

Care of the Dying Pathway (LCP)

Relative and carer facilities information

This information will tell you about the services and facilities available to you whilst you are spending such a great deal of time here at the hospital. If there is anything further you need to know, please ask a member of the ward team.

Transport/parking

Parking space at Addenbrooke's is limited. However, car parking space is available for visitors in car park J. Information on alternative travel options (park and ride, bus, train, cycle) as well as car parking charges and parking for disabled drivers can be found on our website: http://www.addenbrookes.org.uk/finding_us/finding_us_index.htm or by calling our Access Office on Tel: 01223 586655.

If you are visiting someone who is likely to be hospitalised for two weeks or more you can get a discounted ticket from the main reception. This allows you to exit from the car parks for 14 consecutive days from the day you validate the ticket.

If you are a holder of a registered disabled badge, display your valid badge in your windscreen and you may park free of charge in the designated on-road disabled bays.

Food court and concourse

The concourse and food court provide a variety of services for patients, relatives, and for the staff who work in the hospital. Services include a newsagent, convenience store, banking facilities (24 hour cash points), solicitors, clothes and gift shop. Opening hours vary.

There is also a WRVS coffee shop in outpatients open Monday to Friday 0900 – 1700 (1630 on Fridays).

Out of hours vending machines are located throughout the hospital. A post box is situated in the concourse area near the Convenience store.

Smoking

Addenbrooke's is a no smoking site. This means that there is no smoking in and around any Addenbrooke's building. This applies to patients, visitors and staff.

Accommodation

Pemberton House is available for relatives who wish to stay close at hand. Please contact the Frank Lee Centre on Tel: 01223 249931 for booking details, availability and costs. A list of local bed and breakfast style accommodation is also available from main reception.

Other accommodation may be available; please liaise with ward staff. Ward staff will also be able to advise you regarding toilet facilities.

Visiting

It is our policy to be as flexible as possible about visiting times, but arrangements do vary from ward to ward. Please check with the ward staff about visiting times on the ward you are visiting.

We appreciate that some people may want to be with their relative as much as possible, it is however important that all visitors get regular breaks to get some refreshments or to relax. If you are concerned about leaving the ward please advise a member of staff where you are going and how they can contact you should they need to.

Telephone

Pay phones can be found on each floor in the C and D Block and also in the Concourse area.

Support and advice

We welcome your thoughts and comments on the treatment and care you and your relatives receive during your stay with us. If you are dissatisfied with any aspect of your care at Addenbrooke's, please raise your concerns with the ward sister, doctor or anyone else in charge of your relative's treatment or care. Comment cards for oncology patients and their relatives can be found on D9 and in out patients.

PALS – Patient Advice and Liaison Service

If you are still unhappy, please contact a member of staff in the Patient Advice and Liaison Service (Tel: 01223 216756), who will do their best to resolve any problems.

The centre is open at the following times:

0830 - 1900 Monday to Thursday

0830 - 1800 Friday

1300 - 1600 Saturday and Sunday

Chaplaincy

Whatever your circumstances or beliefs you may find it helpful to be able to talk with someone in confidence about your feelings and thoughts.

You do not have to be religious to talk to a chaplain; the chaplaincy service is committed to caring for each individual and to respect all people regardless of race, religion, creed, gender and culture.

Whether your concerns feel small or large to you, the chaplains are happy to meet you and to listen and talk things through, or just have an informal chat, whatever is appropriate.

The chaplaincy team is based in the hospital and represents or is in contact with all the major faiths and church denominations. The team can help you to contact a member of your faith community if you wish.

The chapel is located off the main concourse and is always open. Please come into the chapel at any time. Chaplaincy staff can help you get to the chapel if necessary. Please ask a member of your ward staff to arrange this.

Chapel services

Sundays:

Please ask if you would like Holy Communion at your bedside.

1100 hours Morning Worship and Holy Communion (approx 45 minutes)

This service is also broadcast on Channel 2, Radio Addenbrooke's and Channel 6, Patientline.

Mondays:

1200 hours Catholic Mass

Everyone, regardless of faith, is welcome to attend this Mass.

Wednesdays:

1215 hours Midweek services (approx 30 minutes).

This service takes different forms and everyone is welcome to attend.

Muslim Daily Prayer:

The Hospital's Muslim community meets daily for prayer in the chapel. All followers are welcome to attend.

Palliative care service

Palliative care is the holistic, active care of patients and their family who are experiencing a potentially life threatening illness. We work directly with patients and their families and advise doctors, nurses and other health professionals about how they can give excellent palliative care.

Palliative care is designed to meet the individual needs of each patient and their family. We advise and help with control of symptoms such as pain, breathlessness, nausea and anxiety. We can provide help, advice and support at this time when you may be feeling anxious, worried, and uncertain about the future.

The Hospital Palliative Care Team can be contacted by your ward nurse.

Jubilee garden

The garden was created to provide a relaxing retreat in the heart of the hospital for everyone to enjoy. The garden is a place for patients, carers, visitors, and staff to relax, meet with friends and family or take a break from the busy hospital environment. The garden is located by the F&G physiotherapy gym, and it is also sign-posted from the Concourse.

Enquiries

If you have any questions or queries, please do not hesitate to speak with a member of staff.

Telephone enquiries about a patient can only be accepted from the person the patient has named as their next of kin.

The switchboard telephone number is 01223 245151. However, every ward has a direct dial number which we would encourage you to use.

It is very helpful to the ward if you ensure that they have your correct name, contact number and address.

Please ask if you require this information in other languages, large print or audio format:
01223 216032 or patient.information@addenbrookes.nhs.uk

Potete chiedere di ottenere queste informazioni in altre lingue, in stampato grande o in audiocassetta.

Italian

若你需要本信息的繁體中文、大字體或音訊格式的版本，請要求索取。

Cantonese

તમને આ માહિતી બીજી ભાષાઓમાં, મોટા અક્ષરોમાં અથવા સાંભળી શકાય એવા માધ્યમ (ઓડીઓ ફોર્મેટ)માં જોઈતી હોય તો કૃપા કરીને પૂછો.

Gujarati

تکایہ پرسیار بکہ نہ گہر نہ وزانیاریہت دہوی بہ زمانیکی تر . بہ پیتی گہورہ یانیش بہ شیوہی دہنگ

Kurdish

آگ آپ کو یہ معلومات دوسری زبانوں میں، بڑے الفاظ کی اشاعت میں یا آڈیو ٹیپ پروکاروں کو براۓ مہربانی اس کیلئے درخواست کریں۔

Urdu



Addenbrooke's is smoke-free. Please do not smoke anywhere on the site.

For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

Document history

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