entrance.

3. The WRVS shop – cards, confectionery, refreshments, snacks and drinks – Level one East Block

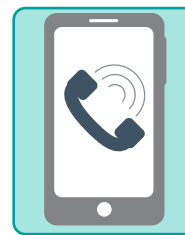


Cash Machines

These can be located at:

1. East Atrium Entrance Level 2 (near the bus stops)

2. Marks and Spencer's Level 2 outside West Outpatients



Contact Numbers and Visiting.....

The ward should give you their contact number and if you need it to contact your loved one's consultant. If they don't, please ask for these. At this time you will be offered open visiting and to ensure family visiting please discuss your needs with the ward co-ordinator.

