



**James Paget
University Hospitals**
NHS Foundation Trust

Welcome to Carlton Court Hospital Fernwood, Foxglove and Sweetbriar



Carlton Court Hospital
St Peter's Road, Carlton Colville,
Lowestoft NR33 8AG

Main reception: 01502 527474
Fernwood: 01502 527492
Foxglove: 01502 527548
Sweetbriar: 01502 527493

This leaflet has been designed to provide you with more information about Carlton Court Hospital.

If you have any further questions, please ask a member of staff.

What is Carlton Court Hospital?

Carlton Court is managed by Norfolk and Suffolk NHS Foundation Trust, and James Paget University Hospital have occupied three wards: Fernwood, Foxglove, and Sweetbriar, within Carlton Court Hospital.

All wards have 11 side rooms and a day room with a television, armchairs and tables. We encourage you to sit out in the day room for a change of scenery and to meet the other patients.

All rooms are individual side rooms with washing facilities. There are no en-suites, but all rooms have access to a toilet and shower room. Some rooms have televisions in, but not all rooms.

Please note: This is not an intense rehabilitation facility - there are limited occupational therapists and physiotherapists on-site as well as one therapy assistant practitioner and a therapy assistant. We will endeavour to engage with you as much as our caseloads allow, however, this may not be every day. You are encouraged to carry out exercises you have been prescribed and mobilise with other members of staff as much as possible.

Remember: Your level of engagement will attribute to your recovery!

Why are you going to Carlton Court Hospital?

All of the bungalows are run by James Paget University Hospital and are currently being used as satellite wards.

It is being used to help with patient flow through the hospital, giving people more time before leaving hospital. It allows people to wait for care packages to start, those needing more rehabilitation, or those who cannot return home straight from hospital for other reasons, e.g. environmental or due to physical injuries that require a little more time to recover and heal.

One of our day rooms where patients can relax and watch television, read a book or engage with others if they wish



Visiting for relatives and carers

Please ring which ward you require on the numbers in this booklet to book an appointment to come and visit. Visiting does not need to be booked but we do ask that mealtimes are protected within Carlton Court so no visiting around breakfast, lunch or dinner. These times can vary so it is best to call and ask for a more specific time.

Carlton Court Hospital reception is open Monday to Friday, 9.00am to 5.00pm, and on your first visit during these times you will be taken to the ward. After your initial visit you will be able to use our intercom system to alert the ward you are waiting to enter and which area you require. Out of reception hours you will also be able to use the intercom system, full details will be given when you arrive to site. The intercom system is situated at the doors to the left of the main reception doors. Follow the sign "Night Entrance".

When you have been let through using the intercom/video link, please always follow the signs to Fernwood, Foxglove and Sweetbriar Wards - thank you.

Staff are unable to let you through until the ward is fully aware that you are on-site. This is due to us wishing to keep our patients, you and our staff safe. Doors are kept secured for on-site safety.

Most importantly when leaving, **always please make staff aware you are leaving the ward** so we are aware you have left for fire and patient safety.

Car parking

There is free on-site parking. As you enter the hospital, please look for "Carlton Court Reception" on your left - instructions are there to advise you where to go outside of reception hours, in order to use the intercom as previously mentioned, to alert the ward staff you are on-site for your visit.

How to recognise different staff uniforms

Matron



Senior Nurse



Staff Nurse



Health Care Assistants (HCAs)



Housekeeper



Domestic Staff



Ward Clerk



Catering Staff



Physiotherapists

Wear a white tunic or polo with navy trim.

Their role is to help progress your independence through rehabilitation.

Your therapy sessions are individualised to you, and will work on goals to help you manage at home.



Occupational therapists

Wear white tunic with green trim.

Their role is to review your functional abilities and review what equipment you may need at home to maintain your independence and dignity.

They may ask to view your property before you go home, to ensure equipment will fit and work in your home. This will be carried out by either an occupational therapist or one of our technicians who are all specially trained for home visits.



Therapy assistant practitioners

Wear turquoise tunics or polo tops.

They work as a dual role supporting with both the occupational therapists and physiotherapists. They will help you maintain and progress your mobility through walking practise, lying/seated/standing exercises. They will help assess for equipment through reviewing your bed, chair and toilet transfers.



Therapy assistants

They also wear the turquoise tunics. They can assist you to practise your mobilisation, engage in exercises, assist you to wash and dress and also work with other members of the therapy team to complete your journey here at Carlton Court.

*One of our therapy rooms
at Carlton Court where we
can carry out a number of
assessments to get you back
home safely*



Integrated Discharge Team

This team supports your discharge and source care packages.

What is the daily routine?

Hot drinks are served at 6.00am, 8.00am with breakfast, 12.00pm, 4.00pm and 6.00pm.

Breakfast 8.00am.

Lunch 12.00-12.30pm. You will be given a menu the day before to choose your lunch and dinner for the following day.

Dinner 5.00pm.

Please note: It can be very busy during these periods so if you need help with toileting, we ask you to bear in mind these busy times and plan accordingly where possible.

Medications

A minimum of four weeks medications come with you from the hospital. Medications will be administered by a nurse four times daily (8.00am, 12.00pm, 6.00pm, 10.00pm).

You will be discharged from Carlton Court with two weeks of medications.

If you need pain relief in-between, please let the staff know.

Daily routine

At 6.00am your observations and, if necessary, your blood sugars will be checked.

We will also encourage you to get washed and dressed from 6.00am to allow for busy breakfast periods.

Doctors' rounds

At 10.00am the nurses have a virtual meeting with the doctor, so if you want to speak to the doctor or have any concerns, please let your nurse know by 10.00am.

Patient Advice and Liaison Service (PALS)

Offers confidential advice, information, and support. If you have any concerns or feedback, please contact the PALS team or a member of staff.

Notes



Our gardens here at Carlton Court

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.

OUR VALUES

Proud of the Paget

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

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

Help us transform NHS services and to support patient choice.



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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