

## Further information

We realise that you may feel anxious about attending 'Day Care' and wonder whether you will enjoy it. We'd be happy for you to visit at any time or discuss any worries over the telephone before you decide if it is for you.

For further information please contact:

*Day Services Manager  
St Benedict's Hospice  
Monkwearmouth Hospital  
Newcastle Road  
Sunderland  
SR5 1NB*

**Telephone (0191) 565 6256**  
*extension 48301*

## Improving our services

We are always looking at ways to improve our services. If you have any suggestions, no matter how big or small, we would be delighted to hear them.

At some point during your visits you may receive a questionnaire about the service.

It would really help us if you would take the time to complete this.

## Making a complaint

Although we aim to provide the best care possible, there may be something you are unhappy with.

If so, please discuss this with the nurse in charge or matron.

If you feel your problem has not been dealt with satisfactorily there is a formal complaints procedure.

Your written complaint should be sent to:

*Chief Executive  
Sunderland Teaching Primary Care Trust  
Pemberton House  
Colima Avenue  
Sunderland Enterprise Park  
Sunderland  
SR5 3XB*

# Day care



*Registered Charity  
number 1019410*



## Welcome to 'day care'

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We welcome everyone who will benefit from our expertise. Our staff, patients and carers work together as a team with one shared aim – to provide individualised care whilst maintaining the dignity, privacy and informed choice for each patient.

Day care offers an honest and open environment, and we aim to make your visit as comfortable and enjoyable as possible. We hope this leaflet will give you more information about the services we can offer.

## What is 'day care'?

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The 'Day Care Unit' is a homely environment in which we can provide individual care for up to 12 people each day (Monday to Friday).



To ensure you receive the care you need, our team consists of:

*Nurses*  
*Doctors*  
*Physiotherapist*  
*Pharmacist*  
*Social worker*  
*Occupational therapist*  
*Chaplain*  
*Hairdresser*  
*Volunteers*  
*Domestics*  
*Administrative support*

On your first visit a doctor and nurse will spend time getting to know you and discussing any problems you might have. We will review your care, working with others involved, to make sure you benefit from your visits to Day Care.

If you need to take any medication during the day, you should bring this with you.

You're welcome to join in activities such as simple craftwork or chair-based exercises, or you may wish to bring something in that you enjoy doing at home. You may wish to relax, socialise with others or, if the weather is kind, enjoy our lovely garden.

All of this can be discussed when you first come.



There will be a choice of menu for lunch. Drinks and snacks are available throughout the day.

In short, we'll try our best to meet your needs – whatever they may be.

## Transport

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Day Care is situated within Monkwearmouth Hospital.

Some like a relative or friend to bring them, but if you require transport we can arrange this, collecting you at around 10.15 am and taking you home again at 3.00 pm. There is no charge for this.

