



The Prince & Princess
of Wales Hospice

Using our facilities



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We want to make your time at The Prince & Princess of Wales Hospice as comfortable as possible. The support services team is here to make sure the hospice runs smoothly

Catering

Our team of eight staff are proud of the high standard of fresh, home-made food we provide for our patients and visitors. The dining room is open every day from 7am – 7pm and all visitors are welcome for breakfast, lunch and dinner.

If you are having difficulty with your food, the catering staff and nurses would be happy to spend time to help you with this.

Domestic

We have a team of seven staff who carry out all duties of housekeeping. This service includes the laundering of bedding and towels on the ward.

Patients' laundry, if possible, should be done at home. However, if you do need our help, please don't hesitate to ask the nursing staff.

Portering

We have a team of six porters who provide round-the-clock service. Our porters carry out various duties including bringing patients into our day and inpatient units from hospital or home. In the evenings, our porters will usually be the first people you meet when you arrive.

Reception

We have a team of three receptionists who will meet you on your arrival at the hospice. They will sign you into the visitor book (for fire safety purposes) and if required escort you to the area you are visiting.

Inspections

Environment Health and Healthcare Improvement Scotland inspect our services, contracts and procedures.

Comments, suggestions and complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive.

If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, www.healthcareimprovementscotland.org.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

