

Welcome to Ward 16 (Short Stay)



This booklet is designed as a quick reference guide only and is by no means exhaustive.

If you have any questions or concerns at all please do not hesitate to ask.

Patient and Visitor information

Your Predicted Date of Discharge is:

During your stay with us the questions we would want you to know the answers to are:

What is the matter with me?

What is going to happen today?

When am I going home?

What needs to happen to get me home?

Please ask your named nurse or doctor to answer these for you.

We are seeking to continually improve the care we provide and we are keen to hear the things we could do better, and any new ideas.

Aims of the Ward

- To provide excellent patient and carer experience
- To ensure high quality care and clinical outcomes
- To ensure your health needs are rapidly assessed and acted upon
- To improve the patients' treatment pathway within the James Paget University Hospital by providing the right care in the right place at the right time
- To provide a dedicated unit for patients with urgent medical conditions requiring admission to hospital with a predicted length of stay of up to 72 hours
- To inform patient on admission of their predicted date of discharge and help them and their carers prepare for this
- To discharge patients in the morning giving them sufficient time to recover and safely settle at home.

Arrival to the Ward

Upon arrival to the ward you will be welcomed by a member of staff. Your medical and nursing needs will be assessed and a plan of care devised and discussed with you.

A senior doctor will review your treatment plan within 24 hours (usually the same day). Dependent on your reason for admission it may be necessary to refer you for further investigations and procedures in order to diagnose or confirm your condition. These will be fully explained to you prior to being carried out and your consent obtained.

Due to the nature of the ward the turnover of patients is moderately high. This can make it feel quite busy at times.

The staff will ensure you are familiar with the location of the bathrooms and toilets as well as showing you how to operate the nurse call system by your bedside.

Staff

Our aim is to provide a high standard of quality care.

There are different staff with different roles all working together to provide your care and treatment; we expect all our staff members to introduce themselves to you with Hello my name is.

Please be assured that student nurses work under the close supervision of a registered nurse and your full consent will be obtained prior to a student performing any clinical procedure.

A registered nurse will be allocated to your care on each shift. A senior nurse will be in charge of the coordination of the ward.

There are many other healthcare professionals and specialist roles now within the hospital who may be called upon to help you get better. Please ask if you do not recognise a uniform or are unsure of a particular individual's role.

Medications

Please do not take any medications without first discussing with a registered nurse or doctor as prescriptions and doses may alter depending on your clinical needs.

We encourage patients to administer their own medications but before this can be achieved please discuss with the registered nurse.

If you have any concerns regarding your medication or a change to your usual regime please discuss with a qualified nurse who will be happy to answer your queries. It is important that you understand what tablets are for and why you are taking them.

If you have any allergies it is extremely important for your own safety that you make these known to the nursing staff and doctors. A red name band will be applied stating your allergy to prevent you being exposed to the substance to which you are allergic (this may be a drug, food, chemicals, latex, dressings, etc).

Open visiting times 10:30 – 20:00

We would gratefully ask for relatives to make themselves available to provide information at the time of initial assessment if their relative is too unwell or unable to provide this themselves. Contact telephone numbers could then be provided at this time.

We would appreciate no more than two visitors per patient at any one time and would ask that visitors are respectful of other patients within the bay.

Small children under five may visit at the discretion of the nurse in charge and, for their safety, must be closely observed.

Personal Items

During your hospital stay a little loose change for the telephone or newspaper trolley is all that is required. Please return any valuable items such as jewellery or credit cards to your family to take home, or to the nursing staff to put in the hospital safe. If you have signed a disclaimer and not handed in your property for safe keeping we can take no responsibility for lost or mislaid items.

Meal Times

- Breakfast is served at approximately 08:00hrs
- Lunch is served at approximately 12:00hrs
- Dinner is served at approximately 18:00hrs

Outside of these hours we can provide sandwiches and snacks so please let us know if you have missed a meal or would like extra food.

Please advise the nursing staff of any special dietary needs such as diabetes or food allergies.

Telephone Enquiries

The direct telephone number for the unit is **01493 453016**.

To aid the work pressures of the ward clerk and nursing staff we do ask where possible that a nominated family member telephones and relays information to the rest of the family to avoid duplication. Please be advised that due to patient confidentiality NO diagnosis or results of investigations will be discussed over the telephone. If you wish to discuss any aspect of a relative's treatment plan this would have to be in person with the consent of the patient concerned.

Infection Control

To prevent the spread of infection we ask that all visitors wash their hands and apply the alcohol hand gel located at the entrance to the ward and within the bays. Occasionally it may be necessary for gloves and aprons to be worn when visiting your relative but the nursing staff will advise of this as appropriate.

We encourage visitors to visit only one patient within the hospital on each occasion and to report any areas which they feel require further cleaning to the nursing staff.

If you have had a recent cough, cold, flu type illness or vomiting and diarrhoea we would respectfully request that you do not visit until you have been clear of symptoms for at least 48 hours.

Discharge Planning

The ward works towards early discharge; it is paramount that patients can return to their place of residence at their earliest opportunity.

To aid this we would ask that you have **comfortable clothes; well-fitting shoes to enable you to get dressed during the day and so maintain a normal routine. We actively encourage our patients to move about as this helps work towards a speedier recovery.**

If you have any concerns regarding your / your relatives' ability to cope at home please discuss these with the nursing staff as soon as possible. We aim for all discharges home to be well planned to ensure the safety and ongoing good health of our patients.

Discharge transport will only be provided if you meet the criteria. We always ask if family or friends can collect you unless your care needs require the Patient Transport Service.

As part of the discharge process you may be requested to complete a short patient survey. We would appreciate your feedback to help us improve the quality of care and service we provide and to share with the team.

Compliments and Concerns

We would always prefer for any anxieties or concerns to be resolved at the time. Should you identify a problem or issue with your care please speak with the senior sister/charge nurse or nurse in charge in the first instance otherwise the senior nurse for the ward so that we can resolve this quickly.

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



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

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