

Welcome to Incare



THE
PRINCE
OF
WALES
HOSPICE

Care. Compassion. Community.

The Five Towns Plus Hospice Fund Limited

Registered Charity number 514999,
Registered Company number 1797810.

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About us



The Prince of Wales Hospice has been providing specialist care to people with life-limiting illness since 1989. Our services are available to any adult from the Five Towns area of Wakefield district, but we also consider referrals from out of area.

We care for patients with any life-limiting illness, including cancer, motor neurone disease and chronic heart and lung disease. We care for anyone over the age of 18, either as a visiting out-patient, or on our ward where we offer 24-hour specialist care. Our Hospice helps people live well with their illness, with many patients returning home following symptom management. Many choose the safety and dignity of our Hospice for care at the end of their life. Our care also extends to the carers and families of our patients by providing wellbeing services and bereavement support.

Our services are provided free of charge. We are a charity and we rely on community support through donations to raise over £3m a year. If you would like to support us, please ask any member of staff how you can get involved.

Our vision

Our vision is to enable everyone in our community to live well and die well knowing their loved ones are supported.

Our mission

We provide specialist care for adults with a terminal diagnosis. We focus on the person and not just the illness, supporting them and those around them.

Patient testimonials

“As soon as we came in last night, we knew everybody straight away. It is such a comfort knowing everybody which we do now, they’ve become like a family to be honest. They are here not just for me, but for my wife, Sue as well.”

Barry

“I had not heard of The Prince of Wales Hospice before, but I was reassured it was a lovely place to be, and it really is. The level of one-to-one care provided is second to none. Everybody has been so friendly and caring.”

Margaret

“I would recommend the Hospice to anyone who is worried about coming here. The best care people can have. They come and ask what I want and offer me extra therapy treatments.”

Christine

“I came here for pain relief. People say, once you get in a hospice you won’t come out. I’m going to prove that they are wrong. The nurses are fantastic and so patient. It’s good that I can have a laugh with them.”

Anne

Welcome



**Hi, I am Kate Roberts, Nurse Manager.
A very warm welcome from the Incare
Team here, at The Prince of Wales Hospice.**

You might have mixed feelings about being referred to the Hospice, but I can assure you we will do our best to support you and your family to feel safe and comfortable whilst staying with us. We are passionate about providing you with the best care, giving you comfort and dignity. We will focus on your personal needs and find out what matters to you. We encourage you to think about what is important to you and how you can live as full and active as you can with your illness. If you have any questions about your care, you can ask any member of the staff or me personally.

Kate Roberts, Nurse Manager

What is this book?

This book includes practical information about your stay, your care and your room as well as information for your visitors. We hope that you find it useful and informative.

If you have any questions during your time here, please do not hesitate to contact a member of staff. Staff can be identified by their uniforms or their name badges.

We are all here to help.

Admission

You are the focus of our attention from the moment you arrive. On arrival you will be accompanied to your room and given information about what will happen.

After you have settled in, a doctor and a nurse go through a formal admission process with you. This can be sometimes lengthy, but we need to know all the important information about you to make sure that we provide the best, individualised care for you and those around you.

During your admission assessment the doctor and nurse will explain what your plan of care will likely be during your stay. It is important that you are involved in these discussions and you are in agreement with your plan of care.

You will be given time to ask any questions you may have.

You will also be given information leaflets that will explain how to stop pressure ulcers (bed sores) developing and how to prevent falls, along with any other leaflets that may be appropriate to your care.

You might find it easier to have a relative or carer with you to help with the admission process.



Your home from home

We want you to feel as comfortable as you can while you are staying with us. All the Hospice rooms are single rooms, so your room is yours alone for the duration of your stay and we hope you find a homely atmosphere here.

You should feel free to bring any personal or special items you wish to have with you, such as photographs, though we do ask that valuables be left at home if at all possible.

You should have brought with you from home your medication and current prescription list. If not, this can be discussed during the admission process.





Other things you may find useful or comforting are listed below. Please ask someone to bring them to the Hospice for you from home or let us know if that is not possible.

- any equipment which helps you walk;
- nightwear, dressing gown and slippers;
- a selection of day clothes;
- toothbrush and toothpaste or denture pot and cleaner;
- shaving kit;
- tissues;
- hairbrush/comb;
- general toiletries inc. soap, moisturisers and makeup;
- books and magazines; and
- materials you may need for your hobbies, such as knitting

Your stay with us

You have been referred to stay on Incare at the Hospice so we can provide round the clock care for you.

You probably already know that we aim to look after your physical needs, such as helping you manage any symptoms of pain or sickness.

You may not know we also offer emotional support for patients and their families. We can help address the needs and concerns of you and your family through our Wellbeing Team.



Welcome to Incare



You will find the only routine in the Hospice is around medicine, giving you flexibility to decide when you want to get up and go to bed.

People stay on Incare for anything from a few days to a few weeks. During this time we aim to help you feel better able to manage following discharge. Our rehabilitative approach means we will help you maintain your independence as long as possible, sometimes with the help of equipment.

If you become more ill during your stay, we aim to make you feel safe and comfortable and to provide a place where those closest to you can spend time with you.

The team caring for you

Seeing a doctor

The Hospice Medical Team includes specialist palliative care consultants who you may have already met in hospital, and other Hospice doctors.

All the Medical Team wear scrubs and can also be identified by their name badges. They will come to visit you most days and will aim to ease your physical symptoms such as pain, by reviewing your medication and recommending treatments.

The doctors will need to see the medication you have brought with you from home and your current prescription list. We will store your medications safely and bring them to you when you are due to take them.

However, some patients are able to continue to manage their own medication. In this instance, nursing staff need to go through some questions with you and complete some paperwork. You can ask the nursing team any time to take over the care of your medication.

Nursing team

The Nursing Team has specialist skills and training to work with you and those closest to you to help reduce any symptoms or concerns you may have. All nursing staff are willing to discuss any questions you or your family members may have.

The nurse call system will be explained on admission.
The Nursing Team are happy to assist and attend to your needs promptly.



Nurse Manager



Deputy Nurse Manager



Nursing Associate



Registered Nurse



Health Care Assistant



Doctor

Wellbeing team

When a person is admitted to the Hospice, we know it can be daunting and the fear of the unknown can cause anxiety. Our Wellbeing Team is here to support you and your family in whatever way we can.

Helping patients to continue hobbies and interests such as reading, watching films, knitting and painting. Or by spending time chatting and finding out what is important to you. The team has the experience to help you create something truly meaningful, like a memory box. It is a way of bringing back memories and preserving precious moments.

The team can provide practical help with benefits and financial advice as well as help writing a Will. They will work with you to help identify your goals, maximising your independence and making a positive difference to your quality of life.

We can offer you and your loved ones complementary therapies such as Reiki, aromatherapy, and reflexology, which can help with relaxation as well as reducing anxiety.

The team is also here to provide emotional and spiritual support to you and your loved ones, regarding of your faith. Helping you find ways to express yourself and to express your feelings towards others.

The multidisciplinary professionals within the team are also involved in planning discharge, ensuring, wherever possible, that everything is in place before you go home.

A member of the Wellbeing Team will come and introduce themselves. You can also ask the staff caring for you to contact the team on your behalf. Our experienced team includes:

- Wellbeing Lead
- Wellbeing Coordinator
- Wellbeing Support Worker
- Social Worker
- Complementary Therapist
- Physiotherapist
- Occupational Therapist
- Spiritual Care Lead



Lymphoedema Clinic

You might need Lymphoedema treatment, which we can offer you here at the Hospice.

Lymphoedema occurs as a result of failure in the lymphatic system, causing swelling in the body tissues.

It can affect any part of the body, but usually develops in the arms and legs. Lymphoedema is not curable but the build-up of fluid that causes the swelling can be treated and managed at the clinic and through suggested activities at home. We advise you how to self-manage your condition, we help with compression, skincare, infection control, exercise, fluid drainage techniques and weight management.



Students and volunteers

Time spent at the Hospice is valuable work experience for students from a wide range of clinical and medical professions. We also have a number of volunteers who help assist the running of the Hospice. All students and volunteers have undergone appropriate checks and are fully supervised in their roles. They don't all wear uniforms, but all will be wearing an identification badge.

If you prefer not to have a student or volunteer in attendance at any time during your care, please just let us know.

Most members of staff wear a uniform and/or a badge to help identify them.



Physiotherapist



Social Worker



Occupational Therapist



**Complementary
Therapist**



**Wellbeing Coordinator
/ Support Worker**



**Lymphoedema
Team Leader**



**Lymphoedema
Nurse**



Pharmacist



**Support Services
Manager**



Housekeeper



Maintenance Staff



Catering Staff

Your food and drink

All meals are prepared and cooked fresh in our kitchen, using fresh local produce as much as possible. Although there is a daily menu with numerous choices, you may make specific requests and we will endeavour to cater for personal tastes. If you have any special requirements, please let us know and we will try to accommodate them.

A member of our Catering Team will visit your room in the morning to take your lunch order and in the afternoon to take your tea order. They can be identified by their black chef's uniforms.



You will always have a jug of fresh water in your room.
You can request tea or coffee from a member of the Nursing Team, or help yourself to a drink from the vending machine in the Garden Room or at Reception.

You are welcome to have an alcoholic drink brought in for you **but please speak to a nurse looking after you.**

Food and drink from visitors

The Catering Team will try to meet all your catering requests. However, sometimes you may like your visitors to bring in a particular food or drink from home for you. A favourite food can be therapeutic, but food should only be brought onto Incare with the following precautions:

- Visitors must be aware of your needs and wishes and should seek guidance from nursing staff to ensure a particular food is appropriate for you.
- Pre-packed food and drink are preferable and must be transported and stored at the correct temperature and using appropriate wrapping material. Particular care needs to be taken with foods such as meat, chicken, fish and dairy products.
- Foods that have particular health warnings, such as shellfish and soft unpasteurised cheeses, should be avoided.
- All fruit should be washed.
- We can refrigerate food for you once it is brought into the Hospice, but we have limited space and ask that you keep items to a minimum.
- A microwave is available for patients or visitors to reheat food, but unfortunately staff are not able to assist with this.
- Partially eaten food must be thrown away as soon as appropriate.
- The Hospice cannot take responsibility for the safety of food and drink not prepared by our catering team.

Facilities for you

Home comforts in your room

Heating or cooling in your room

Air conditioning units are used to heat and cool rooms, but are controlled centrally; please speak to a nurse if you feel the temperature is not to your liking. Please note that the windows and doors need to be closed for the units to effectively change the room temperature.

The patio doors in your room can be opened for access to the gardens or for fresh air. Staff will ensure they are locked for your safety at night.



Changing the water temperature

The temperature of the hot water in your room is preset for safety.

Your TV / DVD / stereo

You have a TV with Freeview channels. There is also a DVD player built into the side of the TV and patients and visitors are welcome to bring in their own DVDs or music CDs to play on this. If you require any assistance with any of the equipment, please ask a member of staff. Stereos that play cassette tapes, CDs or radio are also available to borrow.

Computers and WiFi

You are welcome to bring a computer or laptop into the Hospice with you and WiFi is available in your room. Please ask a member of staff for the password. However, all electrical equipment has to be PAT tested, which our Maintenance Team will do for you. If you need to plug in or charge your device, please ask us to check the equipment complies with our regulations.

Flowers and plants

Flowers, plants and other gifts may be brought into the Hospice, and we can provide a vase on request. Patients and visitors are asked to help us keep rooms safe and clean by avoiding cluttered lockers and tables.

Pets

Wherever possible, well behaved pets are welcome for short visits at the owner's risk. Bear in mind that there are some treatments we commonly use on the ward that are not harmful to humans but can be dangerous for animals. Please ask a member of the team if you would like to have a pet come to visit you.

Smoking

If you want to smoke or vape while staying on Incare please speak to a member of the team who will advise where smoking or vaping is allowed.

Our building and other facilities

The Garden Room

The Garden Room is available for use by you and your visitors during your time at the Hospice.

There is a large screen television as well as quiet seating areas and vending machines selling a selection of drinks.



The Quiet Room

You are invited to make use of our Quiet Room, just off reception, if you would like to take some quiet time.



The gardens

Our extensive gardens to the rear of the building are for you and your visitors to enjoy. The paths are fully wheelchair accessible and there are two summerhouses available for you to rest and enjoy the tranquillity.

To access the garden, exit from the patio doors in your room and follow the path around to the rear of the building, or exit through the Garden Room's external doors. Please let a member of the Nursing Team know you will be going out to the gardens; we can give you a handheld nurse call to use if you need assistance while you are outside.



Laundry and housekeeping

You will see a member of the Housekeeping Team once or twice a day when they clean your room and you can recognise them by their aqua tunics. If there is a spillage of any sort in your room, please call a nurse who will report it to a member of the Housekeeping Team.

We ask family members to please regularly take home your clothes for washing, wherever possible. Nursing staff will be pleased to answer any queries about washing procedures or any special precautions needed. If an item of clothing is soiled we can arrange for it to be laundered by the Housekeeping Team.

Fire and safety alarms

The fire alarm is usually tested every Monday morning. It is sounded for a short time and then stops and you do not need to do anything. Unless you have been informed otherwise, a fire alarm at any other time may be a genuine alarm. You and your visitors should await instructions from staff and respond calmly and immediately.

Reporting maintenance requirements

We ask visitors to remain aware of their own and others' safety by closing doors, avoiding creating an obstruction. Please, report anything broken or not in working order.

Information for your family, carers and visitors

Visiting hours

Visitors, including children, are welcome any time 9am - 9pm. However, you may find you tire easily, and we will work with family and friends to encourage appropriate visiting.

Getting to the Hospice

A free car park is provided at the Hospice, and patients and disabled visitors may be dropped off at the door. If you are leaving a vehicle unattended, please ensure all windows and doors are secure as we regret we are not responsible for any loss or damage to vehicles or property.

There is a bus stop on Halfpenny Lane, just outside the Hospice. The 177 from Pontefract or Castleford bus station and the 144 from Castleford bus station stop here. Details of local taxi companies are available from nursing staff.

Entering the building

When the Hospice receptionist is on duty, the front doors are open and visitors should sign the visitors' book at reception.

If the front doors are locked, visitors should ring the doorbell on the outside of the building once. Staff will answer as quickly as possible, but may be attending to a patient and could take several minutes. The external door will be opened remotely so visitors can step into the vestibule. The internal doors will open automatically as soon as the external doors have closed. Visitors should then use the e-Reception Book (the electronic visitor sign-in system) to check in; and check out when they are leaving.

Numbers of visitors and meal times

We ask the number of visitors to be restricted to a maximum of four for every patient, except at meal times, when visitors are limited to one.

This is to allow you to eat undisturbed.

Mealtimes are between 12.00pm and 1.30pm and tea is at 5pm.

If you wish to eat with your visitors, we have a lovely Garden room where you and your visitors can have a meal together.

Children

Children are always welcome at our Hospice. They can spend time in your room, and a box of toys for their use is available if you ask. But your visitors must always supervise children.

We ask that other patients are respected and noise levels are kept to a minimum.





Food and drink for visitors

Hot and cold food are available for visitors to order for a nominal charge. The menu can be seen in rooms or at Reception.

- Breakfast menu is served 8am - 10am and will be served as soon it can be prepared.
- Cold food can be ordered at any time between 10am – 4.30pm and will be served either with patients meals or as soon as it can be prepared.
- Any hot food from the all day menu must be ordered by 10am for lunch service at 12 noon, and by 3pm for evening service at 5pm.

All food must be paid for at the time of ordering. Please place and pay (card only) for your order at the kitchen door. We will do our best to accommodate all your requests. Visitors can also purchase drinks and snacks from the vending machines at Reception or in the Garden Room. As a charity, the profits from all our vending machines directly fund our care for patients.

**WE CANNOT
GUARANTEE THAT
OUR PRODUCTS DO
NOT CONTAIN NUTS.**



Smoking and vaping

Visitors' are **NOT** allowed to smoke or vape within the Hospice's buildings or grounds and this includes the use of e-cigarettes. Visitors wishing to smoke or vape must leave the grounds of the Hospice.

Overnight accommodation

When your loved is approaching the end of life you may want to stay overnight with them. We usually say up to two people can stay, but you can discuss with the Nurse Manager if you feel there are more people you need there.

Shared care

It may be appropriate for someone who normally cares for you at home to attend the Hospice to help you with meals, personal care or to look after you in some other way.

This is known as shared care. This will be discussed and agreed with you and your carer by the Nursing Team if appropriate.

Toilet facilities

Visitors' toilets are near Reception, on the left-hand side of the corridor as you walk towards Incare. Please ask any member of staff if you are unsure.

Visitors' charter

Our visitors' charter outlines what visitors can expect from Hospice staff. It also says what we need from visitors in order to be able to provide the best care we can.

Our expectations of visitors:

Visitors must co-operate with requests from Incare staff that will ensure the efficient operation of medical and support services. The volume of conversation and other noises should also be kept at reasonable levels, out of respect for other patients and visitors. We have a duty to provide a safe and secure environment for patients, staff and visitors. The following will not be tolerated:

- violence or threats of violent behaviour;
- offensive sexual gestures or behaviour;
- threatening or abusive language, including excessive swearing;
- derogatory racial, sexual or otherwise offensive remarks;
- visiting the Hospice under the influence of alcohol or drugs.
- abusing alcohol or drugs in the Hospice (all medically identified substance abuse problems will be treated in line with our Management of Illicit or Unknown Substances belonging to Patients and Visitors policy);
- malicious allegations relating to members of staff, other patients or visitors; and
- illegal behaviour including theft, wilful damage to property or drug dealing.

Visitors who display any of the above behaviours will be asked to leave and may have visiting rights withdrawn. Extreme behaviour or continued failure to comply with the required standard will result in the police being called and the removal of the offending visitor from Hospice property.

If you are concerned that this charter is not being followed, please inform the Nurse Manager or nurse in charge immediately.

Support for families and carers

Wellbeing support

Our Wellbeing Team offers a range of activities and group sessions available for carers and families. Our aim is to maximise the quality of people's life by optimising physical function and emotional wellbeing.

You can find out more about the wellbeing by visiting our website at www.pwh.org.uk/support or talk to a member of the Wellbeing Team.

Bereavement support

The death of a loved one can be hard for family and friends. Our safe, non-judgmental, confidential and supportive services are available for families and carers aged over 18.

Counselling Service:

- Providing individual, face to face counselling.
- Sessions can be weekly or fortnightly, for up to 12 sessions.
- We can offer via phone or Microsoft Teams.
- You can contact us from 4 months after your bereavement

or

Listening Service:

- Telephone sessions.
- Up to 6 sessions
- You can contact us from 4 months after your bereavement

If you are interested in either service, or would like more information please ring **01977 781484** or email **pwhbereavement@nhs.net**



Protecting you

Hand hygiene

Patients and visitors need to maintain high standards of hygiene and cleanliness to help reduce the spread of infection.

There is a sink in each room and on the entrance to Incare. When entering or leaving Incare, please wash your hands using soap and water, following the hand wash guide posted by the sink.

If hands don't look or feel dirty, you can use alcohol-based hand gel, available at reception and in wall dispensers throughout the Hospice.

Staff should clean their hands before and after contact with a patient. You should not be afraid to politely remind staff and other visitors if you see that they are not cleaning their hands.

For more information on hand hygiene, please ask for our leaflet.

Other ways to stop infection

For the safety of all our patients, visitors who have experienced vomiting and diarrhoea are asked not to visit the Hospice until they have been clear of symptoms for 48 hours.

Visitors who have any questions or concerns about hygiene are asked to raise these at the time with the Nurse Manager or nurse in charge.

Safeguarding vulnerable adults

Patients and other adults visiting the Hospice may be vulnerable to abuse because of their illness, age or a disability. Abuse can be anything which harms you or makes you upset and scared.

It includes, but is not limited to, physical and emotional abuse, neglect, discrimination, institutional and financial abuse.

If you are worried about abuse or would just like more information about how we help safeguard vulnerable adults, please talk to a member of staff, in confidence, or ask for our Safeguarding leaflet.



Your privacy

Using 'do not disturb'

Attached to each door is a sliding Do Not Disturb sign. This is for use by nurses and doctors when they are examining or treating patients. This sign can also be used if you would like some quiet time to yourself.

Please let a nurse know how long you would like to be left for, so arrangements can be made for your meals, medication and visitors.

Keeping your family informed

To reduce the number of telephone and other enquiries, families are asked to identify a close relative to act as the link between Incare staff and other family and friends.

Although Incare staff are not able to give detailed and confidential information over the telephone, they can indicate general progress to the immediate family member when they call **01977 781455**. We will not disclose information about your condition and treatment to anyone else without your consent.

With your permission, arrangements can be made for the next-of-kin, immediate family members or partners to discuss your care and the decisions made with one of the consultants or a member of their team. Please ask the Nurse Manager.



Your personal and health records

A variety of information is collected about you to help us give you the best possible care. This includes details of your illness, consultations, tests, treatments and prescriptions. The information may be stored on paper or computer and all Hospice staff are trained in keeping this information secure and confidential.

We might need to share information about you with other organisations involved in your care.

We will not share this information if you ask us not to, but it may prevent us working together to provide the best care.

More information on the use and storage of your personal information is available by requesting the leaflets Your Patient Health Record and Privacy Notice.



Discharge from the hospice

We are not a long stay place of care and we strive to ensure an appropriate and timely discharge for you from our Incare.

We will arrange a plan of care, wherever possible, when a patient is discharged to a place of their choice.

Fundraising for the hospice

All of our services are provided free of charge to patients and based entirely on need. But it costs around £4 million a year to run the Hospice, just a third of which comes from the NHS.

We rely on your support through our shops, fundraising events, donations and fundraising initiatives in our communities. Even a small gift can make a difference:

£10 could pay for a family afternoon tea on Incare.

£20 could cover the cost of an Incare bed for an hour
(including nursing, doctors, catering and housekeeping).

£250 could cover the cost of our Incare unit for an hour
(including nursing, doctors, catering and housekeeping).



Here are some ways you might support the Hospice:

Your private health insurance could help fund our services

If you have private medical insurance that you have taken out for yourself or that an employer has on your behalf, this may be a way you can help us to continue providing our services.

Many health insurers are willing to recognise services provided to their members in the form of a donation. If you have insurance we can write to your insurer asking for such a donation which will assist in funding future care here at The Prince of Wales Hospice at no cost to you.

If you would like to help, please let the Nursing Team know and they provide you with a form to fill in.

Donate attendance allowance

Some patients and their families choose to pass on financial benefits they receive during the time a patient is staying on Incare. These may include attendance allowance or other social security benefits. We would be pleased to discuss how you can arrange to pass these benefits to the Hospice.

Regular gift

With a direct debit gift you can make a donation of your choice every month without having to remember. It is simple and quick. These donations provide a secure income to help plan services and care, and it will put the Hospice in a strong position for the future.



Local Hospice Lottery

Join the lottery that gives you a chance to win great cash prizes every week, plus you will of course also be helping our Hospice as the lottery provides regular income we can rely on. To join the Local Hospice, simply call Freephone 0800 316 0645.

You can ask for more information about donations and the lottery from the Fundraising Team or on our website at www.pwh.org.uk/support-us.

Support our shops

The Prince of Wales Hospice has several shops, including a specialist furniture shop and clothing and home stores, to raise funds for care at the Hospice. You can help us by shopping in our shops or donating items.

We are always in need of donations of good quality clothing, electrical items, furniture, unwanted gifts and household goods. Donations can be taken to any of our shops or brought to the Hospice. Free collection can be arranged for larger items.

When you donate your items, please sign a Gift Aid form to make your gift worth even 25% more to the Hospice.

Volunteer with us

Around 300 volunteers help us around the Hospice, in our shops and fundraising events. Our volunteers are of all ages with different skills and come from a variety of backgrounds. Without our volunteers, hospice care would be not possible.

Can you offer some hours each week or month to help us?
All current volunteering vacancies can be seen on our website at www.pwh.org.uk/volunteering

Remember the Hospice in your will

A gift in your will is an extremely generous, thoughtful and caring way to give vital funds to the Hospice. It ensures a good quality of life to all our patients long into the future. We understand that your loved ones always come first, so please make sure they are provided for. As little as just 1% of what is left over could make a big difference to us.

If you are thinking of making a will, we have more ways to help you, including free will writing service.

If you would like to find out more about how to do this, or if you have already made provision for the Hospice in your will and would like to let us know, please contact a member of staff, in the strictest confidence.



Your feedback

We want to ensure the best experience for our patients, families and visitors and so we always welcome your comments on any aspect of our care or facilities.

Comments and compliments

Patients will be asked for feedback via a questionnaire, which may be completed with help from carers and family members.

If you want to comment in writing at any other time, you can use the comments, compliments and complaints leaflet available on request, or pass a card or note to a member of the staff.

If the Hospice has made a particular difference to you or your family and you would be willing for us to tell your story to future patients and supporters, such as in our newsletter, please let us know. A member of our Marketing and Communications Team would be happy to talk to you.

Complaints

If at any time our care or facilities fall short of the high standards we strive for, we encourage you to tell us at the time. We aim to learn from any complaint and take appropriate action to improve services.

If your complaint is about Incare, please raise the issue with the Nurse Manager at the earliest opportunity. We will respond to verbal complaints promptly and courteously and attempt to resolve the issue.

If you wish to make a written complaint, please send your letter to:

The Prince of Wales Hospice

Halfpenny Lane
Pontefract
West Yorkshire
WF8 4BG

**Making a complaint
in the Hospice will at no
time prejudice your care
now or in the future.**

Your complaint will be investigated by the appropriate senior manager at the Hospice and you will receive a written response, which you also have the right to appeal.

The Prince of Wales Hospice

Halfpenny Lane, Pontefract,
West Yorkshire WF8 4BG

Call **01977 708868**

Click **www.pwh.org.uk**

Email **contact@pwh.org.uk**

 **@theprinceofwaleshospice**

   **@pwhospice**



THE
PRINCE
OF
WALES
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Care. Compassion. Community.

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Registered Charity number 514999,