

## Useful websites

[www.nhs.uk](http://www.nhs.uk)

[www.sunderland.nhs.uk/chs](http://www.sunderland.nhs.uk/chs)

## WELCOME TO WARD B21

### PATIENT INFORMATION LEAFLET

This information was correct at the time of printing. While the Trust makes every reasonable effort to keep its information leaflets up to date, very recent changes may not yet be reflected in the guidance and you should discuss this with the clinical staff at the time of your appointment.

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Cardiology/Neurology/Rheumatology

Sunderland Royal Hospital

On discharge you may be given a letter for your GP. If this is not completed before you leave the ward then it will be faxed to your GP

along with a list of your current medication. Rheumatology patients are encouraged to telephone the ward if they experience any problems after discharge on telephone number **0191 5699721**.

**You can speak to a member of staff 24 hours a day.**

### **Ambulance**

If you require an ambulance for discharge home, please let a member of staff know as soon as possible so that necessary arrangements can be made. 24-hour notice is required. Ambulances are not available on a weekend for non-urgent transport.

### **Complaints**

City Hospitals Sunderland and the staff on B21 aim to make your stay as comfortable as possible. We are continually trying to improve the service and standards of care that we offer. However, if you feel we have failed in some way please speak to Charge Nurse Lovell or the nurse in charge in order that we can rectify any problems.

If you are dissatisfied with the response please feel free to make use of the CHS Patient Advocacy and Liaison Service, which is situated by the main entrance of the hospital on B floor, whereby staff will assist you with any concerns you may have. You are also free to put your complaint in writing to:

### **Mr.K.W. Bremner**

Chief Executive,  
City Hospitals Sunderland,  
Kayll Road,  
Sunderland.  
SR4 7TP.

## Dining room opening times are as follows:

7.30am - 11.00am  
11.45am- 2.00pm  
3.15pm - 7.30pm

### Hairdresser

There is a hairdresser that can come to the ward if required.

### Library

There is a wide range of books on the ward from which to choose from.

### Fire exists

Fire exits are clearly marked on the ward. The alarm system is tested every Thursday morning.

### Discharge

We operate a multidisciplinary approach to care. If you are experiencing any difficulties at home which may affect your safe discharge, then we can refer you to other health care professionals.

Your discharge will begin from admission to enable us to effectively plan for any services you require. On the day of discharge you will be transferred to the discharge lounge, so you can wait for your transport home.

We need to ensure:

- Transport has been arranged – either your own or an ambulance.
- You have a follow up appointment if required.
- You have any medication you require and are aware of how and when to take it.
- You return your library books/videos etc.
- You have a copy of your discharge checklist.

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## Welcome to Ward B21

B21 is a mixed male/female ward specialising in Cardiology, Neurology and Rheumatology. There are 27 beds on the ward, 10 of which are Cardiology beds, 10 of which are Neurology; the remaining 7 are Rheumatology. There are 4 bays, each with 6 beds, and 3 side rooms. Please contact Charge Nurse Lovell or nurse in charge if you are unsure whether to visit or not.

## Ward philosophy

Our philosophy is based upon the belief that each person has a unique knowledge of themselves and own experiences which, along with their personal beliefs and values, helps define their individuality.

## We recognise patient's/client's rights to: -

- Expect the health care you receive to meet your individual needs, to return you to an agreed and acceptable state of health.
- The delivery of safe and skilled care.
- Privacy and confidentiality.
- Be treated with dignity.
- A safe environment.
- To refuse care and be informed of consequences of that action.
- To a multi-disciplinary approach that is informative, knowledgeable and research based.
- Family and friends will be encouraged to participate with your care according to your wishes.
- Be an active participant in planning your care and have every opportunity to make informed and realistic choice.
- Uphold your spiritual and religious beliefs.

## We implement our philosophy using:

- A named nurse, who together with yourself, will be responsible to plan, co-ordinate and evaluate your care in a therapeutic, motivating environment. Promote self awareness of your condition and deliver an individualised approach using holistic care, from admission to discharge.

Close friends and family members may visit seriously ill patients at any, following discussion with the nurse in charge.

The reason for restricting visiting times is to allow patients to have enough rest, recovery time and privacy. To allow doctors and nurses to provide care and treatment to all patients at all times. To enable patients to eat meals without interruptions and allow cleaning activities to take place in the wards.

Occasionally while visiting you may be asked to leave the ward to allow doctors or nurses to provide care and treatment to patients. However, every effort will be made to minimise the disruption.

## Things to bring with you

- Any medicines or tablets you have been taking.
- Any treatment cards.
- Toilet requisites e.g. soap, toothbrush, toothpaste, comb etc.
- Nightgown or pyjamas/dressing gown.
- Clothes to wear during the day.

## Medications

We will ask you if you are taking any medication and will need details of such. However, we ask that a relative or friend take any medication brought into the hospital home unless it is medication that the hospital pharmacy is unable to obtain. In this case we will keep the medication and issue as per prescription.

## Restaurant facilities for patients/visitors

There is a café on the main concourse just inside the main entrance. When this is closed visitors are very welcome to use the staff dining room located on `A` floor.

Please do not take food or drinks back to the ward with you. Not only does this create a health and safety risk due to spillages on corridor floors, it also compromises patient care.

- We ask visitors coming in to see a patient, to be kept to two or three per patient. This will reduce the amount of germs brought into the hospital.

### Smoking

City Hospitals Sunderland actively promotes a **No Smoking Policy** for the benefit of all patients visitors and staff.

We are pleased to welcome you to a smoke free environment and would therefore ask all patients and visitors to respect the policy while on hospital premises. If you feel that you cannot stop smoking, you can receive help and support, which will involve Nicotine Replacement Therapy (NRT) and referral to the stop smoking service.

### Safety

Please take care at all times observing any safety signs such as wet floors. If however, you have an accident no matter how small, you should inform your **named nurse** immediately.

### Privacy/information

The ward is a mixed sex accommodation in the form of separate bays for men and women. These are essentially “mini-wards”.

All patients play a very important part in the teaching of students and without your help it would be impossible to teach future health professionals. Students will usually accompany the other members of the ward team. However, if you do not wish for students to be involved in your care, please tell a member of staff.

### Visiting times

Daily between 2 pm until 5pm in the afternoon and 6pm until 8pm in the evening. If these times are difficult for you, visiting out of these hours can be arranged at the discretion of the nurse in charge of the ward and Medical team involved with patient’s care. Providing this does not affect the care of other patients.

- A reception room for admission in privacy.
- A multi-disciplinary team of: - doctors, nurses physiotherapists, occupational therapists, speech therapists, pharmacists, chiropodist, dietician, medical social worker, who will participate in your care if needed.
- Research based practices by staff being regularly updated in current trends and contemporary nursing issues.
- The nursing process along with a nursing model and activities of daily living as an assessment tool.

### What is the named nurse?

The essence of the named nurse concept is that a nominated qualified nurse is accountable for the care of particular clients. The organisation of care under this system is designed to promote maximum continuity and co-ordination throughout the patient’s stay.

Whenever possible the named nurse should care for their patients. This does not mean that he or she gives all the care to that patient. It may involve supervising others in the delivery of care or handing over to another nurse (associate nurse) when the named nurse is going to be absent.

### Ward consultants

#### Rheumatology consultants

Dr Coady

Dr Holland

Dr Wright

Dr Kidd

Dr Morley

## Neurology consultants

Dr Jones                      Dr Cleland

Dr Nath                      Dr Seidi

Neurology ward rounds are on Monday, Wednesday and Friday

## Cardiology consultants

Dr Junejo                      Dr Pugh

Dr McClure                      Dr Farrer

Dr Agrawal                      Dr Olszewski

Throughout your stay on the ward you will see various doctors. They are linked to the consultants, so please do not hesitate to ask any questions. Should any member of your family wish to see your consultant, ask Charge nurse Lovell or the nurse in charge so that an appointment can be arranged.

## Matron

The matron for our area is Denise Brown, (white tunic piped with red). The matron visits the ward on regular occasions and helps patients/relatives and staff within her area, ensuring that all the essential elements of your care are of the highest possible standard.

## Ward staff

### Ward manager

The ward manager for B21 is Charge Nurse Lovell (navy blue epaulets). Charge Nurse Lovell has overall responsibility for the ward area.

Supplementary drinks are available for patients with reduced appetites after a discussion with the dietician. We discourage visitors from bringing food into hospital due to health/hygiene regulations and limited storage facilities for perishable foods.

### Meal times

Breakfast 08:00  
Lunch 12:00  
Dinner 17:00

### Hot drinks

Hot drinks are available throughout the night if required.

### What can you do to help prevent the spread of infection?

Control of infection is a high priority at City Hospitals Sunderland. You and your family can help reduce the spread of infection by following appropriate hygiene procedures.

- Clean your hands after visiting the toilet.
- Report any problems you find with any toilets or any hand washing facilities.
- Ask your relatives and friends to clean their hands on entering or leaving the ward area. Alcohol gel is available at the entrance to all wards. There are posters available at ward entrances and above hand basins to help with this.
- Ask family members or visitors, to take any soiled clothing that requires laundering promptly. Staff can provide you with a bag for this purpose if you do not have one.
- Let staff know about any area of the hospital that you feel is unclean/not in a good state of repair. Please report this by informing the nurse in charge of the ward.
- Visitors to refrain from sitting/laying on patient's beds, as germs will be spread onto the bed linen.

A named occupational therapist is responsible for each individual's therapeutic programme. However, other members of staff under the guidance and instruction of the named occupational therapist may carry out some parts of the programme.

The problems and needs of the individual are carefully assessed taking into account their physical, emotional and social requirements.

The occupational therapist involves the individual in planning a realistic therapeutic programme, when their needs will be taken into consideration.

Student occupational therapists are given the opportunity to develop their clinical skills under the guidance and close supervision of qualified staff who retain overall responsibility of the student.

### **Chaplains**

The chaplaincy service is available to help you with your spiritual needs whatever your faith and can be contacted at your request. The chapel is situated on B floor.

### **Meals service/menus**

We recognise that food and beverages are an essential contribution to the wellbeing and recovery of all our patients. On arrival to the ward you will find a patient menu in the holder at the bottom of your bed area.

Meals can be ordered in advance from our ward hostess or chosen directly from the hostess trolley when it is delivered to the ward. A wide choice is available including Halal, kosher dishes and choices for special dietary needs e.g. diabetes etc.

**Ward sister** (navy tunic) Their role is to deputise in the absence of the ward manager, they also have responsibility for co-ordinating care needs within the ward area

**Staff nurses** (blue dress/tunics female staff) (white tunic/blue epaulets male staff). Their role is to look after a number of allocated patients within their team.

**Health care assistants** (beige dress/tunics female staff) (white tunics beige epaulets male staff). Their role is to carry out all areas of patient care with direction/support from the qualified staff.

**Ward clerk** (white tunic) The ward clerk's role is to look after all patient notes, records, follow up and make patient appointments.

**Domestic staff** (yellow tunic piped with blue) The domestic staff ensure the environment is kept clean and tidy.

**Ward hostess** (blue tabard) The ward hostess serves patient meals and snacks to all inpatients.

### **Other staff you may meet throughout your stay:**

Speech and Language Therapist	District Nurse
Phlebotomists	ECG Technicians
Chiropodist	Dietician
Porters	Physiotherapist
Macmillan Nurse	Medical Social Worker
Occupational Therapist	

### **The role of the dietician**

A nutritious well balanced diet is important for everyone.

It is important to ensure adequate protein, calories, vitamins and minerals for good health.

When you are unwell for any reason good nutrition is particularly important to help you fight infection and illness better.

If you want any advice on any of the aforementioned discuss a referral to the dietician with your named nurse.

### **What can the dietician do for you?**

Offer a wide range of advice on lots of dietary aspects, not simply help you lose weight. Although, the dietician is happy to advise on healthy eating.

Poor Appetite –. The dietician can provide practical advice on how to overcome problems with decreased intakes, nausea etc.

Constipation- Are you getting enough fibre and fluid.

Anaemia- How much iron do you eat? Is it enough?

Osteoporosis- Do you get enough calcium and vitamin D?

Swallowing problems- reduction in food volume and difficulty swallowing certain foods can lead to nutritional deficiencies. Speak to the dietician for practical advice on adapting diet.

Overweight- Need to lose a few pounds! See what the dietician can advise.

### **The role of the Rheumatology/Neurology physiotherapist**

On arriving on Ward B21 you will be seen by the ward physiotherapist. The physiotherapist will initially assess your problems and discuss with you how physiotherapy can help. You may then be seen on a daily basis (Monday –Friday) if this is appropriate.

You may be given a regime of exercises and postural advice to practice yourself. The therapist will of course, check this, but if you are coping well independently, you will be asked to continue with your regime yourself.

On the ward you will be shown the therapy room where you can practice if you wish. You should inform the nursing staff that you are going into the room so members of staff know where you are!

Any problems between your visits should be reported to the nursing staff that will relay such problems to the therapist. The physiotherapist will then visit you to resolve the problem. Thus each patient is assessed individual, and the number of treatment sessions will vary according to your needs.

Hopefully on discharge you will have a better understanding of your problem, and will have a regime of exercises for your problem, which you can continue to do at home.

### **The role of the occupational therapist**

Each patient will be assessed and treated by a qualified occupational therapist with the appropriate expertise and experience to meet the needs of the individual. This experience/expertise will be based upon recognised modes of practise, which are research based, and on current treatment trends.

The emphasis of occupational therapy is to enable patients to be as independent as possible-physically, psychologically and socially. The special skills and expertise of the occupational therapist are employed to maintain, regain or achieve the individuals maximum potential. They work as part of a multi disciplinary team, dedicated to improving the quality of life for individuals, and those who care for them.