

Welcome to Ward 9A

Information about the ward

Ward 9A is an elderly care ward located in the main tower block. There are 30 beds on the ward between 9A North and 9A South where male and female patients are given holistic care in separate bays. There are six bays, each with four beds, and there are six beds in individual side rooms. The side rooms are initially reserved for those patients requiring isolation. Any patient over the age of 77 years is eligible for admission to this ward.

Support services available to you

The Dementia Team

When things get challenging or difficult, Admiral Nurses work alongside people with dementia, their families and carers. They offer expert guidance, and practical solutions.

- Admiral Nurse and Dementia Services Lead
- Telephone **07825 722363**

If you need to contact an Admiral Nurse outside office hours, or at the weekend, please call the **Dementia UK Admiral Nurse Helpline** on **0800 888 6678**.

Forget-Me-Not Volunteer Service

Offers care, companionship, and compassionate support to both people living with dementia and their carers throughout the hospital.

- Forget-Me-Not Dementia Volunteer Service Manager
- Telephone **07407 876933**
- Available Monday to Friday, 8.30am - 4.30pm

Carers support in hospital

It is important, if you are a carer, that we are aware of your role from the moment the person you care for is admitted into hospital. Please let us know that you are a carer, so we can recognise your role and respect your needs together with your cared for. If you would like to know more about how we support patient carers, please email: enh-tr.carerexperience@nhs.net

John's Campaign

The Trust supports John's Campaign, a nationwide initiative for patients with dementia to have their carers and families welcomed into the hospital setting to be with them at any time. John's Campaign is beneficial for both our patients and the Trust. Not only does it mean that patients have extra support from their carers during their stay in hospital, benefitting their health and wellbeing, but it also allows our carers' support team to identify carers and provide them with extra support if they need it.

The Multidisciplinary Team (MDT)

The Members of the Multidisciplinary Team (MDT) you may see on the ward during your stay:

- Ward Manager
- Registered Nurses
- Clinical Support Workers
- Ward Clerks
- Housekeepers
- Porters
- Clinical Nurse Specialists (e.g. Parkinson's, dementia or diabetes)
- Occupational Therapists, Therapy Support Workers
- Physiotherapists, Speech and Language Therapists (SALT), Dieticians
- Ward Pharmacists
- Enhanced Nursing Care Team
- Mental Health Liaison Team
- Social Services
- Discharge Coordinators

You may also see student nurses, student allied healthcare professionals or student nursing associates.

What if I have any questions?

If you have any questions or concerns, please speak to a member of the nursing team.

Further information

Dementia UK:

- Website <https://www.dementiauk.org/>
- Telephone 0800 888 6678

Carers in Hertfordshire:

- Website <https://www.carersinherts.org.uk/>
- Telephone 01992 586969

Useful contact details

East and North Hertfordshire NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Ward 9A North, Lister Hospital:

- Telephone 01438 286400 or 01438 284684

Ward 9A South, Lister Hospital:

- Telephone 01438 285798 or 01438 284992

Leaflet information

You can request this information in a different format or another language; please speak to your doctor or nurse.

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