

# All Hallows Hospital

WHERE QUALITY COUNTS . . .

## Become a Friend of All Hallows

By becoming a Friend of All Hallows you can help to raise funds that are used to improve the fabric of our buildings, and to purchase equipment to enhance our patients' stay. The Friends hold three major events each year: a Garden Party in the Hospital grounds, a Musical Evening and a Christmas Bazaar. For more information about becoming a friend, please get in touch.



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## All Hallows Healthcare Trust

All Hallows Hospital is part of All Hallows Healthcare Trust, a registered charity providing a wide range of local, quality healthcare services in the following areas:

- Independent Community Hospital
- Physiotherapy Department
- St Edmund's House providing care for younger adults
- Daycare for all age groups and specialising in Palliative Care
- Homecare providing care in the comfort and safety of your own home
- Homecall services providing meals on wheels, laundry service and housework
- Befriending service offering friendship and company on a supportive basis
- Continuing healthcare for palliative patients
- Nursing Home for 51 residents including Daycare services



**All Hallows** †  
healthcare trust

Registered Charity No. 1124717

WHERE QUALITY COUNTS

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# WHERE QUALITY COUNTS

*All Hallows Hospital is situated in Ditchingham on the South Norfolk border. With four acres of traditional country garden set in the beautiful Waveney Valley, it is an ideal location for peace and professional care. It has free parking facilities and is within walking distance of a main bus route.*



**THE WORK AT ALL HALLOWS PROVIDES A VALUABLE SERVICE FOR THE YOUNG AND OLD WHO HAVE REHABILITATION AND LONG TERM NEEDS**

## Inpatient Services

- **Post Acute, e.g. Post-operative rehabilitation, Orthopaedic patients, Stroke patients**
- **Palliative / End of life**
- **HIV**
- **GP assessment**
- **Private respite care**



## The Hospital

At All Hallows you will find a friendly, caring and safe environment. The nursing and medical staff are on hand to do everything they can to make a stay as comfortable as possible.

## Inpatient Services

All Hallows Hospital is a focal point for Healthcare in our locality, and has 30 inpatient beds. We care for people with complex needs (including palliative care); for those with a physical or sensory disability (requiring short or long term care); and individuals requiring post acute or GP assessment.

The Hospital has a Physiotherapy Department providing rehabilitation for patients following surgery, falls and other medical conditions.

Physiotherapy also offers palliative care for in-patients which could include the following conditions:

- **Respiratory conditions**
- **Complex pain syndromes**
- **Reduced exercise tolerance**
- **Musculoskeletal impairment**
- **Neurological impairment**
- **Lymphoedema**

A GP from the Bungay Medical Practice makes regular visits to the Hospital and visits the patients as required. Other visits can be arranged at other times as needed. Local out-of-hour's medical cover is also provided. Specialist nurses, occupational therapists, a dietician and physiotherapists are available along with our own registered nurses and care staff, together with administration, housekeeping and maintenance staff.

## Outpatient Services

- **Physiotherapy Department providing outpatient services for a range of Musculoskeletal and Neurological medical conditions**
- **All Hallows Homecare service operates from the Hospital, delivering care and domestic tasks to a wide range of people living in their own home**
- **Day Treatment and Therapy Centre, which offers Daycare and bathing services to local people.**

## Care Provided

The nursing team, led by matron, is trained to exceptionally high standards to ensure that all patients are cared for in a warm, friendly and professional manner. All Hallows aims to achieve high standards of care; together with the love and devotion of the staff, it earns respect and high regard from those involved with healthcare. The professional and experienced team is also on hand to offer support and advice to patients and their families throughout a stay in hospital.

The Hospital is very well equipped with aids for disabled and dependent patients. Each individual will be treated as one, ensuring their privacy is respected at all times, their dignity is maintained and each individual choice of lifestyle is not infringed upon or discriminated against, regardless of age, ethnicity, sex, country of origin, disability or religious belief.

## Pastoral Care Team

All Hallows Hospital is supported pastorally by the Chaplains and Sisters of the Community of All Hallows who devote their time to the pastoral/spiritual needs of the patients, relatives and staff. Social workers can be contacted if required to provide assistance with social and financial anxieties.



## Facilities

There are 26 single rooms with ensuite facilities or their own bathroom, and 2 double rooms with ensuite facilities. All rooms are tastefully furnished and have telephone facilities for patients to make outside calls. External callers wishing to speak to a patient can be put through directly, providing they have the patient's full name. Each room has an internet connection and meets stringent fire and safety regulations.

Many rooms have peaceful views across the gardens, which are wheelchair accessible. The garden contains a summer house and sensory garden, attractive flower beds and a patio area which the patients and their families can enjoy. There are 2 large, bright day rooms with a TV and stereo equipment, and a multi-denominational chapel with a weekly service.

There is a daily choice of menu, and three courses are offered at both lunch and supper times. All produce is locally sourced, freshly prepared and cooked on the premises. There is always a choice of hot and cold dishes and special diets are catered for. Dishes can also be provided for individual taste. Light refreshments such as tea, coffee, soft drinks and nutritional snacks are available throughout the day and night. Meals for friends and relatives can be provided at a small cost provided they are ordered in advance.

## Sample Lunch Menu

**Soup of the day  
or Fruit juice**

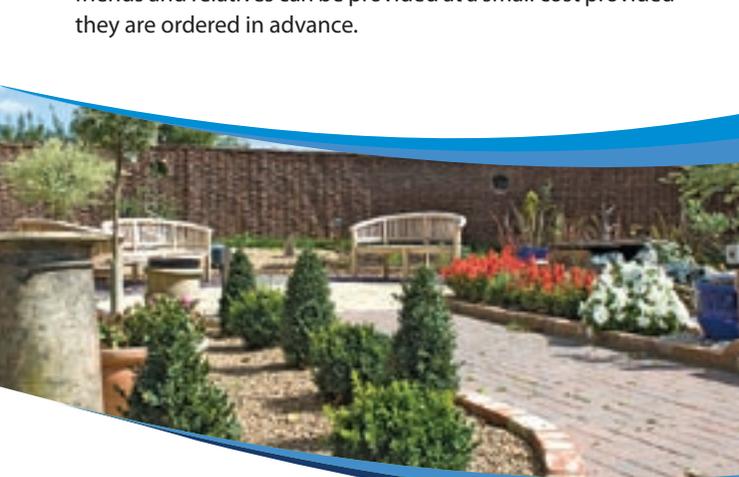
**Roast chicken  
with roast potatoes  
& vegetables**

**or  
Grilled plaice  
with lemon, new  
potatoes & vegetables**

**or  
Cauliflower cheese  
with vegetables**

**Fruit flan  
or Rice pudding  
or Cheese & biscuits**

**Meal times:  
Breakfast  
7.30am onwards  
Lunch 12.00pm  
Evening meal 5.00pm**



## Infection Control

We ask all patients, relatives and visitors to help us to reduce the risk of infection. All visitors are reminded to wash their hands before and after seeing a patient, or to use the hand gel available in reception and in each room.



## Visiting Hours

The Hospital has an open visiting policy, welcoming visitors and pets throughout the day. However, if more than two people wish to visit at one time please check with the nursing staff.

## Complimentary Services

- **Laundry**
- **Library facility which can supply large print books, talking books & newspapers**
- **Trolley/Shop**

**Other on-site facilities include Chiropody and Hairdressing at a small extra cost**

## Safety

The standard of safety is extremely high throughout All Hallows Hospital. It is equipped with emergency lighting and smoke detectors, and a hand held nurse call system in each room ensures that patients and residents can call the nursing staff at any time of the day and night. Special equipment is fitted in all bathrooms. In the event of a power cut the Hospital has a full back up generator on site. All Hallows Hospital is a smoke free site.

## Referral Procedure

Patients must be registered with NHS Great Yarmouth & Waveney, or NHS Norfolk. Patients from other PCT's are accepted with prior agreement and private referrals can be accommodated if bed capacity is available. Admissions can be made directly from the patient's home, from an acute hospital or patients can be referred from:

- **Acute hospital discharge teams / community liaison teams**
- **Rapid care for the elderly consultant**
- **Care in the community teams / case managers**
- **District nurse and hospital therapist**
- **Palliative care teams**
- **Response teams**
- **GPs**

The patients themselves or the patient's family can contact the Hospital direct if they would like to self fund. Funding is also accepted from Continuing Healthcare and Independent Living. If someone would like to be referred to All Hallows Hospital, it always helps if a request is made to their GP or local health team or the staff nurse if in an acute hospital.



## Quality

All Hallows Hospital is committed to providing a consistently high standard of care. We believe that this can best be achieved by integrating quality mechanisms into all aspects of the organisation at all times by all staff. We invest in our staff and develop their full potential through a commitment to training and education. We wholeheartedly support the Government's Dignity in Care campaign along with The Gold Standard Framework developing a systematic and high quality approach to end of life care. The staff also work within the Liverpool Care Pathway Programme.



In 2010 All Hallows Healthcare Trust, including the Hospital, achieved the highly acclaimed accolade for Healthcare Assessment and Quality Unit Standards. All Hallows believes that the Quality Assurance Programme should be ongoing, continuous and with measurable outcomes that can be acted upon. Over the years All Hallows Hospital has achieved many awards, including the Investors in People Accolade. In 2010 it achieved two awards under the Great East of England Care Awards - finalist for The Care Home Nutrition and Hydration Award, and finalist for Care Home Activity Organiser Award.

## Funding

Although All Hallows Hospital has contractual arrangements with surrounding healthcare providers for inpatient beds, it is independent and has to purchase its own equipment, such as beds, mattresses and specialist slings. To raise these funds we rely heavily on the generosity of local people. Donations and legacies help ensure that we are able to continue our vital work.

## How you can help us

- **Organise a fund raising event on our behalf**
- **Donate** One-off donations, or regular amounts paid to us through payroll giving, are gratefully received.
- **Leave a legacy** You can use your Will to gift part of your estate to us when you die.
- **Become a Friend** (More details on the back page)
- **Work as a Volunteer** Volunteers offer a valuable service appreciated by staff, patients and relatives.

We value and appreciate your support - thank you!