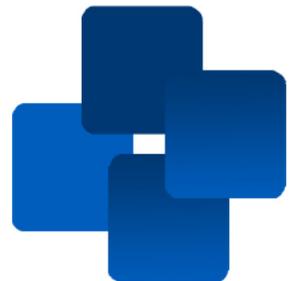


Welcome to Ward 5A

Lister Hospital

Patient and Visitor Information



Introduction

Welcome to Ward 5A which is a trauma & elective orthopaedic ward. There are 30 beds on the ward between 5A North and 5A South where male and female patients are cared for in separate bays.

The medical and nursing teams are here to support our patients, relatives and friends. Please speak to any of the ward team if you require further information or need to arrange to speak to the doctor or any member of the team.

Our Team

Ward Manager: Sue Passfield

Ward Sisters: Amber Linke, Natalie Roe and Terri Adams

Ward Contact Details:

5A North: 01438 285051 or 284057

5A South: 01438 285052 or 284549

Visitors

- Friends and family are welcome to visit during visiting hours which are **9am to 9pm** each day.
- Please limit to three visitors per patient. If you would like to visit with children under the age of five, please discuss this with the nurse in charge.
- Please do not sit on the patient's bed but use the chairs provided.
- Visitors are advised to wash their hands on arrival and when leaving the ward.
- If you are a long-term patient, your relatives may be interested in asking about parking concessions. The car park management office can arrange monthly parking tickets (which there will be a charge for), conditions may apply.

Personal Belongings

Please bring a supply of toiletries, i.e. soap, toothpaste, toothbrush, hairbrush/comb and appropriate clothing and footwear (nightdress/pyjamas, cardigan/dressing gown, slippers/shoes), but please try to keep these belongings to a minimum. If a hearing aid and/or dentures are worn, please also bring your storage containers with you for when you may need to remove them to keep them clean and safe. Please note the hospital is unable to do personal laundry. Soiled clothes will be placed in green bags for relatives to take away.

Please use the bedside safe to secure items you want to keep with you in hospital. The hospital does not accept responsibility for patient's personal belongings and we ask relatives/carers to take items of value home.

Doctors' Rounds

Doctors' rounds are from 9.00am daily - please take time before the doctor's round to think about any questions you may like to ask. The rounds finish at approximately 11.30am. Relatives are asked to phone after this time if they would like an update on the patient's condition and plan for the day.

Mealtimes

We have 'protected mealtimes' where staff prepare patients for their meals and support patients who need help eating or drinking. If a family member or friend would like to stay to help their relative/friend during mealtimes, please discuss this with a member of staff.

Protected mealtimes

5A North: 12 noon - 1pm and 5.25pm - 6.25pm

5A South: 12.25pm - 1.25pm and 5.50pm - 6.30pm

Hot and cold drinks are available at all times and offered throughout the day. The housekeeper will provide patients with a menu to choose meals for the following day.

You can bring your own food and drinks but the ward does not have facilities to heat up or refrigerate food.

Reducing noise/using mobile 'phones

- Our staff will try to keep noise levels on the ward as low as possible. However, if you would like to use ear plugs, please ask a member of staff and we can provide these.
- We ask that mobile phones are kept on silent/vibrate mode as much as possible and always after 10pm and that you, and your visitors, keep noise levels to a minimum as a courtesy to other patients who may be trying to rest.
- Any electrical equipment, i.e. phone chargers etc., will need to be PAT tested before they can be used on the ward. Please ask a member of staff about this, but please remember, all personal items are your responsibility. Please try to keep them safe from any damage or from getting mislaid.

Spiritual and Pastoral Care Team

The Spiritual and Pastoral Care Team are here for everyone, whatever your faith or belief. Please let a member of staff know if you would like them to contact the team on your behalf. If you would like to see someone of a particular faith or denomination please let them know. Telephone: **01438 285519** or email: **spiritualcare.enh-tr@nhs.net**

Televisions

You can hire a television by calling **0871 550 0888**.

Free Hospital Wi-Fi

Our Wi-Fi service will allow patients and visitors to access e-mails and search the internet. Simply find the '**Free Hospital Wi-Fi**' network on your device. There is no password required. Unfortunately, you will not be able to stream videos or download large files.

Where to go for Food and Drink

- **Restaurant** - Located on Level 2 of the hospital, the restaurant provides a wide range of hot meals to purchase.

Opening Hours:

Breakfast: Monday to Friday, 7.30am - 10am

Lunch: Monday to Friday, 12 noon - 2.30pm
Saturday and Sunday, 12 noon - 2pm

- **Coffee Lounge** - Located in the upstairs part of the restaurant (can be accessed on Level 3 by walking past the lift area towards the chapel). Hot meals are also available to be purchased here alongside sandwiches, snacks and beverages. There are vending machines and microwave facilities here as well.

Opening Hours: Monday to Friday, 9.30am - 3pm

- **Coffee Shop** - Located at the main entrance of the hospital, the coffee shop provides hot and cold drinks, sandwiches and snacks.

Opening Hours: Monday to Friday, 7.30am - 5pm
Saturday and Sunday, 10am - 5pm

- **Coffee Shop** - Located in the Emergency Department.

Opening Hours: Monday to Sunday, 10am - 5pm

- **Vending Machines** - There are vending machines providing drinks and snacks throughout the hospital: Level 3 opposite Pathology, in the restaurant and in the A&E department on Level 2. The vending machines in the Coffee Lounge on Level 3 also provide hot meals.

Additional Hospital Facilities for Patients and Visitors

- **Pharmacy Shop** - Located on Level 3 by the lifts to the main tower block. The pharmacy shop sells over the counter medicines, toiletries and hair care, maternity and baby products, first aid products, nicotine replacement products and foot care products.

Opening Hours: Monday to Thursday, 9am - 5.30pm
Friday, 9am - 5pm
Saturday and Sunday - Closed

- **WHSmith** - Located on Level 3 in the main corridor and sells newspapers, magazines, basic toiletries etc. There is also a **cash machine** available here that does not charge you to withdraw money.

Opening Hours: Monday to Friday, 7am - 9pm
Saturday and Sunday, 8am - 8pm

- **Hairdressing Service** - There is a mobile hairdressing service available for patients who have been admitted to a ward. This service is provided by an external company and appointments can be made by calling them on **0800 056 9676**.
- **Using the Trust's Wheelchairs** - There are a number of wheelchairs available for members of the public to use to help get them, a family member or friend to and from the Lister's multi-storey car park / hospital main entrance. These wheelchairs need a £1 coin so that they can be released for use - your £1 coin is refunded when the wheelchair is returned back for the next person to use.

Preventing Infection

Our staff work hard to ensure you are given the best quality care in a safe and clean environment. To protect you from infections our staff will clean their hands every time they attend to you. Please feel free

to ask any member of staff if they have washed their hands before providing you with direct care. You can help reduce the risk of infections by cleaning your hands regularly, especially after you use the toilet and before eating and drinking.

Dementia

We feel it is important that staff in the hospital are aware if a patient has a diagnosis of dementia. With the patients/relatives consent, we will do this in two discreet ways:

- We use a “Forget Me Not” flower as a symbol for people with dementia. This symbol is placed by the patient’s bed.
- We ask patients to wear a yellow wristband so that other members of staff in the hospital can recognise and support the patient.



We also use the “**This is me**” booklet for people with dementia. **This is me** should be completed by the individual/s who know the person best and, wherever possible, with the person involved as well. The booklet includes space to include details on the person’s family background; events, people and places from their lives; their preferences, likes and dislikes, and routines.



This is me provides information about the person at the time the document is completed. It enables health and social care professionals to build a better understanding of who the person is as an individual and deliver person-centred care that is tailored specifically to the person's needs. The information in this booklet can help staff to support and reduce distress for the person with dementia and their carer.

Physiotherapy and Occupational Therapy (OT)

The team are around from approximately 9am until 4pm when they will be helping patients to do their exercises and mobilisation.

The team may contact the relatives for information regarding furniture and equipment available at home or what may be needed for after discharge. Aids and equipment which may be useful include leg lifters, commodes, chair raisers, toilet seat raisers and meal trolleys.

Physiotherapy will provide you with what they deem as necessary otherwise you may want to look to purchase or hire equipment from suppliers such as the British Red Cross, Argos and Boots. Please refer to the last page of this booklet for additional information concerning suppliers of mobility equipment.

Weight Bearing Status

You may hear this term mentioned during your stay depending on the surgery you may have had.

- **Non-weight bearing** means the affected body part must not touch the floor and is not permitted to support any weight at all.
- **Touch-toe weight bearing** means the toes may touch the floor to maintain balance but not support any weight.
- **Partial weight bearing** means a small amount of weight may be supported by the affected body part.
- **Full weight bearing** status means the affected body part can carry 100% of patient body weight.

Being Discharged

Discharge planning starts from the day a patient is admitted to hospital. We aim to discharge patients in the morning, although patients may be asked to wait in the hospital Discharge Lounge while we organise the discharge letter, medical transport (if patients meets the criteria), district nurse referrals if required and any equipment that may be needed etc.

Please note that there may be some delays, including arranging medical transport. We can also arrange for two week's supply of medication for patients to take home if relevant. Relatives may need to bring in suitable clothes for patients to travel home in.

Hospital staff will ensure there is adequate support in place before a patient is discharged from hospital. This may include any of the following:

Home Care Package - This is an individualised service from a paid carer to meet a range of needs within the patient's home. The home care package will be designed to meet a range of needs including personal care (such as toileting, showering or bathing, mobility or preparation of meals), and may also include support with some domestic tasks (such as help with washing, ironing and cleaning). The level of home care package is usually determined following an assessment by the nursing team but can be up to four visits per day.

This can be funded through the local authority, NHS Continuing Healthcare or by the patient.

Stepdown Bed - This is for a patient who is not fully weight bearing and therefore does not require or have any physiotherapy needs.

ICT Bed - This is for patients who require further physiotherapy input within a care setting. They may still need to achieve certain therapy goals or reach their baseline before they can be discharged home.

Interim Placement - This term describes a bed within a care home where a patient can be discharged from hospital to receive care for a short period of time whilst awaiting either a place to become available in a care home of their choice, or for an agency to be able to deliver the care needs required at home.

Placement - This may be in either a residential home or nursing home depending on the patient's needs. This can be funded through the local authority, NHS Continuing Healthcare or the patient.

Wound Care

Most surgical wounds heal without causing any problems. However, some wounds may take a little more time to heal. If you experience any of the following symptoms it may be an indication that your wound is not healing or of a potential infection:

- Painful
- Red, inflamed or swollen
- Leak or weep liquid, pus or blood
- Unpleasant smell or odour
- You have a high temperature

If you experience any of these symptoms when you are back home, arrange to see your GP or practice nurse as the wound may need to be treated with antibiotics.

Dressings

Not all surgical wounds need a dressing. The purpose of a dressing is to:

- Absorb any leakage from the wound
- Improve conditions of healing
- Reduce the infection risk
- Protect the area until your wound has healed
- Prevent stitches or clips from catching on clothing

Changing the Dressing

You can leave the original dressing in place for up to three days. The ward staff will provide you with a few extra dressings upon discharge. If you run out of dressings contact your local pharmacy or GP practice.

If you need to change the dressing at home:

- Wash your hands thoroughly with soap and water.
- Carefully take the dressing off. Do not touch the healing wound with your fingers.
- Clean the wound with sterile water and gauze, if required, then gently pat dry with clean gauze.
- Carefully cover the wound with dressings provided.

Showers

You may shower three days after surgery depending on the operation you have had. Some dressings provided are waterproof so can be left in place. If not, remove the dressing and allow the shower water to gently splash your healing wound.

Do not scrub or use soap, shower gel, body lotion or talcum powder directly over your healing wound.

Suture/Clips

These are to be removed 12-14 days post procedure.

Your _____ are to be removed on
_____ by _____

Post-Op Restrictions Following Hip Surgery

Your surgeon and physiotherapist will advise you of the activities and precautions to undertake post-surgery. The following are some actions you will need to be aware of:

- Avoid low seats.
- No crossing of legs.
- Avoid twisting.
- No forward bending past 90 degrees.
- No extreme sports such as horse riding and skiing.
- Returning to work could be between 6-12 weeks after surgery, depending on your job.
- Driving- this is normally six weeks post-surgery but you are advised to check with the surgeon before you start driving. It can be tricky getting in and out of the car to start with so it is best to ease yourself in backwards and swing both legs round together.
- Sexual activity- this is normally six to eight weeks after surgery but you will need to speak to your surgeon to clarify.

Medication

A member of staff will talk to you about any medication that you should take when you leave hospital. If you have any questions about medication we have supplied to you when you are home, you can call our **pharmacy patient helpline** (Tel: **01438 286150**) between 2pm and 4pm, Monday to Friday. If you have any other worries or concerns when you are home you should contact your GP or call **NHS 111** for advice. In an emergency, call **999**.

Follow Up Appointments

If a follow up appointment is required, it may take up to two weeks for you to receive your appointment letter in the post. If you do not hear anything after this time, please telephone the **Contact Centre** on **01438 284444**. However, if your follow up appointment is due to be in less than a week after discharge you will receive a phone call with details of the appointment.

Tell Us More - Comments, compliments and suggestions

When you are discharged from hospital you will be offered the Friends and Family Test survey asking you the question “**How likely are you to recommend our ward to friends and family if they needed similar care or treatment?**”

We welcome your comments about what was good about your stay and what would have made your experience better. Your feedback is anonymous and is used to help improve the services we provide to all our patients.

Questions while in hospital

We encourage you to be involved in decisions about your care and treatment. Please talk to us if you would like more information or have any questions about your care.

Questions that I would like to ask:

Where can I find equipment and aids that I may hire or buy?

Cane & Able Healthcare Ltd

92 Bancroft
Hitchin
Herts SG5 1NQ

Telephone: 01462 454 521
www.caneandable.co.uk

Better Mobility in Hemel Hempstead

12 Henry Wells Square
Grovehill
Hemel Hempstead
Herts HP2 6BJ

Telephone: 01442 768 797
www.bettermobility.co.uk

Alphamarque Ltd

Highfield Park
63 Russet Drive
St Albans
Herts AL4 0AZ

Telephone: 01727 837 836
www.alphamarque.com

Able & Active Mobility Centre

4 Manor Croft Parade, College Road
Cheshunt
Waltham Cross
Herts EN8 9LP

Telephone: 01992 788 072
www.ableandactivemobility.co.uk

Contact Details

Ward 5A North: 01438 285051 or 284057

Ward 5A South: 01438 285052 or 284549

Other Useful Telephone Numbers

Lister Hospital Switchboard	01438 314333
Appointment Contact Centre, Lister Hospital	01438 284444
Social Services, Lister Hospital	01438 284034
Physiotherapy Department, Lister Hospital	01438 285680
Pharmacy, Lister Hospital	01438 286150 01438 285321
Patient Advice and Liaison Service (PALS)	01438 285811

Further Information

For more information please visit our Trust website:

www.enherts-tr.nhs.uk

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

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