



Mary Aikenhead Centre

Information for Patients and Families

Direct Line: 0141 435 7007 (Mary Aikenhead Centre)
Reception: 0141 952 1141
Fax: 0141 951 4206
Email: office@smh.org.uk
Website: www.smh.org.uk

St Margaret of Scotland Hospice, founded by the Sisters of Charity in 1950, is at the heart of the Community providing wholeness of care for both body and Spirit.

WELCOME

The Mary Aikenhead Centre provides 10 single and 10 twin rooms for the frail elderly with complex medical and nursing needs. We provide the highest standard of nursing care in a caring and peaceful atmosphere for both patients and relatives. The senior staff and all other staff are always available to help with your needs, concerns or queries or to point you in the direction of appropriate help, for example, to the Pastoral Care Team.



MARY AIKENHEAD
CENTRE

For your benefit and comfort, and to ensure the smooth and peaceful running of Mary

Aikenhead Centre, we would like to offer you the following information, which we ask you to read.

Hospice Chief Executive



Since 1950, the Hospice has offered compassion, dedicated commitment and excellent care to patients with advanced life-limiting illnesses and also to the older person with complex medical, nursing and End of Life needs.

In addition to inpatient services, the Hospice offers a wide range of facilities to the local and wider community including Out Patient Facilities, the Edwina Bradley Day Hospice, Community Palliative Care and Counselling/Bereavement Services.

There are many ways to contact the Hospice and I am always delighted to hear from any patients, relatives, friends or supporters. We try to create an atmosphere of warm, comfortable and pleasant surroundings. Should you require any help or assistance, I do regular rounds throughout the Hospice several times per day and will be delighted to help in any way I can.

Sister Rita
Chief Executive

The Ward Staff

The Ward Manager is Hedy Taylor.



Names and photographs of all ward staff are displayed on the walls opposite the Nurses Station.

Admission

Small personal items, such as photographs, etc., may be brought into the Hospice.

Clothing

Please ensure the patient has adequate clothing, stockings, socks, underwear, slippers and outdoor shoes, if appropriate. Please name label all clothing.

We encourage families to participate in their relative's care and would ask that toiletries and

clothing are always in plentiful supply.

Toiletries Required

Shampoo, talcum powder, body spray, deodorant, soap, moisturiser, foam bath and other personal toiletries.

Valuables

All valuables and clothing will be listed and a receipt given. It is preferable that large sums of money or valuables are held by relatives or patient representatives. The Hospice does not accept responsibility for any loss.

Laundry

A laundry service is available however we encourage relatives to take laundry home for washing most especially woollen and “dry clean only” items. The Hospice cannot accept responsibility for loss or damage to clothing.

Celebrations and Birthdays

We celebrate birthdays and other occasions. The Marguerite Lounge may be used for small gatherings. Families are encouraged to provide sweets, juice and supply a cake if possible.

Food

Our chefs are happy to discuss any nutritional requirements or if there are any items you would really like. However due to health and safety, no food stuffs can be brought into the Hospice this includes takeaway meals, home prepared items and pre-packed sandwiches etc.

The Hospice has a “Nut Free” environment policy.

Smoking

In order to protect the environment and health and safety of its patients, employees and visitors, St Margaret of Scotland Hospice has a no smoking policy within the Hospice and its grounds. For those in-patients who smoke, the Hospice Medical Team will, if appropriate, discuss the option of nicotine replacement therapy with patients.

Please note the use of e-cigarettes is a fire risk and is therefore strictly prohibited. This includes charging e-cigarettes.

Activities and Outings

Outings are arranged in the Spring and Summer months for patients who are able to participate. Families are welcome to take their relatives out. A wheelchair can be provided. We have beautiful grounds and gardens and we encourage families to take their relatives out in the summer months.

A Women's Guild attends the Hospice to sing and entertain the patients. We also have video nights, dominos and relaxation therapy. Every Monday we have a lively physiotherapy class for patients and physiotherapy services are available to all patients as appropriate.

Hairdressing

The hairdresser attends weekly on a Thursday. Please let a member of staff know if your relative would like to attend the hairdresser.

Shampoo & Set	£10
Blow-dry	£10
Cut & Blow-dry	£10
Cut, shampoo & set	£10
Perm	£20
Cut & Perm	£25
Gents Cut	£5

Chaplaincy Services

Hospice Chaplain Monsignor Docherty

Hospice Minister Reverend Bill Ferguson

We aim to cater for all beliefs and none. The following services are available at the Hospice:

Daily Mass

Mondays, Tuesdays, Wednesday, Friday, Communion service on Saturdays & Sundays 11.30am

Thursdays - 9.30am

Church of Scotland Service

Every Wednesday at 10.45am

Special requests for other services may be agreed. Should a visitor wish to accompany a relative to one of the various religious services within the Hospice, please contact the Nurse



Prayer Room

in Charge for details.

Visiting

Open visiting is between the hours of 3pm and 8pm

However, at the patients' request, we ask that the mealtimes be avoided - 12.30–2pm and 5pm–7pm.

Children are warmly welcomed but must be supervised at all times.

The Garden Room Restaurant is available to visitors and patients for meals, light snacks and drinks. It is open daily from 7.30am until 7.30pm.

Health and Safety

For Health and Safety and Fire Regulation purposes, please always sign in and out at Reception.

A fire alarm test takes place every Wednesday at 10am.

Electric Items:

For Safety, any electric equipment including phone chargers etc which are brought in to the Hospice must be given to staff for PAT testing and suitability.

Furniture:

Furniture is specifically placed in rooms and should not be moved in or out of a room. Personal furniture is not permitted due to safety and specific spaces for working with patients and manual handling

How You Can Help Us Improve Our Service

We welcome comments regarding the service we provide and will use them to help improve our service. If you have any comments or are unhappy with the service, please let us know. We can put it right. Please telephone or write to:

Director of Clinical Services
St Margaret of Scotland Hospice
East Barns Street
Clydebank
G81 1EG Tel: 0141 435 7025

Should you complain, we will reply to your complaint within seven working days of receiving it. If we cannot deal fully with your complaint within seven working days, we will inform you, explaining why and indicating when you may expect a full reply.

If you are not satisfied with the response to your complaint, you can telephone or write to the Hospice Administrator or Chief Executive, at the address above.

We will regularly ask patients, relatives and carers what they think of our service by completing our user satisfaction questionnaire, and act on what they tell us.

Regulation of Care

If you are dissatisfied with the service in Mary Aikenhead Centre, you may complain directly to Healthcare Improvement Scotland:

Tracy Birch - Programme Manager
Independent Healthcare
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

Email: tracy.birch@nhs.net

Telephone: 0131 623 4701

Hospice Telephone Numbers

The main telephone number at the Hospice is:

0141 952 1141 (Reception)

However, there are direct lines to each of the wards, Edwina Bradley Day Hospice and other departments within the Hospice. You may find the following telephone numbers useful:

St Joseph's Ward	0141 435 7011
Mary Aikenhead Centre	0141 435 7007
Edwina Bradley Day Hospice	0141 435 7005
Fundraising	0141 435 7018
Administrator	0141 435 7002
Human Resources	0141 435 7001
Education Centre	0141 435 7017
Community Palliative Care	0141 435 7008
	0141 435 7009
	0141 435 7045
	0141 435 7048

You may also contact your relative directly at their bedside. Please ask the Ward Staff to provide you with the bedside telephone number.

You can also email the Hospice on
office@smh.org.uk