

Welcome to the Elderly Care Unit Level 9 - Wards 9A & 9B Lister Hospital

Patient and Visitor Information



Introduction

Welcome to the Elderly Care ward on Level 9, Lister Hospital. Ward 9A and 9B each consist of 6 bays (4 beds in each bay) and 6 single side rooms. We care for acute medical patients who are admitted with a variety of illnesses, including problems related to dementia.

The medical and nursing teams are here to support our patients, relatives and friends. Please speak to any of the ward team if you require further information or need to arrange an appointment to speak to the doctor or any member of the team. Our Matron offers an open door surgery every Thursday from 3-5pm if you or your family have any questions.

Contact details:

Ward 9A:

- ◆ 9A North telephone number: 01438 284006 or 286405
- ◆ 9A South telephone number: 01438 284992 or 285798
- ◆ Elderly care medical secretary: 01438 285425

Ward 9B:

- ◆ 9B North telephone number: 01438 284995 or 285796
- ◆ 9B South telephone number: 01438 284004 or 284284
- ◆ Elderly care medical secretary: 01438 284007

We encourage friends and family to visit during visiting hours (please see overleaf). However, if you have a special request about visiting, please speak to the ward manager. **If relatives or friends would like to assist with personal care and/or feeding at mealtimes, please discuss this with the nurse in charge.**

We feel it is important that staff in the hospital are aware if a patient has a diagnosis of dementia. **With the patients/relatives consent, we will do this in two discreet ways:**

- ◆ We use a “**Forget Me Not**” flower as a symbol for people with dementia. This symbol is placed by the patient’s bed.
- ◆ We ask patients to wear a **yellow wristband** so that other members of staff in the hospital can recognise and support the patient.

If you have any concerns about us using these symbols, please do not hesitate to talk to the nurse in charge of the ward. Our staff have on-going training in dementia and our hospital dementia champions are promoting the recognition of the yellow wristbands to ensure seamless holistic patient-centred care.

We have introduced the “**This Is Me**” booklet for people with dementia. “**This Is Me**” is a simple and practical tool that can be used to provide information to the health and social care professionals who are caring for the patient. It includes information about the patients needs, preferences, likes, dislikes and interests. We encourage patients, relatives and friends to complete the “**This is Me**” booklet together.

Information for visitors

- ◆ Visiting times are: **9am to 9pm**
- ◆ Please limit to **two visitors** per patient as there is only space for two visitors at each bedside. Patients are welcome to sit with more visitors in the Day Room. If you would like to visit with children under 10 years old, please discuss this with the nurse in charge.
- ◆ Please do not sit on the bed; there are chairs provided for visitors on the ward, please return these after use.
- ◆ Please bring a supply of toiletries, clothing and appropriate **slippers/shoes** for patients.
- ◆ You can bring in a small bunch of **flowers**.
- ◆ You can bring **food and drinks** but the ward has no facilities to heat up or refrigerate food.
- ◆ The hospital is **unable to do laundry** for patients. Soiled clothes will be placed in green bags for relatives to take away. Please check patient lockers regularly.
- ◆ The hospital is not able to accept responsibility for patient’s **personal belongings** and we ask relatives/carers to take items of value home.

Ward Rounds

Doctors' rounds usually start at 9.30am and finish at 11.30am. Relatives are asked to phone after this time if they would like an update on a patient's condition or to book an appointment to talk to a doctor.

Mealtimes

The Trust has a protected mealtime policy which encourages patients to eat their meals without interruption. Patients who are unable to eat independently are served their meal with a red tray and red water jug, this helps our staff focus on providing assistance to these patients.

Please be aware that a bell will ring half an hour before meal times. If relatives or carers would like to stay to help their relative/friend with their meal please discuss this with the nursing team.

- ◆ Breakfast: 7.45am to 9.00am
- ◆ Lunch: 11.45am to 1.10pm
- ◆ Dinner: 5.10pm to 6.30pm

Hot drinks are available at all times and are offered to patients throughout the day. The housekeeper will provide patients with a menu to choose meals for the following day. We will be able to help if a patient needs assistance in choosing their meal.

Washing and shower facilities

The nursing team will help patients to wash and/or use the shower facilities on the ward.

Services to support patients with dementia and their family/carers

There are a range of services working together to support patients with dementia and their families including hospital volunteers, charities and other organisations. Please ask ward staff for more information.

Alzheimer's Society leaflets available on the ward:

- ◆ What is Dementia?
- ◆ Drugs used to relieve behavioural & psychological symptoms in dementia.
- ◆ Equipment, adaptation & improvements to the home.
- ◆ Respite care.
- ◆ Supporting lesbian, gay & bisexual people with dementia.
- ◆ Coping with memory loss.
- ◆ Dealing with guilt.
- ◆ Dementia & aggressive behaviour.
- ◆ Assessment for NHS-funded nursing care.
- ◆ Financial & legal affairs.

Additional information, advice, support and guidance for people with dementia and their family and carers can be found at www.alzheimers.org.uk or by calling their helpline: 0300 222122.

Being discharged

Discharge planning starts from the day a patient is admitted to hospital. 'Welcome cards' are provided to all patients admitted to the ward and may show the optimal date for discharge. This is a guide for the patient and their relatives, as well as the ward team, as to when we think the patient will be ready for discharge from the ward. This date may change depending on a variety of factors, but is always based on a patient's individual circumstances. If you have any questions about this please speak to the nurse in charge of the ward. A doctor or nurse will let relatives or carers know when a patient can leave the hospital.

Before discharge: the hospital staff will ensure that there is adequate support in place before a patient is discharged from hospital.

Time of discharge: We aim to discharge patients in the morning at 10am. Patients may be asked to wait in the hospital Discharge Lounge. The nursing team will ask relatives or carers to bring suitable clothes for patients to travel home in on the day they are discharged from hospital.

Hospital terminology

These are some of the more common terms you might hear or see in hospital. If you have any questions please speak to the nurse in charge of the ward.

Multi-Disciplinary Team – This is the term used to describe all the health and social care professionals who work together to care for you. They include:

- Medical and nursing staff (doctors and nurses)
- Dementia Nurse
- Ward Dementia Champions
- Hospital Mental Health Liaison Team
- Hospital Adult & Social Care Team
- Patient Advice & Liaison Service (PALS)
- Physiotherapists and Occupational Therapists

Home Care Packages - a home care package is an individualised service from a paid carer to meet a range of needs within the patient's home. The home care package will be designed to meet a range of needs including personal care (such as help with a strip wash, showering or bathing, dressing, mobility, meal preparation and eating) and may also include support with some domestic tasks (such as help with washing, ironing and cleaning).

The level of home care package is usually determined following an assessment by the multi-disciplinary team. This home care package may be funded through the local authority, NHS Continuing Healthcare or by the patient.

Care Home - refers to a residential setting where a number of people live, that is not their own home, usually in individual rooms where there are on-site carers. These carers will provide personal care such as help with washing, dressing, giving medication and providing meals. This placement may be funded through the local authority or by the patient.

Care Homes with Nursing - refers to a care home (as previously described) which has a registered nurse on duty, 24 hours a day to carry out nursing tasks. These homes are for people who are physically or mentally frail or people who need regular attention from a registered nurse. This placement may be funded through the local authority, NHS Continuing Healthcare or by the patient.

Clinically Optimum Date - is the term used when a patient ceases to benefit from acute hospital-based inpatient services. Any on-going care and social needs will have been agreed and can be met in another setting (such as home, intermediate care bed or within a care home or care home with nursing environment) and any further investigations can be completed as an outpatient.

Interim Placement - is the term used to describe a bed within a care home or care home with nursing setting, where a patient can be discharged from hospital to receive care for a short period of time, whilst awaiting either a place to become available in the home of their choice or the availability of an agency to deliver their home care package.

NHS Continuing Healthcare - is care delivered outside the acute hospital environment funded solely by the NHS. Patients are assessed individually for eligibility for NHS Continuing Healthcare funding during the discharge planning process. NHS Continuing Healthcare can fund care provided in the form of a home care package or within a care home with nursing environment.

Self-Funding - Patients arrange their own social care services for different reasons; some pay the full costs and others may be council supported, but still pay a charge. Patients paying the full cost of their care, are known as a self-funder. This means that the patient has either:

- ◆ Chosen not to approach adult social care for help
- ◆ Been assessed but are not currently eligible for social care services
- ◆ Approached adult social care and, although eligible for services, have savings that exceed the local authority threshold

The ward team are here to help

The ward sister, charge nurse and nursing team are here to help. Please ask the nurse in charge for information about care planning, discharge planning or speak to them if you have any other questions or concerns.

Tell us what you think

We actively encourage patients to tell us about the care and service they receive in hospital. Before leaving hospital, we ask our patients to complete our **Friends and Family Test** survey which asks how likely patients would be to recommend this ward to friends and family should they need similar care or treatment.

We are keen to hear feedback from carers as well, please ask on the ward for our **Carer's survey** or complete this on line at www.tellusmore.org.uk

**All feedback is anonymous and helps us
to continue to improve our services.**

www.enherts-tr.nhs.uk

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You can request this information in a different format or another language.