we will support you

Willen Hospice
Student Information Booklet
Useful Information

Hospice main switchboard: Tel 01908 663636.

If sickness or absence occur please inform a member of the Hospice Team as soon as possible. The Hospice at Home Team have an answerphone, or leave a message with the Nurse in charge on the In-Patient Unit.

We will require you to inform us of your next of kin details, contact name, telephone number and address. This information will be held in confidence by the Human Resources Department and the Department Manager.

How to summon help in an emergency within the Hospice
The Hospice does not have a cardiac arrest trolley. In an emergency dial (9)999. There is a defibrillator and oxygen in the In-Patient Unit. Please familiarise yourself with where they are located.

Shift Hours
You are expected to arrive on time and sign in and out of Reception. Your shifts will be discussed at your first meeting with your mentor.

Meal breaks vary depending upon department. Food can be ordered and paid for at Reception by 10am on the morning shifts and by 4pm on the late shift. There are areas to store your own provisions within the departments.

Our Vision

“Our vision is to be the lasting and thriving provider of free care to all people affected by life limiting illness in our community.

This will be made possible by a community working together continually to share in the delivery of the most assuring, equally accessible and advanced care available.”
Welcome to Willen Hospice

This booklet aims to provide a framework for information and to ensure you feel supported during your placement.

There will be several learning opportunities during your placement. You will have access to Willen Hospice intranet whilst on placement which will allow access to organisation policies and procedures.

In addition to caring for the patients admitted to the 15 in-patient beds which provides 24 hour care at the Hospice, we continue to focus on caring for people in their own homes. It is important that our care is responsive to the needs and choices of our patients, our support therefore extends beyond the Hospice building itself to the community.

You will be supported to work in other departments linked to the Hospice to gain knowledge of the role of the multidisciplinary team involved in palliative care both within the Hospice and other teams.

Please refer to the list overleaf.

The Hospice at Home team offers practical support and nursing skills to patients at home. The team are able to assess and assist other health care professionals to control patients’ symptoms and help families. The team work in conjunction with other professionals – District Nurses; Twilight Nursing Team and GPs, although the District Nurse remains responsible for overall care at all times.

Specialist Lymphoedema treatment is offered on an out-patient basis. In addition, patients are treated in the Hospice itself and in the community.

The Clinical Nurse Specialist Team are skilled, experienced nurses who have expert knowledge in supporting individuals with life limiting illness within the community.

The Hospice also provides compassionate and skilled care for families. Patient and Family Services offer support and information to all members of the family.

The Willen Wellbeing Centre provides one to one support by nurses to discuss symptoms and concerns and also provides a diverse range of activities and complementary therapies, not only for patients, but also for their carers.

During your placement you will also have access to both online or face to face education opportunities as well as the Hospice Intranet. If you feel at any time during your placement you require any additional support such as emotional, educational or disability please speak to either your mentor, Department Manager of your area or a member of the Practice Development Team.

You will be expected to work the same shift patterns as your mentor/associate mentor for at least 40% of the time. When they are not on duty, you will be allocated to work with another member of staff. Your mentor can discuss with you if you require shift changes or requests within reason.

Please bring your portfolio and attendance sheet with you on a daily basis.
Opportunities

Willen Hospice Departments

- IPU (In-Patient Unit)
- Hospice at Home
- Lymphoedema Department
- Wellbeing Centre
- Patient and Family Services
- Bereavement Service
- Young People’s Support Services
- Hospice Chaplain
- Hospice Clinical Nurse Specialist Service

Community Services

- District Nurse
- Twilight District Nurse Service
- Macmillan Unit at MKGH (Milton Keynes General Hospital)
- Community Matron

Suggested Reading