



Guy's and St Thomas'
NHS Foundation Trust

Family care pack



showing
we **care**

The family care pack has been developed for families and carers of patients who are at the end of their life. It contains a few practical items, such as a toothbrush and toothpaste, as well as this leaflet, which gives useful information about hospital services and facilities. We hope that you find it useful at this difficult time.

If you have any questions, are unsure of any aspect of your loved one's care, or would like to be more involved in their care, please speak to the nurse in charge of the ward.

Spiritual health care

The Spiritual Health Care Team provides spiritual care and support to patients and their families and friends of all faiths, as well as those who do not have a religious faith or belief.

Representatives of Buddhism, Christianity, Hinduism, Humanism, Islam, Judaism and Sikhism are part of the team. The team also has links with religious and cultural groups in the community.

Please let the nursing staff know if you would like to receive any spiritual care, or if you need any resources for your spiritual or religious needs, such as a Bible, Qur'an, cross or prayer beads/rosaries. We will do our best to help as much as possible.

The hospital offers the following services:

- Anglican Communion
- Buddhist Meditation
- Jewish - emergency Shabbat supplies
- Muslim Friday prayers (1pm)
- Roman Catholic Mass
- Final prayers and blessings

St Thomas' Chapel is located on First floor, South Wing.

The multi-faith prayer rooms are located on the Ground Floor, South Wing.

Guy's multi-faith prayer room is located on the Ground Floor, Tower Wing.

Religious services can be performed at the bedside.

Car parking (St Thomas' site only)

Inside this pack is a car parking permit which allows you to park your car for free. Please take the permit to the security desk at the main entrance to St Thomas', where you will be given a ticket that entitles you to exit the car park free of charge.

If you need to use the car park on several occasions, speak to the Palliative Care Team who will arrange this with security.

Restaurants and cafés

St Thomas' Hospital

- Toms at Shepherd Hall, Monday to Friday 7.30am-3.30pm (Ground Floor, South Wing)
- Toms at Riverside, Monday to Friday, 8.30am-3pm (Ground Floor, North Wing)
- AMT Coffee, every day, 24-hours (main entrance)
- M&S Simply food and Café, Monday to Friday, 7am-9pm, weekends 8am-8pm (main entrance)

Guy's Hospital

- AMT Coffee, every day, 24-hours (main entrance)
- Toms @ Guy's Café, Monday to Friday, 8.30am-3pm (Ground Floor, Bermondsey Wing, Atrium 3)

Shops

St Thomas' Hospital

- Friends' shop (Ground Floor, Lambeth Wing)
- Stock Shop fashion and gifts (main entrance)
- WH Smith (main entrance)
- Marks & Spencer

Facilities

St Thomas' Hospital

- Creative hair salon (Ground Floor, North Wing corridor)
- Lloyd's pharmacy (Ground Floor, Lambeth Wing)
- NatWest cash point (Ground Floor, Lambeth Wing corridor)

Guy's Hospital

- Lloyd's Pharmacy (Ground Floor, Tower Wing)

Contact us

Spiritual Health Care Team,

t: 020 7188 5588, **e:** chaplains@gstt.nhs.uk

If you leave a message, please remember to include your name and contact number.

Chaplaincy team members, will ask for verbal consent from patients, for a visit, and for recording a visit in the patient's notes.

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, speak to the staff caring for you or call our helpline. **t:** 020 7188 8748, Monday to Friday, 9am-5pm

Language, accessible support services

If you need an interpreter, or information about your care in another language or format, please contact. **t:** 020 7188 8815
e: languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. **t:** 111

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

Leaflet number: 3842/VER2

Date published: August 2019

Review date: February 2022

© 2019 Guy's and St Thomas' NHS Foundation Trust
A list of sources is available on request