Patients, relatives & carers
Welcome Pack

Newhaven Community Ward
Welcome to Newhaven community ward

This information pack is your guide to our inpatient ward 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 can’t find the information you are looking for, please ask and we will do all we can to help you.

About the wards

There are two wards.

The wards (North Harbour and South Harbour) will be a mixture of four-bed bays and individual rooms and the patients will be allocated to either depending on the level of nursing care required and availability.

All individual rooms have en-suite toilet and wash basin, and most have a television which is free to use.

Our purpose

Our purpose is to enhance and continue your treatment and care following your stay at the Royal Sussex County Hospital or Princess Royal Hospital. We will deliver your treatment plan and any rehabilitation you may require in order for you to have a safe and timely discharge.

There will be a number of health and care professionals involved in your care to ensure that you have continued access to therapists and social care providers.

Our philosophy

Newhaven community ward is an innovative idea and is a place where we aspire to meet the highest standard of care and compassion. We are a team that works closely together to meet your needs.

We aim to improve your health and wellbeing, using the best evidence-based practice to ensure quality and safety. We will work together with knowledge and skills to meet agreed treatment plans. We treat everyone with dignity, respect and kindness. We understand that it’s often the smallest things that matter the most to you and will spend time understanding what these are.

Our aim is to help

- Meet your individual care needs.
- Restore, maintain or improve your daily living skills.
- Promote your independence.

We will

- Respect your dignity, privacy and rights.
- Provide high quality nursing care, with a high staff to patient ratio.
- Provide a seven day a week service.
- Involve you and any appropriate family members or carers in your medical care and discharge process.
Newhaven Community Ward staff

The team consists of:

**Clinical service manager, ward manager and ward sister**
These are the most experienced and senior nurses on the ward. They manage and oversee resources and ensure the care of patients is maintained in line with national guidelines, policies and procedures.

**Staff nurse**
Are registered nurses who plan and evaluate your care and set realistic and achievable rehabilitation goals with you and the therapists.

**Healthcare assistant**
These support the registered nurses and therapists in delivering and implementing your care, and assist you in achieving your goals.

**Advanced nurse practitioner**
These are very experienced nurses with a background in intensive care, accident & emergency or cardiac services.

**Physiotherapist**
The physiotherapist will assess you for mobility, balance and confidence. We will give you a suitable walking aid to help you if required. You will be given advice on what exercises to do to help you progress and assist your rehabilitation. If you need to manage a step or stairs you can practice this with the physiotherapist.

The physiotherapist’s aim is to improve your level of mobility to ensure that you feel confident, safe and happy to be discharged. If the physiotherapist feels it is appropriate, follow-up arrangements will be made to help improve your mobility after you are discharged.
Occupational therapist
The occupational therapist will advise you on the best ways to carry out daily tasks like personal care, household duties or social activities. They will help you identify home hazards and recommend equipment and adaptations to make your home safer.

If you or your family have any concerns about your ability to manage at home, including difficulties before you came to us, please ask to see the occupational therapist.

The occupational therapist may ask for your consent to visit your home without you being present, to assess what equipment you may need. This would be agreed and arranged with you before the visit and we would require a representative of your choice to meet us at the property.

We aim to ensure that you, your family and carers, and the therapy team have an understanding of how you are going to manage in your home when you leave the unit.

We will discuss plans to ensure your independence and safety is maintained on your return home.

Therapy assistant
These work alongside the physiotherapist and the occupational therapist to assist in treatment programmes and exercises.

Ward clerk
Provides administrative support for the wards.

Tissue viability nurse
Will advise on and assess wounds.

Social worker
Provides support and advice to individuals and families. Individuals can be referred to adult services who will assess and ensure care requirements are met on discharge. The social worker is based at Newhaven community ward.

Speech and language therapist
Will assess you if the team are concerned about your ability to communicate and swallow fluids and food safely. They may recommend that your diet and fluids are modified.

Dietician
Will assess you if you have lost weight or have a reduced appetite. They may recommend nutritional supplements.

Pharmacist
Will ensure you have the correct medication whilst on the ward and when you are discharged.

Pharmacy technician
Will assist the pharmacist in ensuring that your medication needs are met.

Pathway facilitator
The first person you meet from Newhaven community ward. They will liaise with nursing staff and you to ensure you are ready to come to the ward.

Housekeeper
Will support the team and patients by providing refreshments and oversees the menu selection and specialist diets for patients.

Medical cover
This will be a 24 hour service.
Uniforms

You will see many different members of staff. Here is a list of their titles and the uniforms they wear:

Clinical service manager
Charcoal tunic with stripes and black trousers.

Ward manager
Navy blue tunic (with red piping) and navy blue trousers or navy blue dress (with red piping).

Ward sisters
Navy blue tunic and navy blue trousers or navy blue dress.

Advanced nurse practitioners
Navy blue tunic (with red piping) and navy blue trousers or navy blue dress (with red piping).

Staff nurses
Sky blue tunic and navy blue trousers or sky blue dress.

Healthcare assistants
Pale blue tunic with navy blue trousers or pale blue dress.

Student nurses
White tunic/blue pinstripe and black trousers.

Physiotherapists
White tunic and navy blue trousers.

Occupational therapists
White tunic and dark green trousers.

Therapy assistants
Pale blue tunic with fine pin-stripes and navy blue trousers.

Ward clerk
Light blue and paisley blouse.

Housekeepers and facilities staff
Mint green uniform.

Due to infection control procedures, doctors and some other staff no longer wear white coats.

All staff should be ‘bare below elbow’ (i.e. no long sleeves bracelets, jewellery or wristwatches). Staff should wash/gel their hands before/after each patient contact, and be seen to do so.

Individuals should have a clear clip-on identity badge and no lanyard.

If at any time you are unsure of a person’s identity, please ask to speak to the nurse in charge.
The admission and discharge process

Your stay on the ward will typically involve the following pathway:

Admission to the ward

Assessment by both the medical and nursing staff

Continue the treatment plan and identify any multi-disciplinary team input required, eg physiotherapy, occupational therapy

Daily input from medical staff, physiotherapists, occupational therapists, as required

Home visit/environment assessment if required

Review for care package/equipment requirements (if indicated)

Discharge with appropriate identified support
Daily timetable

<table>
<thead>
<tr>
<th>Approximate time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 - 7.30am</td>
<td>Early morning tea</td>
</tr>
<tr>
<td>8am</td>
<td>Breakfast (protected meal time, when all unnecessary activities on the ward will stop)</td>
</tr>
<tr>
<td>9am onwards</td>
<td>You will be encouraged to complete your personal care independently or given appropriate assistance</td>
</tr>
<tr>
<td>10am - 12noon</td>
<td>Selected days – consultant ward round followed by multi-disciplinary team meeting</td>
</tr>
<tr>
<td>10.30 - 11am</td>
<td>Mid-morning coffee</td>
</tr>
<tr>
<td>12noon</td>
<td>Lunch is served in the dining area (protected meal time)</td>
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<tr>
<td>3 - 8pm</td>
<td>Visiting time</td>
</tr>
<tr>
<td>3pm</td>
<td>Afternoon tea</td>
</tr>
<tr>
<td>5pm</td>
<td>Supper (protected meal time)</td>
</tr>
<tr>
<td>Evening</td>
<td>Preparation for bedtime</td>
</tr>
<tr>
<td>8.30pm</td>
<td>Night time drinks</td>
</tr>
<tr>
<td>Night</td>
<td>There are staff nurses and healthcare assistants on duty overnight. Drinks are available throughout the night</td>
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Personal therapy 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 (for when you are feeling better). You will also require wash items, including soap, flannel, toothpaste and deodorant and shaving equipment as required.

There are two walk-in showers available. All single rooms have en-suite toilet and wash basin.

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

Although you may be seen regularly by a physiotherapist and occupational therapist, the nursing staff will also participate in your therapy.

Your length of stay on the ward will depend on how soon you become medically fit to be discharged combined with any therapy or assistance that you require for discharge home. The time can vary from 48 hours to seven days.
Students
The ward wants to provide a positive learning environment for student health professionals. They will be supervised by qualified mentors and work alongside the multi-disciplinary team. You will be asked for your consent to allow students to work with you.

Property
Please only bring essential property, valuables and cash with you during your stay on the unit. We cannot accept responsibility for any valuables not handed over to our staff.

Please tell 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.

If anybody brings you money or items that you cherish please notify a member of staff so that they can be added to your property form.

Food and nutrition
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 senior nurses. If these arrangements cause difficulties for your family, please ask them to discuss this with the nurse in charge.

The housekeeper will provide you with a menu each morning for you to choose what you would like to eat the following day.

If you have a particular diet or religious dietary requirement the kitchen will cater for this.

Lunch is served in the dining area. We will bring lunch to your room if you are too unwell to eat in the dining room.

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.

Unfortunately, due to food hygiene regulations, we are unable to store food brought in from home. We would suggest that any food brought in is eaten immediately.

If you need to attend outpatient appointments or investigations at another hospital we will provide you with a lunch.

Whilst on the unit you will be weighed weekly. If you lose weight or are observed to have reduced appetite we will refer you to the hospital dietician.

Meal times
Breakfast: 8am
Lunch: 12 noon
Supper: 5pm
Visiting

Visitors are welcome during your stay.

**Our visiting times are 3 – 8pm.**

We ask you and your visitors to consider the points below:

- Make sure the call bell is 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.
- No visiting is allowed during mealtimes
- We ask visitors to consider other patients’ privacy and rest times.
- If the fire alarms are activated (or in any other crisis situations), you and your visitors must follow advice and instructions from staff.
- Children must be accompanied and supervised by an adult. They are not allowed 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 manage infection control.
- Occasionally there may be reasons to close the ward to visitors to minimise cross infection.

*We ask visitors not to come if they have any cold symptoms, nausea or diarrhoea.*

Smoking

We do not allow smoking anywhere on the site.

Laundry

There are no laundry facilities on the ward so we ask family, friends or carers to be responsible for laundering personal clothes. Your laundry will be available for collection in a patient property bag located in the bedside locker. Any hospital laundry will be done by the unit.

Due to infection control staff are not allowed to wash faecal-soiled clothes.

Telephone enquiries

Staff are always happy to speak with relatives and carers on the ward but please remember that patient enquiries on the telephone are confidential and medical information cannot be discussed.

It is generally busier in the morning so please limit calls at this time. It would be helpful if one named person could make enquiries and then pass on the information to other family and friends.

We have a cordless phone for patients to receive incoming calls. Your caller may be asked to ring back if there is a high demand for this service.
Any questions?
If at any time you wish to talk to somebody about any worries or problems, please do not hesitate to ask the nursing staff.
However small the problem, we are here 24 hours a day to make your stay as comfortable and trouble-free as possible. We welcome your comments and suggestions relating to the quality of care and how standards can be improved for you or your family.

Medication
Staff nurses will administer all medication and a pharmacist and pharmacy technician are on hand to answer any queries you may have.
If you have any concerns regarding your medication, please ask to speak to the nurse on duty.
If you feel that you can manage your own medication, please talk to the nurse looking after you.
If you need pain relief, it is readily available. Just ask a member of the nursing staff. Most pain relief is given at meal times, but let us know if your pain is not well controlled.

General information
There is a lounge, with television, for patients to socialise in and see visitors. If you have religious or cultural needs, please let us know and we will do our best to help fulfil these with help from the local community.

Falls facts
The danger of falling on the unit is very real. There are several factors that increase this risk:

- Illness and being in new and unfamiliar surroundings.
- Certain medications, such as pain relievers, blood pressure tablets, water pills, laxatives and sleeping aids.
- A previous history of falls.
- Shortness of breath, muscle weakness, being unsteady on your feet, and having a fever.
- Confusion from illness such as infection or changes in body chemistry, dementia, depression or psychosis.
- Sensory impairments, such as numbness in feet, vision or hearing problems.
- Post-treatment procedure or surgery.

Having a higher risk of falling may occur at different times during your stay on the unit. The nurse and therapists 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 address safety issues and reduce the danger of an accidental fall and injury.
How to avoid a fall on the unit

- 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 nurse to help you get to the toilet or bathroom until you are told that you are safe to go on your own.
- Inform staff if you experience dizziness, blurred vision or you feel weak.
- Always use your walking aid as advised.

Comments and complaints

If you would like to discuss any aspect of your care on the unit or if you have a complaint, please contact the clinical service manager, ward manager or lead therapist so that we can try to resolve the situation.

Get the best from your NHS

Our patient advice and liaison service (PALS) can help with questions, comments or concerns about NHS services. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS at:

Service Experience Team, Sussex Community NHS Trust, FREEPOST (BR117), Elm Grove, Brighton BN2 3EW

Phone: 01273 242292

Email: sc-tr.serviceexperience@nhs.net

Website: [www.sussexcommunity.nhs.uk/pals](http://www.sussexcommunity.nhs.uk/pals)

Leaflets and posters for the patient advice and liaison service are also available on the ward.

Getting here

There are regular bus services – 12, 12x, 13x – available from both Brighton and Eastbourne. You can get a train to Newhaven, then it is a 15 minute walk from the station to the unit.
Contact details

Newhaven Community Ward
Church Hill
Newhaven
East Sussex
BN9 9HH

Tel: 01273 511820
Web: www.sussexcommunity.nhs.uk