**Welcome to Russells Hall**

**Hospital**

**In this booklet you will find important information about your stay with us.**

If you need a British Sign Language interpreter, or have any other communication need, please tell the staff in the department or ward and we will make arrangements to help you.

**Ward: Station:**

**Telephone number:**

**Contacting the ward:** While you are in hospital, it is helpful if you can arrange for just one person to phone the ward for information to update your relatives and friends.

All staff should introduce themselves by name and they should wear an identity badge. Do not hesitate to ask any member of staff to show you their badge if they are not wearing it. For your own information, please insert the names below of key staff involved in your care.

**Matron:**

**Lead nurse:**

**Consultant:**

**Please remember: we are here to look after you so if you are unsure about anything, please ask for help and advice.**

Your stay in hospital

**Layout of the ward**

Most wards are separated into bays (rooms with multiple beds) with some individual side rooms. The nurse will show you where your nearest bathroom is.

There may be patients of the opposite sex on the same ward but the sleeping areas and toilet and washing facilities are designated for women only or men only.

**Meals and drinks**

**Breakfast 8.00am**

**Lunch 12 noon**

**Evening meal 5.00pm**

Hot and cold drinks are served mid-morning, mid-afternoon, and in the evening on request. If you have any dietary requirements e.g. gluten free, vegetarian or halal meals, please advise the nurse.

If you need help at mealtimes, please speak to the nurse. Volunteers are available to help and relatives are welcome to assist at meal times.

**Ward routine**

Nurses check regularly that you are receiving quality care. During their rounds, the nurse will check that everything is within your reach and assess your pain and comfort. This is a good time for you to discuss any worries or concerns you may have. Nurses also undertake regular drug rounds.

If you wish to leave the ward against medical advice, we will ask you to complete a disclaimer form.

**Students**

We are a teaching hospital, which means that nurses, doctors and other health professionals receive part of their training here. Medical students may accompany the medical team treating you. You may be asked if you are willing to take part in a teaching session that is attended by medical students. As a patient, you have an important part in the teaching work of the hospital, but if you do not want students to be involved in your care, please tell the lead nurse and/or doctor when you arrive on the ward.

**Pain relief**

We aim to offer good pain relief and make you as comfortable as possible after injury, surgery and throughout your stay in hospital.

If your pain control is not adequate at any time and you are still feeling pain, or if you have any questions or concerns about your pain relief, please ask the nurse. It is best to do this as soon as you can to enable us to respond quickly. If appropriate, a member of the pain team will visit you to discuss this.

**Advance care planning**

If you have a life limiting illness or a diagnosis of a terminal illness, you may become too unwell to communicate your preferences about your care or tell others the things that are important to you. Part of Advance Care Planning is having the opportunity to write down your preferences in a document called an Advance Statement and we will help and support you to fill this in with your family.

**Chaplaincy Service**

Our Chaplaincy Service provides pastoral care and spiritual support to people of all faiths and none. If you wish to speak to one of the hospital chaplains, please ask a member of staff to contact the service for you.

**Personal property**

There is limited space on the ward for your belongings so please bring only what is essential. For example, toiletries, night wear, dressing gown, indoor shoes and towels.

Unfortunately we cannot accept responsibility for your property unless it is handed over to a member of staff for safekeeping and an official receipt is obtained.

**Patient facilities**

A range of radio and TV stations are available for you to listen to by using the headphone socket behind your bed. Headphones are available free of charge from the mobile library trolley or by asking a member of staff. You can also borrow books and magazines from the trolley.

Public WiFi is provided by WiFi Spark. The company provides 15 minutes of free browsing every day, and free access all the time to selected websites. Connect to **DudleyGroup\_WifiSpark** from your device. You can purchase more browsing time by selecting Buy Time. If you have any issues with the WiFi connection, contact

WiFi Spark on **0344 8489555**.

**Visiting**

Visiting times vary across wards so please check with ward staff. Only two visitors are allowed at any one time. Children under 12 can only visit the ward if this is agreed in advance with the nurse in charge.

Patients with dementia, or those living with other long-term conditions, can choose a designated carer who will be able to visit the ward at any time, day or night, with a Carer’s Passport. Speak to a member of staff for more information.

**Flowers are not allowed on the wards as this can cause health problems for some patients.**

**Slips, trips and falls hazards**

Please help us avoid slips, trips and falls by not leaving belongings on the floor, and wear well fitting slippers or shoes when walking around.

Visitors are asked to move chairs back to their original place before leaving.

**Infection control**

To prevent the spread of infection, we ask that all visitors use the chairs provided and do not sit on beds. It is also important that they use the hand gel provided on entering and leaving the ward, and wash their hands after using the bathroom.

Visitors should not visit if they have diarrhoea, sickness or any other illness that is making them feel generally unwell. Visitors should be clear of any symptoms for 48 hours before visiting.

**Taking photos**

If you would like to take photos, make voice recordings or record videos, you must respect the privacy and confidentiality of other patients, visitors and staff. Please always ask for permission from the lead nurse or nurse in charge.

**Parking value card**

A limited number of car parking value cards are available to regular visitors to the hospital for a fixed fee. Please ask your nurse for more details or visit our website:

**www.dudleygroup.nhs.uk/car-parking**

**Moving to another ward**

We try our best to keep you on the same ward for the whole of your stay; however, sometimes it is necessary to move to another ward. If this happens, we will discuss the reasons for this with you.

Leaving hospital

**Once you are well enough, it is important that you leave hospital.**

**This will speed up your recovery.**

**What we will do for you**

We start putting plans in place for you to leave hospital (your discharge) when you are admitted. It is important that you can get home, or to suitable accommodation, as soon as you are medically fit. We would appreciate your cooperation and that of your family in arranging this as the best place for you to recover is out of hospital.

We will discuss the date you are due to leave hospital and agree a plan together. We will agree the help you need at home and involve your family and/or carers.

If you need to be transferred to accommodation in the community, we will send you to the first bed available. This may not be the one closest to where you live. Our priority is to have you recovering out of hospital as soon as possible.

On the day you leave hospital, you will be moved to our Discharge Lounge while you wait for your medication or transport home.

**What we need you to do**

You will be fully involved in planning for the date you leave hospital together with your family, carers or friends. If you are going home, please make sure you have some outdoor clothes and your house keys. Ensure your heating is on and that you have enough food in. We can arrange a packed lunch for you to take home – please speak to your nurse if you would like us to arrange this.

Please let us know if you need a Statement of Fitness for Work (sick note).

**Transport**

You will need to arrange your own transport home. Hospital transport is provided only for people who meet strict criteria. If you do meet the criteria, your ward staff will book this transport for you.

**Your medication**

We will give you back any medication that you brought into hospital that you still need. If you have started new medication during your stay, we will give you a supply to take home. Your

GP will then prescribe more if required.

We will explain your medication to you before you leave. The name, strength and instructions for taking your medicine are on the packaging. Each new medicine will have an information leaflet telling you about your medicine, what it is used for and possible side effects.

**The day you leave hospital and follow up**

On the day you leave hospital, we will do our best to get you home, or to suitable accommodation, as early as possible. This may not always happen if you are waiting for results or medication.

We will send a letter to your GP which explains why you were in hospital and gives details of your medication.

If you need a follow-up appointment, or any further investigations, we will arrange this before you leave or contact you once you have returned home.

**Help and equipment at home**

If we agree you need help at home, we will send a letter to your GP detailing the support services you need. The support services may be arranged for you before you leave hospital or you may be assessed in your own home.

If you need equipment at home, we will arrange this with you.

**Checklist for leaving hospital**

* **arrange transport home**
* **groceries**
* **house keys**
* **medication**
* **outdoor clothes**
* **personal belongings**
* **switch on heating**

**Useful numbers**

**Carer Coordinator**

If you support a relative or friend and need information or support to help you in your caring role, you can contact the Carer Coordinator on:

**01384 456111 ext. 1568**

**07435 754386**

**or Carers’ Network Dudley MBC on 01384 818723**

**British Red Cross**

If you need help after a stay in hospital, volunteers at the British Red Cross can provide extra support and care at home. Contact the service coordinator at Russells Hall Hospital on:

**01384 456111 ext. 2815**

Tell us how we did

Fill out your **Friends and Family Test** card

We aim to provide the best patient experience while caring for you. We are committed to using your feedback to make improvements to the way we do things. Please rate our service:

* Complete the Friends and Family Test card below
* Provide online feedback. Simply go to **www.dudleygroup.nhs.uk** and click on **‘Your views’**
* Download the Mi Experience smartphone app from the Apple App Store or Google Play Store
* Speak directly to your lead nurse or matron if you have compliments, concerns, queries or suggestions

We may also ask you if you would like to take part in a survey during your stay.

**In addition, you can contact the Patient Advice and Liaison Service (PALS) on**

**freephone 0800 073 0510.**

**How likely are you to recommend our ward to friends and family if they needed similar care or treatment?**

**Extremely likely**

**Likely**

**Neither likely or unlikely**

**Unlikely**

**Extremely unlikely**

**Don’t know**

**What would have made your stay better?**

**About your stay**

Date you left hospital: Ward you stayed on:

 **Please tick this box if you DO NOT wish your comments to be made public**

**A bit about you: What is your sex?**

Male

Female

**What age are you?**

0-15

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85+

**What is your ethnic group?**

White

Mixed/multiple ethnic groups

Asian/Asian British

Black/African/Carribean/Black British

Other ethnic group

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)**

Yes, limited a lot Yes, limited a little

No Prefer not to say

**Please post your completed card into the comment box provided. Alternatively, return via Freepost to:**

**RLXY-HJKL-GBAH, The Dudley Group, Foundation Trust Office, 2nd Floor South Block, Russells Hall Hospital, Dudley DY1 2HQ.**

Your health after hospital

**We want to make sure you have the right information and know where to go for advice or help after you leave hospital.**

**IMPORTANT If you have any concerns about your condition once you are home, please ring the number that has been written on the front page of this booklet or go through the hospital switchboard on 01384 456111. However, if it is not related to your hospital stay, contact your GP or NHS 111.**

**If you have received antibiotics during your stay in hospital and you develop diarrhoea that lasts more than 24 hours, seek medical advice from your GP.**

**Preventing blood clots**

Being unwell in hospital may increase your risk of developing a blood clot. This is known medically as deep vein thrombosis (DVT). Therefore, it is important when you go home to look out for any of the following symptoms:

* **Swollen area on your legs**
* **Pain, tenderness or increased warmth on your legs**
* **Red or discoloured area on your legs**
* **Acute shortness of breath**
* **Chest pain that worsens when you breathe deeply**
* **Coughing up blood**

**If you develop any of these symptoms at home, contact your GP immediately or go to your nearest hospital emergency department (A&E).**

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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