

## What other support is available to me?

The hospital's Palliative Care Team specialise in managing symptoms of the illness, and in providing help and support to patients and families in dealing with emotional, spiritual or practical questions that may arise at this difficult time.

The team are available seven days a week, 9am to 5pm. Any nurse or doctor can refer to the team if they can be of assistance. The ward also has access to 24 hour advice should it be needed.

## Questions or concerns

If you have any questions or concerns, please speak to the ward nursing staff in the first instance or ask to speak to the manager or matron. They will be happy to answer any questions you may have or try to resolve your concerns straight away.

You can also contact the **Patient Advice and Liaison Service (PALS)**. PALS provide advice and support for patients, relatives and carers. They are here to listen to you, help to resolve concerns and queries and provide general information on NHS services.

The PALS office is located next to the shop in the main Lister Hospital corridor and is open Monday to Friday (excluding Bank Holidays). PALS staff can visit you on the ward, please ask a member of staff to arrange this or you can contact them direct:

**PALS telephone no: 01438 285811**

or email: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

**If you have any questions that are not covered in this leaflet, please ask a member of staff who will try to assist you.**

## Palliative Care Team

The Palliative Care Team is available for support and advice **everyday**, including weekends and Bank Holidays.

Office open: Monday to Sunday, 9am - 5pm

Telephone: **01438 284035** or call

Lister Hospital switchboard: **01438 314333** and ask them to Bleep **4035**

Following your bereavement, the ward staff will give you a booklet containing practical information. Some families find comfort in having a lasting memory of their loved one, please speak to the Bereavement Office for further details.

Lister Hospital (L27)  
Coreys Mill Lane  
Stevenage  
Hertfordshire  
SG1 4AB

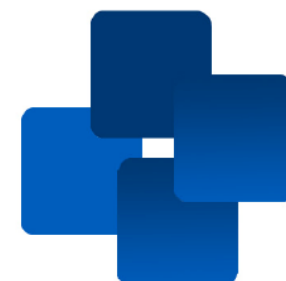


**[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)**

You can request this information in a different format or another language.

Date of publication: December 2017  
Author: Palliative Care Team  
Reference: PC Version: 05 (July 2020)  
Review Date: July 2023  
© East and North Hertfordshire NHS Trust

## Information for visitors of the dying person



**Staying in hospital with a dying person can be an extremely difficult time. This leaflet is designed to answer some of your questions about practical issues to help make your stay a little easier.**

#### **Where can I park my car?**

You may park your car in the multi-storey car park on site. There is a charge for parking, but you may be entitled to a Butterfly Parking Permit for the main carer. Please speak to the nurses on the ward who will be able to advise you.

#### **Where are the visitors' toilets?**

There are visitors' toilets available on Level 3 in the main corridor and within the main canteen. There are also toilet facilities on all levels in the tower block. These are situated next to the main entrance doors to each ward. Please ask a member of staff to direct you.

#### **Are there any shops at the hospital?**

- **WHSmith** - Located on Level 3 in the main corridor and sells newspapers, books, confectionery, snacks and drinks. There is also a **cash machine** available here that does not charge you to withdraw money.
- **Hospital Pharmacy Shop** - Level 3 by the lifts to the main tower block. Sells over the counter medicines, toiletries etc. Carers are eligible for a discount at the Pharmacy shop.

#### **Where can I make phone calls?**

There are various public telephones available within the hospital building, with one pay phone situated on Level 3 outside the shop on the main corridor. Mobile phones may be used in certain areas, but please check with nursing staff to ensure use of them on the ward does not put patients at risk.

#### **Free Hospital Wi-Fi**

Our Wi-Fi service will allow patients and visitors to access emails and search the internet. Simply find the '**Free Hospital Wi-Fi**' network on your device. There is no password required. Unfortunately, you will not be able to stream videos or download large files.

#### **Where can I go for some quiet space?**

There is a chapel on Level 3 that can be used by anyone of any faith, or as a quiet room for reflection. There is a team of chaplains in the hospital who are available to provide pastoral, spiritual and religious care to patients, relatives and friends, whatever the belief, faith or denomination.

Please ask the ward to contact the Chaplaincy team for you at any time, or you can phone them:

**Chaplaincy telephone no: 01438 285519**

#### **Can I stay overnight in the hospital?**

Where possible a carer can stay at the bedside of a dying relative. If you have stayed overnight you may be able to use the bathroom facilities on the ward. Please speak to the nurse in charge about facilities available to you.

#### **Where can I get something to eat or drink?**

There are vending machines providing drinks and snacks throughout the hospital: Level 3 opposite Pathology, in the restaurants and in the Emergency Department on Level 2. There are also several places where you are able to buy refreshments as listed below:

- **Coffee Shop** - Located at the main entrance of the hospital, provides hot and cold drinks, sandwiches and snacks.
- **Coffee Lounge** - Located in the upstairs part of the restaurant (accessed on Level 3 by walking past the lift area towards the chapel). Hot meals can be purchased here alongside sandwiches, snacks and beverages. There are vending machines and microwave facilities here as well.
- **Restaurant** - for staff and visitors. Located on Level 2 of the hospital (below the Coffee Lounge), the restaurant provides a wide range of hot meals to purchase.

**Carer's catering discount for purchasing food and drinks is available with a 'Carers' Passport' card or an 'I am a carer' sticker. Please speak to the ward manager for details.**

If you are staying overnight in the hospital you may be able to access breakfast and drinks from the ward trolley. A snack pack for an evening meal may also be available if you are staying, however, this will need to be ordered from the kitchen. Please speak to a member of staff or the housekeeper about these items.