

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

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.

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The Prince & Princess
of Wales Hospice

Inpatient unit specialist care



www.ppwh.org.uk

Inpatient unit specialist care

The Prince & Princess of Wales Hospice provides specialised palliative care to people who have a life-limiting illness and their families

Patients who need more specialist treatment may be admitted to The Prince & Princess of Wales Hospice's inpatient unit (IPU), which has 14 beds across two wards.

Some people are admitted for control of symptom and pain management, others for care at the end of their life.

Our specialist team is on hand with help to relieve symptoms, deal with any problems such as persistent pain, tiredness or breathing difficulties.

On admission to the unit, patients are under the care of a named consultant. The hospice also has specialty doctors on the ward every day and patients are assessed on a daily basis.

Length of stay

To assess symptoms and the needs of the patient, there is usually a two-week assessment period. In that time hospice staff regularly meet patients and families to keep them up to date and work out a plan for the patient, which often means they can return home.

When thinking ahead to the potential discharge of a patient, the hospice will ask the patient, family and extended members of the multi-disciplinary team to meet and plan appropriate care.

The hospice is not a long-term care facility. If a patient's needs can be met in an alternative care setting, staff will work with the patient and family to find one.



Help throughout the hospice

Consultant ward rounds on the inpatient unit are every Tuesday and Friday throughout the day.

The multi-disciplinary meeting is every Tuesday at 9.30am until about 11am and that is when all patients are discussed and a plan of care is put in place with the patient's participation.

The hospice has a number of students visiting throughout the year, including medical, nursing, physio and OT students.

While patients are in the IPU they can link up with all other hospice services, from family support and day services to creative arts.

The hospice also offers complementary therapies to IPU patients, and a patient and family support assistant spends a day per week carrying out therapies, which are also available to family members.

For more information about treatment as an inpatient please contact the hospice on 0141 429 5599 or out of hours on 0141 420 6785.