

## Standard Operating Procedures

### Peony Rooms – the End of Life Relatives and friends room at Alexandra Hospital (ALEX)

<b>Written by:</b>	<b>Tess Makinson / Avril Adams</b>
<b>Approved by:</b>	<b>Clinical Governance Group (CGG)</b>
<b>Date of Approval:</b>	<b>May 2023</b>
<b>Date of Review:</b> This is the most current document and is to be used until a revised version is available	<b>May 2026</b>

#### Aim and scope of Standard Operating Procedure

To provide guidance and reference as to standard operating procedure (SOP) of the use of the End of Life Relatives and friends Rooms (Peony Room A&B) at Alexandra Hospital (ALEX)  
Status: Following refurbishment of the room and introduction of SUPPORT project.

#### Target Staff Categories

All Clinical Staff on Wards at ALEX  
Hospital Palliative Care Team  
Site Managers

#### Key amendments to this Standard Operating Procedure

<b>Date</b>	<b>Amendment</b>	<b>Approved by:</b>
May 2023	New document approved	CGG

<b>STANDARD OPERATING PROCEDURE (SOP)</b>		
<b>Peony Rooms – the End of Life Relatives and friends room at Alexandra Hospital (ALEX)</b>		
<b>Located on ITU corridor; Includes 2 small rooms, shower facilities and WC.</b>		
<b>No</b>	<b>Operating Procedure</b>	<b>Key Points</b>
<b>1</b>	<b>Purpose and background</b>	<p>The aim of the Alexandra Hospital ‘Peony Rooms’ are to provide a quiet space for visiting relatives of patients who are receiving end of life care at the ALEX.</p> <p>Whilst these rooms may have been under-used in the past, it was recognised that now is the ideal timing to take the opportunity to refurbish and relaunch the rooms as part of the SUPPORT programme, which extends facilities and support to families and friends visiting dying relatives.</p> <p>Feedback from bereaved relatives who have previously used the rooms shows great appreciation for this facility available so near to, yet away from, the wards.</p> <p>The rooms are on the first floor of the hospital, on the ITU corridor. They comprise 2 sitting rooms (A&amp;B) accessed via Key codes, a WC and separate shower room. The rooms are newly decorated in calming colours with a local artist having painted a wall mural in each room to match that provided at the Peony Room in WRH. This is to provide a restful place for relatives to take a break away from the busy ward environment.</p> <p>Comfortable new furniture, which meets all fire and hygiene regulations has been installed.</p> <p>The shower room area has been decorated and new silicone sealants applied.</p> <p>Some of the refurbishments, furnishings and sundries have been funded by the Stephen Bayley Suite Charitable fund as well as the End of Life Care Fund.</p>
<b>2</b>	<b>Responsibility</b>	<p>The Hospital Palliative &amp; EOLC team (HPCT), as well as ward link workers will be responsible for overseeing the general upkeep of the rooms and liaising with the facilities staff regarding cleaning.</p> <p>The team can be contacted via x42085 08.30-16.30hrs Monday to Friday.</p>
<b>3</b>	<b>Booking</b>	<p>The Peony Room is open to all relatives and those important to the patient receiving end of life care at the Alexandra Hospital.</p> <p>All ward and clinical staff are able to refer a family for use of this room, even if they are not known to the Palliative and End of Life Care Team.</p> <p>To book the room, please first contact the HPCT on x42085 between the hours of 08:30 and 16:30 to enquire about the availability.</p> <p>If available, the room will be allocated for the duration of their need by the HPCT.</p>

<b>STANDARD OPERATING PROCEDURE (SOP)</b>		
<b>Peony Rooms – the End of Life Relatives and friends room at Alexandra Hospital (ALEX)</b>		
Located on ITU corridor; Includes 2 small rooms, shower facilities and WC.		
<b>No</b>	<b>Operating Procedure</b>	<b>Key Points</b>
		<p>HPCT will take a record of names of those using the room, patient receiving EOLC, and ward and add these to the palliative care team shared Outlook calendar to show bookings and availability.</p> <p>If there is more than one family requiring use of the room at any one time, HPCT will review need, and prioritise as required.</p> <p>An agreement will be made with a family at the start of the booking that use is limited to 2 days. This may be extended at the discretion of the HPCT team, if required for further duration and remains available.</p>
<b>4</b>	<b>Use of Room</b>	<p>Ensure relatives are escorted to the room draw their attention to emergency procedures and fire safety sign.</p> <p>Explain how to use the telephone which is for internal calls only, to call 0 ask for operator who will put them through to the ward they wish to speak with. Draw their attention to emergency procedures and fire safety sign.</p> <p>Please advise relatives of facilities available; including refreshments, WC and shower.</p> <p>Please also draw attention to the Terms of Use document, and ask a representative to read and sign to show they are understood.</p> <p>Please scan these and send to:</p> <p style="text-align: center;"><a href="mailto:Wah-tr.palliativecareteam@nhs.net">Wah-tr.palliativecareteam@nhs.net</a></p> <p>The HPCT team will store these securely on the shared drive.</p> <p>Please ensure relatives have the number of the ward where their loved-one is being cared for, and telephone.</p>
<b>5</b>	<b>Refreshments</b>	<p>Tea, coffee, UHT milk, disposable cups and stirrers will be provided by the HPCT through charitable funding and they are responsible for the replenishment of this stock. A PAT tested Kettle will be available in each room to make hot drinks, as well as PAT tested low lighting and a Bluetooth speaker.</p>
<b>6</b>	<b>Emergencies</b>	<p>In case of emergencies, please ensure users of the room know where the emergency call bell is located and inform them to call 2222 giving the name and location of the room.</p> <p>A laminated poster of Fire regulations and how to exit the building will be displayed in the room.</p> <p>A laminated copy of all wards and telephone numbers will be provided in the room.</p>

<b>STANDARD OPERATING PROCEDURE (SOP)</b>		
<b>Peony Rooms – the End of Life Relatives and friends room at Alexandra Hospital (ALEX)</b>		
<b>Located on ITU corridor; Includes 2 small rooms, shower facilities and WC.</b>		
<b>No</b>	<b>Operating Procedure</b>	<b>Key Points</b>
<b>7</b>	<b>Cleaning</b>	<p>The room will be cleaned on a daily basis by Domestic services.</p> <p>If a clean is missed, or specific cleaning required, please request. After the family has finished using the room, ie after 2 days, please inform the HPCT team on x42085.</p> <p>An AMBER clean must be arranged by the HPCT by calling Facilities helpdesk. Domestic services are to inform HPCT when clean is completed, and they must check that the room is clean and presentable prior to accepting any further bookings.</p>
<b>8</b>	<b>Access</b>	<p>Once the room has been allocated, access is available between 08.30 and 16:30. The doors are opened via key codes. HPCT will escort the visitor to the room to open, and advise that the room remains open so the visitor can come and go. At the end of the day, room to be closed again. Key codes not to be provided to the relatives, for security purposes.</p> <p>The code will be reviewed and changed around 6-12 monthly, or before if any concerns are raised. Updated codes will be distributed to members of the HPCT/Bleep holders, domestic services on a need to know basis.</p>
<b>9</b>	<b>Fundraising</b>	<p>If relatives would like to donate, there will be posters with information and QR codes in the room as well as End of Life Care Fund, and SUPPORT cards. Any funds will be used to support the upkeep of the room, the SUPPORT project and its related projects and education.</p>
<b>10</b>	<b>Feedback</b>	<p>To ensure the room is meeting the needs of those using it, feedback will be requested and can be sent to: <a href="mailto:wah-tr.palliativecareteam@nhs.net">wah-tr.palliativecareteam@nhs.net</a> This email will be checked and comments reviewed by the HPCT.</p> <p>Any concerns arising during the use of the room should be reported to x42085 between the hours of 08:30-16:30.</p>

## References

Document Reference	Document Title
WR5313	Individualised Last Days of Life Care Plan
	WAHT End of Life Care Strategy
WAHT-RAD-021	End of life Care Policy
WAHT-NUR-066	Care After Death Policy
	SUPPORT