

booklet to remain
at the bedside



Sussex Community
NHS Foundation Trust

Welcome Pack

Information for patients, relatives and carers



Welcome

This information pack is your guide to our inpatient area and should help answer any questions you may have.

All our staff welcome you and we hope your stay here will be a positive one. If you cannot find the information you are looking for, please ask and we will do all we can to help you.

If at any time you wish to talk to somebody about any worries or problems, please do not hesitate to ask a member of our staff.

We are here 24 hours a day to make your stay as comfortable and trouble-free as possible. We will work with you, your carers and family to ensure you are discharged to your chosen destination as soon as you are able to leave.

We welcome any comments and suggestions that you have relating to the quality of care and how standards can be improved for you, your carers and your family.



Susan Marshall

Chief Nurse

...our promise to you

Our aim is to help you to...

- ✓ Agree an individual plan of care.
- ✓ Promote and maximise your independence.
- ✓ Plan your safe and timely discharge.

We will...

- ✓ Respect your dignity, privacy and rights.
- ✓ Provide high quality care.
- ✓ Involve you and any appropriate family members or carers in your care and discharge.

Our purpose...

Is to continue your treatment and care following your admission. We will deliver your treatment plan and any rehabilitation you may require in order for you to have a safe and timely discharge. Your care will be provided by a range of health professionals appropriate to your individual needs.



Excellent care at the heart of the community

Our staff

Our staff will contribute to your rehabilitation through therapy and care activities.

To reduce the risk of infection all our staff will be 'bare below the elbow' which means they do not wear long sleeves, bracelets, jewellery or wristwatches. Staff will wash/gel their hands before and after each patient contact.

HELLO
my name is

Our staff will wear a clear identity badge with their photo and name.

If at any stage you are unsure of a person's identity, please ask to speak to the nurse in charge.



How we will work with you



Personal items and hygiene

During your stay we will encourage you to be as independent as possible. Staff will assist you with activities you need help with.

We ask that you have your own night wear and day clothes including well-fitting footwear. You will also need to bring your own wash items, including soap, flannel, toothpaste, deodorant and shaving equipment as required.

Staff will provide you with information on the bathroom facilities most appropriate for you to use. Staff are willing and happy to help you with good hand and personal hygiene to avoid infections.

Should you be unable to stand for any reason, we have equipment which we can use to ensure your safety.

Remember participating in your own care e.g. walking to the toilet, using the dayroom are all part of rehabilitation.

Your **belongings**

Please only bring essential property, valuables and cash with you during your stay in hospital. We cannot accept responsibility for any valuables not handed over to our staff. If anybody brings you money or valuable items that you cherish please notify a member of our staff.



Please tell our staff if you have dentures or a hearing aid. When you are not using these please keep them in a container or in your locker.

ene

checklist

What should I bring?

- Daytime clothes ✓
- Well-fitting shoes/slippers ✓
- Night clothes/dressing gown ✓
- Toiletries ✓
- Tissues ✓
- Glasses ✓
- Dentures ✓
- Hearing aid ✓
- Walking aids ✓

Bring any small items of equipment which help you remain independent including any continence products you use.



Laundry

We do not have facilities for personal laundry so you will need to arrange for a relative, your carer or friend to take your washing away regularly.

To help stop infection spreading our staff are not allowed to wash toilet soiled clothes.



If you have any specific needs e.g. cultural or religious, please speak to a member of our staff.

Food and nutrition



Mealtimes are an important part of your recovery. Our expectation is that you have your meals in the dining room. During meal times all unnecessary activities on the ward will stop. Visitors will not be admitted at this time, unless with prior agreement with the nurse in charge.

You will receive a menu each day so that you can choose your meals for the following day.

If you have any dietary requirements please inform our staff so that they can arrange this for you.

We will serve you hot drinks at intervals during the day and you will also have a jug of water which is changed twice a day. Drinks are also available on request at all other times of the day – just ask a member of our staff.

If you need to attend outpatient appointments at another hospital we will provide you with a packed lunch/snack box.



Whilst here you will be weighed weekly to check you are not losing weight. If needed we will refer you to the dietitian.

Food hygiene regulations mean we are unable to store food brought in from home.



All meal times are displayed on the ward.

Medication

Our nursing staff will administer all medication. A pharmacist and pharmacy technician are available on request to answer any queries you may have.

If you have any concerns regarding your medication, please speak to a nurse.

If you feel that you can manage your own medication, please talk to the nurse looking after you who will arrange for this to happen following a short assessment.

Appointments

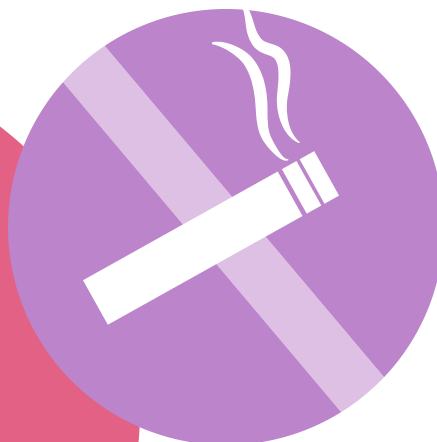
If you have any planned doctor or hospital appointments during your stay, please let us know. We prefer you to go with a relative or friend but please talk to a member of staff if you are worried about this.

Telephone contact

Our staff are always happy to speak with relatives and carers on the ward but confidential medical information cannot be discussed. It is generally busier in the morning so please try to limit calls at this time. It would be helpful if one person could make enquiries and then pass on the information to others.

Smoking

We do not allow smoking anywhere on the site. This includes vaping/electronic cigarettes.



Visitors



Visitors are welcome during your stay. Visiting times are displayed on the ward.

We ask you and your visitors to consider the following things for your safety:

- Make sure your call bell is left within easy reach.
- Return any bed tables moved during your visit to their original position.
- Ask staff to replace bed rails moved during your visit.
- Report any potential hazards such as spills of liquid on the floor, trailing cables or obstacles around the bed.
- Be considerate of other patients' privacy and rest times.
- If the fire alarms are activated (or in any other emergency situations), you and your visitors must follow advice and instructions from our staff.
- Children must be accompanied and supervised by an adult within the bed space or dayroom. Do not allow them to crawl on the floors.
- We ask that visitors do not sit on the beds, use patient's bathrooms or bring in flowers. This helps us prevent the spread of infections.
- We ask visitors not to visit if they have any cold, nausea, vomiting or diarrhoea symptoms until they have been fully well for at least 48 hours.
- Ask staff about car parking options.

Preventing falls



Whilst you are in hospital you are at a higher risk of falling. There are several reasons for this including the effect of certain medications or the impact of surgery, being in unfamiliar surroundings, and the confusion caused by some illnesses.

We will assess your risk of falling at each shift and when your condition changes.

If you are at a high risk of falling we will put a special plan of care in place to reduce the danger of an accidental fall and injury.

Keep everything you need within reach.

Use your call bell to get help.

Avoid stretching or bending to reach things.

Get out of bed s-l-o-w-l-y.

Ensure your shoes or slippers fit and are non-slip.

Do not walk when you are wearing only socks.

Call for a member of staff to help you get to the toilet or bathroom until you are told that you are safe to go on your own – “Call, don’t fall”.

Inform staff if you experience dizziness, blurred vision or you feel weak.

Always use your walking aid as advised.

Become a member

As an NHS Foundation Trust we are accountable to our local community through our members. Members are at the heart of NHS foundation trusts and becoming a member is a great way of showing your support for your local NHS.

Members are local people, patients, staff and local partners and all have a direct say in how we develop our services to meet the changing needs of the community.

To join as a member simply complete a membership form or join online:



sussexcommunity.nhs.uk/ftjoin

Feedback, comments and complaints

Our patient advice and liaison service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services.

Call: 01273 242292

Visit: www.sussexcommunity.nhs.uk/pals

Email: sc-tr.pals@nhs.net

Please ask any member of the team caring for you if you need this information in easy read format, audio tape or if you need help to understand this information in a language that is not English.



Excellent care at the heart of the community