



Many times people want to show their care and support but have questions about whether to visit, how long to stay or what to say when visiting someone who is very ill. Here are a few suggestions:

1. Presence counts. People may not remember what you say but they remember you cared enough to be there. A caring presence can be a gift.
2. Silence is OK. If a person doesn't want to talk or is unable to talk, you can say "I'll sit with you for a little while" It may give the family a break while they run an errand or eat a meal.
3. Keep visits brief. In most cases its best not to stay too long or to have too many visitors at one time. A 10 –15 minute visit may be enough to show you care. Calling first to make sure it is a good time. If someone doesn't feel like a visit don't take it personally; respect their wishes.
4. Bring a little something. You may want to bring a greeting card or picture or clipping or flower.

People appreciate knowing you are thinking of them and that you care.



How to find us

We are on the left hand side of Nun Street on the way out of St Davids towards Fishguard



Parking at Shalom

There is parking for 6 cars immediately outside Shalom House. If this is full, our overspill car park is at the St David's Rugby Club on the corner with Whitesands Road turning.

Please feel free to park here.



Palliative Care Centre

VISITORS INFORMATION LEAFLET



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Visiting friends and relatives at Shalom

When you visit your relatives or friends at Shalom House we want you to feel welcome and for your visit to be a positive experience. We have provided this information which we hope will be useful guidance. Please feel free to ask the nursing staff for advice about visiting at any time

Flexible Visiting

There are times in the day which are particularly busy when the staff need to be able to freely access the patients to deliver care. We would therefore appreciate if you could avoid visiting between 8am and 11.30am and during meals where possible.

Plan visits in advance

Although our patients enjoy having visitors, many of them are very unwell and tire easily so if you could plan your visits in advance and space them out to allow rest periods this would be helpful. We also have only limited space to accommodate visitors, so please keep the number of visitors around the bed to a reasonable limit. (2-3)

Children Visiting.

We welcome children to the hospice and understand that it can be a difficult environment for them. However, children remain the responsibility of their parents/carers when in Shalom so please make sure they are supervised at all times.

Visitors and the Conservatory

The conservatory is primarily for the use of patients as their communal sitting room. Although you are able to use this area for sitting with patients we would ask you to be sensitive to the needs of patients who take precedence in this space. Please ask the nurses about the availability of other rooms in Shalom including the Dining room and unoccupied bedrooms.

Bringing food in to Shalom.

You are welcome to bring in food as a treat for the patient but if you wish to do so remember to check first with the nurse in charge in case the patient is on a special diet. As the hospice is required to conform to strict food hygiene regulations any food you bring in from home should not require reheating.

Visitors and Telephone calls

We understand you will wish to enquire about your relative/friends. However it would be helpful for the nurses if you could arrange to identify one person to make the call on behalf of the family and then relay any news to other relatives and friends. Please remember that Shalom staff will abide by the patient's right to confidentiality when offering information. There is no problem with keeping mobile phones switched on in Shalom but please avoid using loud ring tones and if your conversations are lengthy please move away from patient rooms.

Visitors & control of infection

You will appreciate that the patients in Shalom are very ill and easily prone to infection. As a result we would like you to observe some hygiene rules.

- Please wash your hands after you have been to the toilet
- If you are unwell yourself it is best not to come to Shalom to visit especially if you have cold, chest infection, diarrhoea or vomiting. Stay at home and please do not visit until you have been free of symptoms for 48 hrs.

