



## Policy: Care and Welfare of Service Users

**Purpose of this policy:** to ensure that every patient receives effective, safe and appropriate care, treatment and support that meets their individual needs, and that they are protected from the risks of inappropriate interventions or an unsafe environment.

- Blythe House Hospice offers specialist palliative care services and support to adults with cancer and other life-threatening illnesses throughout the course of the disease or illness. Support is also offered to their families and carers with the focus of that support being on living well and quality of life.
- Every person referred to Blythe House will be assessed by an appropriate member of the clinical or counselling team and assigned to a key worker. The purpose of the assessment is to identify the individual's concerns and needs using a range of validated assessment tools to explore physical, psychological, social, religious and spiritual issues.
- The key worker will explain relevant services and treatments and ensure that the patient has a clear understanding of the services available and the potential limitations, implications and benefits of those services. This will enable the patient to make informed choices about their personal support plan.
- The key worker will assess whether an individual poses a risk to themselves or others. If they assess that an individual would benefit from Blythe House services and not cause a risk to others, the personal support plan will take account of their needs.
- Where there is concern about a patient's mental health and their safety, or the safety of others, the key worker must acknowledge awareness of these concerns, and will follow appropriate procedures. These might involve the patient's doctor or other healthcare professionals.
- Re-assessment will take place on a regular basis to ensure that the support plan is meeting the patient's needs and any new concerns or change in circumstance can be incorporated.
- All members of staff involved in patient care are required to undertake statutory moving and handling training on a regular basis according to their role. Patient mobility is assessed at the initial assessment and continually thereafter; relevant staff are made aware of the mobility limitations and/or requirements of individual patients.
- Patients who wish to smoke may only do so in the designated outdoor area. Patients requiring oxygen therapy are not permitted to smoke while their oxygen is in use.
- Patients in need of help with bathing will be assisted by a member of the nursing team, who will be responsible for ensuring that the water level and temperature are within safe limits and will provide the appropriate support during bathing whilst maintaining the patient's dignity.

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- All critical incidents and near misses e.g. anaphylactic shock, sudden death, or accidents must be reported and acted upon appropriately. An Incident/Near Miss Reporting Form must be completed for each incident or near miss, and an Accident Report completed for each accident.
- Blythe House has basic facilities for cardiopulmonary resuscitation and clinical staff undertake annual training in this. Resuscitation will be administered where this is in accordance with the patient's wishes as stated in their care plan and grab sheet.
- First aid can be undertaken by trained first aiders at the patient's request and must be documented in the patient's notes.
- Patients should feel able to voice any concerns they may have about their care to their key worker in the first instance through regular contact and re-assessment. Feedback forms are available in patient areas and documents relating to the complaints policy and procedures are readily available in the reception area.
- Procedures are in place to support the smooth and effective discharge of patients from Blythe House services. Where required, key workers will explore resources in the community and co-ordinate with relevant external agencies, including social services, to ensure that as far as possible the patient's needs will be met following discharge.