



The Dudley Group
NHS Foundation Trust

Welcome to Russells Hall Hospital

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



If you need help communicating with us, for example because you use British Sign Language, 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 and to update your relatives and friends.

You can expect all staff to introduce themselves by name and wear an identity badge. Do not hesitate to ask any member of staff to show you their badge if they are not wearing it. You may find it helpful to insert the names below of key staff who are caring for you. Please ask a member of staff to help you.

Lead nurse:

Matron:

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 ward staff 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: 8am

Lunch: 12 noon

Evening meal: 5pm

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 ward staff.

We operate a supported mealtimes policy at lunchtime between 12 noon and 1pm and at dinner between 5pm and 6pm. This gives you time to eat your meal comfortably without interruption. 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

Ward staff 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 have a chaperone when you are having a consultation or examination, please inform a member of staff.

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



If you have any allergies, please tell the nurse looking after you.



Visiting

Visiting times vary across wards so please check with ward staff. Visiting may be allowed out of the usual times for the ward you are on so please speak to the nurse in charge.

Generally, two visitors are allowed at any one time. However, special circumstances may affect this. Please speak to the nurse in charge for more information. 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.

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.

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



No smoking

This is a smoke-free Trust. Patients, visitors and staff are not allowed to smoke or vape anywhere on Trust premises, inside or out.



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.



Infection prevention and control

Please follow any guidance to prevent the spread of infection. Visitors must use the chairs provided and must 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.



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.



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.



Patients living with dementia

We understand that the hospital environment can be a confusing and frightening place for patients that live with dementia. To help us care for patients who may be unable to vocalise their needs and preferences, you may be asked to complete a Take the Time (TTT) tool. This allows family members, carers and loved ones to document preferences, routines and details about the person's past experiences, hobbies and interests.



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

We cannot accept responsibility for your property unless it is handed over to a member of staff for safekeeping and an official signed receipt is obtained. If you choose **not** to do this, you must sign a disclaimer form. There is limited space on the ward for your belongings so please bring only what is essential, e.g. toiletries, night wear, dressing gown, indoor shoes and towels.



Patient facilities

You can listen to a range of radio stations 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.



You can access free WiFi. To do this, search available networks on your device and choose NHS-WiFi.



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. In addition, a limited amount of free parking is available for patients attending oncology treatment and renal departments three times a week or more for an extended period. Please ask your nurse for more details or visit our website: www.dgft.nhs.uk/car-parking



Blue Badge holders

Parking is free for Blue Badge holders on all our visitor car parks. If you are a Blue Badge holder, please show your Blue Badge in the windscreen of your vehicle for the duration of your visit. At the exit barrier, show security your Blue Badge who will then lift the barrier.



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.



Discharge lounge

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



You may find it useful to make a note of your estimated discharge date so you can prepare for leaving hospital:

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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 the ward staff 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, the 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

Planning your discharge from hospital so that you can go home early in the day is really important. We know that when the time comes for you to leave hospital, you don't want to be waiting all day to go home. We will strive to get all of your medications ready and test results back in time so that you can be home in time for lunch.

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.



Your checklist for when you leave hospital

☐ arrange transport home

☐ groceries

☐ house keys

☐ medication

☐ outdoor clothes

☐ personal belongings

☐ switch on heating

☐ other



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:

 **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.dgft.nhs.uk and click on 'Your views'
- ▶ 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.

Once you go home, you may receive a text message asking you about your stay in hospital. To opt out, reply **STOP** free of charge and you will not receive any further requests for your feedback via text.



Overall, how was your experience of our service?

- | | | |
|------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Neither good nor poor |
| <input type="checkbox"/> Poor | <input type="checkbox"/> Very poor | <input type="checkbox"/> Don't know |

What was good about your visit and what could have made it better?

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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

Concerns and complaints



We always aim to do everything we can to ensure we provide the best standard of care. However, if you think we have not achieved this, please speak to the person in charge of your ward who may be able to help you.



You can also contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 073 0510** or email **dgft.pals@nhs.net** who will provide support and guidance with your concerns and complaints.



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 ☐ Asian/Asian British ☐ Other ethnic group
☐ Mixed/multiple ethnic groups ☐ Black/African/Caribbean/Black British

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.



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).



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.



Community Care Coordinators

If you have recently visited hospital a few times, you may receive a phone call after you leave hospital from one of our community care coordinators to help you to feel settled and sorted at home.

If you are registered with a Dudley GP, we will call to ask you what extra support you think you need and arrange help with anything from benefits to carers support, transport to home repairs and any other health and social care needs.

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

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔



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Please note that we have many patient information leaflets on our website: www.dgft.nhs.uk