

# Trauma Rehabilitation Team and Services



James Paget  
University Hospitals  
NHS Foundation Trust

Author: Jessica Leonard, Trauma Rehabilitation Co-ordinator  
Katherine Caley, Trauma Rehabilitation Co-ordinator

The information in this leaflet is for patients who have had a traumatic injury or injuries, and their family and friends.

The James Paget University Hospital (JPUH) is a Trauma Unit within the East of England Trauma Network. There is a separate leaflet 'Your Care With Us' which gives more detail about the stages of care after a serious traumatic injury/injuries.

You may also receive further information about your specific injuries which can be kept in the folder given to you by the Trauma Rehabilitation Co-ordinator.

## Trauma Rehabilitation Co-ordinator

At the JPUH we have a Trauma Rehabilitation Co-ordinator. They are responsible for ensuring you receive the right care by the appropriate people during your time here and for overseeing your rehabilitation and assisting with your referrals for ongoing rehabilitation (if you need it).

The Trauma Rehabilitation Co-ordinator can be contacted on **07787964836** between 08:00-16:00, Monday to Friday, or you can email them: [traumarehabservice@jpaget.nhs.uk](mailto:traumarehabservice@jpaget.nhs.uk)

## Your Journey at JPUH

Your Journey at JPUH will usually commence in our Emergency Department. This is where, depending on your injury/injuries, you may be required to have ongoing medical investigations including scans and observations. The results of these investigations may require you to be transferred to another hospital (usually the Norfolk and Norwich Hospital or Addenbrooke's Hospital) for specialist surgical input and other treatments that cannot be completed at JPUH.

If your injury/injuries can be managed locally at JPUH you may spend your time with us on one (or more) of several wards, depending on your injury/injuries. We will try to limit where possible the need and/or amount of ward moves during your hospital journey. This is to help ensure you receive continuity of care from both a medical team and therapy team perspective. If a ward move is planned, you and your visitors will be notified by the ward team looking after you.

All wards have protected mealtimes in the day when all non-urgent activities stop; this is so patients may eat their meals without interruption or distraction. During these times, visiting is restricted to visitors and carers who are actively assisting patients with their meals. Please speak with the Ward Sister/Manager regarding protected meal times and if you need to discuss visiting hours.

The common wards for patients with injuries are:

Ward	Location	Visiting Times
Intensive Care Unit (ICU)	First Floor, East Corridor 01493 452277 or 452274	Visiting times to be discussed with Nurse in Charge
<b>Surgical Wards:</b>		
Ward 5	First Floor, East Corridor 01493 452005	11:00 – 20:00

Ward 9	First Floor, North Corridor 01493 452009	11:00 – 20:00
<b>Orthopaedic Ward:</b>		
Ward 6	First Floor, East Corridor 01493 452006	11:00 – 20:00
<b>Stroke Ward:</b>		
Ward 1	First Floor, East Corridor 01493 452001	14:00 – 20:00

## Rehabilitation After Traumatic Injury

Your rehabilitation begins as soon as possible and you will be supported by members of the multi-disciplinary team including; Physiotherapists, Occupational Therapists and Nurses. You may also be seen by Speech and Language Therapists (if you have any communication, swallowing or tracheostomy needs) and Dietitians (if you have any nutritional needs).

If you do need to have a period of inpatient rehabilitation, then you may need to wait until a bed becomes available. If JPUH is not your local hospital, then you may be transferred back to your local hospital while you wait.

## Support and Advice

There are many organisations that may be able to provide further support after a traumatic injury in addition to that provided by our hospital and community NHS services. These are just some of them:

### General Advice

Age UK Norfolk:

Telephone: 0300 500 1217

Email: [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

Website: <https://www.ageuk.org.uk/norfolk>

### Alcohol, Smoking and Substance Use

Substance Abuse Support:

Local support for concerns about drugs and alcohol.

They have local offices throughout our region. Please visit their website to find out the details of your nearest office.

Norfolk:

Change Grow Live

Telephone: 01603 514096

Email: [norfolk.info@cgl.org.uk](mailto:norfolk.info@cgl.org.uk)

Suffolk:

Turning Point

Telephone: 0300 123 0872

Email: [suffolk@turning-point.co.uk](mailto:suffolk@turning-point.co.uk)

At the JPUH we have the Alcohol Care Team and Smoking Cessation team. At your request you can be signposted to them for any support you may need.

## Trauma

### After Trauma:

A community that connects and supports survivors of traumatic injury and their families.

Website: [www.aftertrauma.org](http://www.aftertrauma.org)

### Brake:

A national road safety charity to help support people who have been injured in a road traffic accident.

Telephone: 0808 800 0401

Website: [www.brake.org.uk](http://www.brake.org.uk)

## Psychological Support

### Mind:

A national organisation providing support to people at times of distress, anxiety or psychological trauma.

Telephone: 0300 123 3393

Website: [www.mind.org.uk](http://www.mind.org.uk)

### Victim Support:

A national charity to support people who have been the victims of a crime.

Telephone: 0808 168 9111

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Getting to JPUH

### **Driving:**

Car parks marked A and B (at the front of the hospital) are reserved for patients and visitors to the site, with overflow parking in car park F. Spaces for disabled badge holders are available at the front of the hospital and the front row of Car park A.

Located outside of the main entrance is a 10 minute drop off/collection zone and car parks A and B allow 30 minutes free for drop offs and collections of visitors and or patients

Families of long stay and critically ill patients are provided with a discounted tariff. This can be obtained via a 'reduced fee slip' provided by ward staff, which then is presented to the 'patient travel office' situated in the main foyer and open 09:00 – 17:00 Monday – Thursday and 16:30 on Friday

Please visit [www.jpaget.nhs.uk/patients-visitors/parking](http://www.jpaget.nhs.uk/patients-visitors/parking) for more information about parking.

### **Bus:**

Several bus routes connect the hospital and town centres. For up to date travel information or public transport enquiries call 0870 608 2608 or visit [www.traveline.info](http://www.traveline.info)

## Shop, Food and Drink

### **M&S**

Shop and Café located off the main entrance corridor

Open: Monday – Friday 07:00- 20:00

Saturday – Sunday 08:00-18:00

### **Aubergine Restaurant**

Staff and public restaurant located on the First Floor, North Corridor.

Open during the day, seven days a week, with seating available for visitors.

## **Trolley Service**

A well-stocked trolley is taken onto each ward every weekday, for patients to purchase drinks, confectionery, newspapers and toiletries.

## **Accommodation**

If family and/or friends do not live within reasonable travelling distance to our hospital and are wanting to visit frequently, then they may wish to consider staying somewhere close by. Unfortunately the hospital is unable to provide on-site accommodation at this time. Please see below for options in terms of local accommodation.

## **Local Accommodation**

Below is a list of places to stay that are close-by; please note this does not mean the hospital recommends or endorses any of these options.

All Seasons Lodge Hotel (0.7 miles from JPUH)

55-56 Clarence Road

Gorleston-on-Sea

Great Yarmouth

NR31 6DR

Tel: 01493 651111

Pier Hotel (0.9 miles from JPUH)

Harbour's Mouth

Gorleston-on-Sea

Great Yarmouth

NR31 6PL

Tel: 01493 662631

The Cliff Hotel (1.2 miles from JPUH)

Gorleston-on-Sea

Great Yarmouth

NR31 6DH

Tel: 01493 662179

## Financial Support

At JPUH we understand that following your injury, you and your visitors may have concerns surrounding your finances and financial responsibilities. This may be due to you needing a period of time off work to recover and complete your rehabilitation, or you may be unable to return to work.

If you and/or your visitors have concerns and are wanting advice below are some services that can support:

### Citizens Advice:

Telephone: 0800 144 8848

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

They have local offices throughout our region. Please visit their website to find out the details of your nearest office.

### Money Helper:

Telephone: 0800 138 7777

Website: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

MoneyHelper is a free service provided by the Money & Pensions service. This is an arm's length body of HM Government, sponsored by the Department of Work and Pensions.

The trauma team here at JPUH hope that you have found this information useful but please do not hesitate to get in touch with the Trauma Coordinator team if you have any questions.

## Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

**Before leaving please complete a Friends and Family Test feedback card.**

Help us transform NHS services and to support patient choice.

## OUR VALUES

### **Collaboration**

We work positively with others to achieve shared aims

### **Accountability**

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

### **Respect**

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

### **Empowerment**

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

### **Support**

We are compassionate, listen attentively and are kind to ourselves and each other



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**