

PATIENT INFORMATION

PEONY ROOM



Who is the room for?

The Peony room is for carers, relatives and friends visiting patients receiving end of life care at Worcestershire Royal Hospital. This quiet space is designed to be a place to get away from the bedside to refresh, reflect and take a break at this distressing time. This is part of our SUPPORT project – ensuring loved-ones of those receiving end of life care in our hospitals are recognised and offered simple, practical things with kindness and compassion.



Exclusive use

During the Pandemic the room will be assigned to one family group for a period of time. The room will be cleaned every day, but after the allocated period (few days) the room will have a deep clean. Whilst using the room may we ask that you adhere to the current Government guidelines related to the Pandemic.

Please ask your ward nurse about availability of the room.

When can you use the room?

Hours of use: 8.30am - 4.30pm.

Due to the isolated position of the room, for your safety the room is to only be used during the daytime. Please also inform your ward nurse that you are using the room.

What facilities are available?

In the room there are facilities to make hot drinks, there is comfortable seating to rest and a pack of simple toiletries as well as a telephone for incoming and outgoing internal calls where you can keep in touch with the ward where your loved-one is.

Telephone number is: extension 33675

Damages or concerns

The room is managed by the Hospital Palliative Care Team. Please report any damage or concerns on extension 42085 between the hours of 8.30am-4.30pm Monday – Friday or your ward nurse over the weekend.

Terms of use

Please read and sign the updated 'Terms of Use' in the folder in the room.

Thank you, we hope you find the space of some comfort at this distressing time.

The future

The room and facilities were furnished through charitable funds and donations. In the future, the room and facilities will be maintained through our End of Life Care Fund. The fund aims to support projects that further support end of life care within our hospitals. For more information please visit:

<https://wahcharity.org/the-end-of-life-care-fund>

If you would like to donate to the upkeep of The Peony Room, or any of our projects aiming to enhance future projects/training please visit:

<https://www.justgiving.com/campaign/endoflifecare>

Or use below QR code to donate:



With thanks,
The Hospital Palliative Care Team



If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.