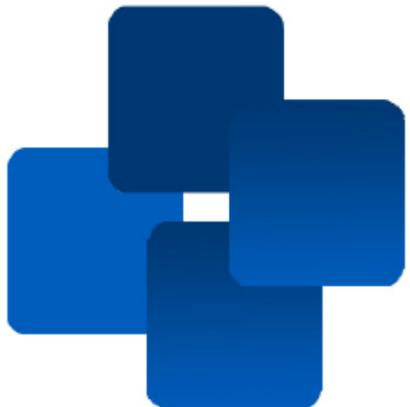


Ward Information Leaflet For Patients and Visitors

Ward 10B Lister Hospital

Patient Name



Welcome to 10B

This is a 30 bedded ward specialising in
Diabetes and Endocrinology

We believe in excellent communication and partnership with our patients and their families. We are committed to standards of excellence and strive to achieve the highest quality of care for our patients.

Our values

- We put our patients first
- We strive for excellence and continuous improvement
- We value everybody
- We are open and honest
- We work as a team

Our vision

To deliver quality healthcare that is valued and trusted.

We hope you will have a comfortable stay with us.

For further information regarding a hospital stay, please see the Bedside Information Folder.

Who's Who - Uniform

- Senior Sisters wear navy blue with white piping
- Junior Sisters wear royal blue
- Staff Nurses wear blue stripes
- Clinical Support Workers wear grey stripes
- Housekeepers wear lilac
- Ward Clerks wear navy with polka dots

Visiting Times

The visiting times on the ward are:

9am to 9pm

Ideally not more than two visitors should be present at the same time.

We encourage friends and family to visit during these times. In exceptional circumstances, visitors may attend outside of these times providing this has been arranged in advance with the nurse in charge.

If relatives or friends wish to assist with personal care and / or feeding at mealtimes, please discuss this with the nurse in charge.

Prescribed Medication

If you are on regular medication the ward staff may request this to be brought into hospital.

Protected Mealtimes

The ward has protected mealtimes which encourages patients to eat their meals without interruption. Patients who are unable to eat independently are served their meal with a **red tray** as this helps staff to focus on providing assistance to these patients.

Breakfast: 8.30am

Lunch: 12.05 pm to 1.05pm

Supper: 5.35pm to 6.15pm

A bell will ring half an hour before meal times. If relatives or carers would like to stay and help their relative / friend with their meal please discuss this with the nurse in charge.

The housekeeper will provide menus to choose meals from for the following day. We will be able to help if a patient needs assistance with choosing their meal.

Hot drinks

We provide patients with beverages at least five times a day. We can, of course, provide additional hot drinks if patients request them and fluid intake permits.

Mobile Phones

Use of mobile phones is allowed until 10.00pm, when they must be switched off or silenced. We cannot be held responsible for mobile phones.

Shop Trolley

There is a shop trolley which visits the ward some days during the morning.

Patients can buy sweets, snacks, cold drinks and newspapers from the trolley.

Infection Prevention and Control & Health and Safety

We aim to ensure that the patient's clinical care is not interrupted and the safety and well-being of the patient and others are considered.

Children are allowed to visit at the discretion of the nurse in charge. For safety reasons they must be supervised by an adult.

Visitors are advised to wash their hands on arrival and when departing the ward.

Valuables

Patients bring valuables in at their own risk. We recommend that Patients only bring a small amount of money in loose change. We cannot be held responsible for lost or damaged belongings.

Named Nurse

Every patient is allocated a named nurse for each shift. He /she is responsible for overseeing your treatment and care and discussing any worries or concerns you may have during the shift.

There is also a senior nurse available on each shift for you to discuss any matters with.

Seeing a Doctor

Ward rounds take place in the morning. If you would like to speak to a doctor, please speak to the nurse in charge so this can be arranged. We welcome discussion with family and friends but this must be done with the patient's consent and within the usual hours of 9am to 5pm, Monday to Friday, if possible. After 5pm and at weekends there is reduced doctor cover. Doctors from different wards may provide out of hours cover. These doctors are there to assist with emergencies and usually are not sufficiently acquainted with the patients to provide care updates.

Going Home/Being Discharged

Soon after arrival, plans will be made for discharge and an estimated date of discharge will be established. This date may change depending on a variety of factors, but is always based on the patient's individual circumstances. Please ensure there are clean clothes to travel home in and door keys available prior to discharge.

Before going home, staff will ensure there is adequate support in place, if required. Staff will also go through and explain any prescribed medication and discuss danger signs/side effects that you need to look out for.

When your team informs you that you can go home, please note that there is usually a period of at least four hours where the discharge letter and drugs are prepared for you to go home. If you do not wish to wait for these you may make arrangements to pick these up at a later time. Please speak to the nurse in charge.

You will be sent home with a letter and with details of any follow up you may need. Your GP will receive a copy of this letter. If you have any further questions or difficulties with these follow up arrangements please let us know and we will do our best to sort this out for you.

Tell Us What You Think

We actively encourage patients to tell us about the care and experience they have received in hospital. We ask our patients to complete our Friends and Family Test survey which asks how likely patients would be to recommend this ward to their friends and family should they require similar care or treatment. Please ask the staff for a copy of this short survey if you have not been handed one before you are discharged.

Religious Faiths

If you would like to see a Chaplain or representative of a faith community please ask the staff on the ward for help and advice.

Other Information

The Trust aims to provide a safe and pleasant environment. Please be aware the Trust is now a smoke free environment. Smoking is not permitted in any building or within the grounds of the hospital. Information and support is available to any patients who wish to stop smoking.

**Direct telephone numbers for
Ward 10B:**
North - 01438 285103 / 284108
South - 01438 285104 / 284205

Information for Visitors

Visiting times are 9am to 9pm. In exceptional circumstances visiting can be arranged outside these times.

Please limit to two visitors per patient please.

Please do not sit on the bed, chairs are provided for visitors on the ward.

Please bring a supply of toiletries, clothing and appropriate footwear for patients. The hospital is unable to do laundry for patients. Clothes for laundry / soiled clothes will be placed in green bags for relatives to take away. Please check patient lockers regularly.

You may bring food and drinks in for patients however the ward has no facilities to reheat meals. Space is limited so we ask that families are mindful of the amount of food and drink they bring in. Please discuss with the nurse in charge if you have any questions.

The hospital does not accept responsibility for patients personal belongings and we ask relatives and carers to take items of value home.

Visitors are advised to wash their hands on arrival and when departing the ward.

Questions I Would Like to Ask

Coming into hospital can be a daunting experience. Sometimes it can be difficult to ask important questions when the doctors and nurses are on their ward rounds.

You may find it helpful to write down any questions you would like to ask on this form.

Here are some examples of what other patients ask us:-

How long am I staying in hospital

Have you made any changes to my medications?

What were the results of my tests

I'm worried about going home, is there any extra help or support that I am entitled to?

Question: _____

Answer: _____

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You can request this information in a different format or another language.