Visitors information
The Wisdom Hospice

Who to contact
Palliative care service
t: 01634 830456  
f: 01634 845890
The Wisdom Hospice, High Bank, Rochester, Kent, ME1 2NU
wisdom.hospice@nhs.net

Our privacy notice is available at medwaycommunityhealthcare.nhs.uk/privacy/
If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 30 days. More information can be found by visiting: medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care
Please send any comments about Medway Community Healthcare services to: -
Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham, Kent, ME8 0PZ
t: 01634 334650
medwaycustomercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Leaflet reference: MCH 205.2

Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637

www.medwaycommunityhealthcare.nhs.uk
The ward

The ward is divided into three single sex bays with four beds in each bay and three individual side-rooms with en-suite facilities. Patients may occasionally be required to transfer from one bay to another or to vacate a side-room, in order to assist ward staff in maintaining strict single sex accommodation.

Food for patients

Visitors are welcome to bring food items for patients and these can be stored in the day room refrigerator if desired. Any food stored must be clearly marked with the patient’s name and the date the item was brought in.

Chaplains

Chaplains regularly visit the Hospice to spend time with patients and visitors. Nursing staff are able to contact the Chaplain at any time, day or night, to arrange a visit. The multi faith room is available to all for quiet reflection. Other faith leaders will also visit when requested to do so.

Volunteers

Volunteers work throughout the Hospice building, including reception and the ward, and will be happy to assist if you have any general enquiries.

Donations

The Wisdom Hospice makes no charge for any of its services. The Hospice is supported by charity the Friends of the Wisdom Hospice. Contributions to the Friends are greatly appreciated and should be sent to: The Friends of the Wisdom Hospice, Wisdom Hospice, High Bank, Rochester, Kent, ME1 2NU.

Access to information

If you would like to talk to one of the doctors, or wish to access counselling or listening support, please speak to a member of the nursing team.

Mobile phones

These should only be used outside the building in consideration of patients and other visitors.

Toilets for visitors

Toilets are available in the reception.
Parking

Free parking is available within the Hospice grounds but spaces are limited. Medway Community Healthcare cannot accept responsibility for any loss or damage. Visitors may park along St William’s Way but are requested not to park in High Bank: there are steps up to the Hospice from St Williams Way. Information about local public transport can be obtained from reception.

Accommodation for visitors

Short term, temporary accommodation for relatives and carers may be available in Goodyer House, adjacent to the Wisdom Hospice. Please ask the ward staff for details.

Smoking

In accordance with NHS guidance and legislation, smoking is strictly prohibited within the Hospice building and grounds. Visitors must not smoke on the patio, or in the Hospice grounds, or anywhere within the building or Goodyer House and its gardens.

Infection control

Visitors who are feeling unwell are respectfully asked to avoid visiting patients, and should not visit following diarrhoea and vomiting until free of symptoms for at least 48 hours.

Visitor conduct

To ensure that all our patients are cared for in a safe environment, please note that visitor behaviour considered to be inappropriate or abusive will not be tolerated, and staff will ask such visitors to leave.

Visiting

Visitors are welcome between 8am and 8pm. Visits to the ward at other times may be made at the discretion of nursing staff. A quiet period operates between 1pm and 3pm to allow our patients to rest after lunch and we respectfully ask that visitors arrive or leave quietly during this time. We request a maximum of three visitors at the bedside at any one time. We also ask that you respect the privacy and dignity of our patients at all times.

Please note that visitors will be required to use the night entrance outside of normal visiting hours. However, it may be necessary to wait a short time for a member of staff to answer the intercom as attending to our patients remains our priority at all times.

On arrival

Visitors are asked to report to the reception desk. As patients may be receiving personal care or their condition may have changed, volunteer staff at reception will contact the ward to ensure that visiting is convenient. All visitors are requested to sign the visitors’ register on arrival and departure from the Hospice, and to use the hand gel provided on the ward.

Children

Children of all ages are welcome. However, we do ask that no more than two children at a time visit the patient. Children must be supervised by an accompanying adult, Hospice staff cannot be held responsible for their safety.

Pets

Pets are welcome to visit patients, please speak to nursing staff to arrange this prior to visiting.