

London Road Community Hospital

Wards 1 & 2 inpatient guide



Derbyshire Healthcare NHS Foundation Tru
Wards 1 & 2, London Road Community Hospit.
London Road, Derby, Derbyshire DE1 2QY

Contents

Welcome to wards 1 & 2	3
Your care	4
Your assessment	5 & 6
Privacy and dignity	7
Your safety and wellbeing (Belongings and Observation and engagement)	8
Smoking, alcohol and drugs and Emergency responses	9
Unacceptable behaviour and Staff in the care process (Care Co-ordinator, Named Nurse, Consultant, other Doctors, Occupational Therapist)	10 & 11
Your care plan	12
Your family/carers	13
Planning for home	14 & 15
Confidentiality and use of patient information	16
Support for you (spiritual needs)	17
Your feedback	18
Your ward (use of phones)	19
Food and drink	20
Laundry facilities	21
Recreational services	22
Café/Shop/Visitors and ward visiting times	23
Trust Membership information	24

Welcome to wards 1&2

A welcome from the Director of Nursing & Patient Experience, Carolyn Green



Our aim is to keep you safe, help you feel optimistic and hopeful about your health and wellbeing and support you through your period of need for hospital care. We aim to provide you with a solid quality of care during your stay with us. We hope this guide will provide you with all the information you'll need whilst in our care, including agreeing with you how we can best meet your needs and what facilities we have on offer to make your stay with us as comfortable as possible.

As a service, we want you to receive and experience care that is of a standard you would expect for a family or friend. We will work to values which put patients at the centre of what we do, and aim to give every patient the best possible experience. It is also important that your friends and family are working closely with our staff, so that we can understand your health and wellbeing and your care better. We will ask you early on in your admission whether we can involve your family and friends in your care - it is very helpful to understand from your family and friends, how you are, what are your signs of wellness and illness.

It is so very important that you and your family fully understand why you are in hospital and your treatment plan, therefore I would encourage to you tell us about the goals you wish to achieve so we can ensure our care reflects your goals, your diagnosis, your treatment options, and our recommended ideas to enable you to choose in partnership with our team.

We want to make sure you are treated in a way which reflects our values and to help us do this we will ask for your views on how well we are doing, so that we are continually learning and improving through questionnaires and surveys during your stay on the ward. We also welcome your feedback and comments on whether we have provided the best care possible. You can do this directly through our ward staff or our Patient Experience team, Freephone 0800 027 2128 or email dhcft.patientexperience@nhs.net.

Carolyn Green
Director of Nursing & Patient Experience

Your care

Whilst in hospital we want to give you the best care possible and make sure your individual needs are met. As well as this, we need to keep you safe and ensure your stay is pleasant and productive.

We want you to:

- be involved in decisions about your care and treatment
- have an assessment of what your needs are
- have a Named Nurse to help pull everything together
- have a written care plan explaining what is happening
- be involved in regular reviews to check that everything is going ok
- have support for your carers/family if they need it
- be followed up if you go on leave, and after you leave hospital, to make sure you're ok
- have copies of letters written about your care, if you'd like them.



Your assessment

To make sure we know what your needs are, and help us work out how we can meet them, we'll begin by talking to you. Sometimes we might need to take tests to check out any physical problems which are making things worse. We'll always talk to you about these first. When we've got a clear picture of what the problem is, we can provide treatment to help you start to recover.

The sort of things we'll talk to you about will include:

- what's happened to bring you onto the ward
- your physical and mental health
- family and relationships, and any parenting or caring responsibilities you have
- your housing and money needs
- what you do during the day, and whether you need any help with day to day activities such as shopping or looking after yourself.

We'll also make sure that if you have any particular requirements because of your religion or spirituality, culture, sexuality, age, gender, disability etc they are taken into account and planned into your care.



Sometimes we might need to do a specialist assessment. If you need the protection and support of the Mental Health Act or the Mental Capacity Act, we'll explain about this too.

When you are admitted to the ward the Doctor will carry out a physical examination, because your physical health is important. Having a healthy body will help you to feel better. This will normally involve:

- measuring your height and weight
- taking your blood pressure
- asking for a blood sample
- asking for a urine sample.

If you have any concerns at all regarding your physical health, please discuss these with the Nurses or your Doctor and also let us know if you already have any pre-existing medical problems.

If they decide that a change in your medication is required, this will be discussed and explained to you. Sometimes the Doctor will discuss different types of medications which are available to treat your condition. The ward does have Pharmacists who are very happy to sit down and discuss these different medication options with you, and can also advise on things such as side effects and different dosages.

When you meet with the Doctor they will discuss what medication you are taking, if you are having any side effects or if you have noticed any positive changes in your mental health. The treatment and support you're getting will be checked regularly with you to make sure it's working, or if any changes need to be made.

Before you leave hospital, you will be invited to a Care Plan Approach review, with your Care Co-ordinator, to talk about the arrangements for your discharge, and what services you will need afterwards. The most important thing about any review is that you have the chance to talk about what's important to you. You can involve a relative, friend, carer or advocate in your review if you would like to.

Privacy and dignity

You have the right to receive high quality care which is safe, effective and respects both your privacy and dignity. Whilst in our care you can expect to be:

- shown respect and treated with dignity
- treated as an individual and offered personalised services
- supported to maintain the maximum possible level of independence, choice and control
- listened to and supported in expressing your needs and wants
- respected in your right to privacy and confidentiality
- fully involved in planning your care, with family members and carers as care partners
- assisted to maintain confidence and positive self-esteem
- helped in alleviating loneliness and isolation
- able to complain without fear of retribution
- free from any experience of abuse.

All our wards are committed to providing same sex accommodation.

This means you can expect to find that the: room where your bed is will only have patients who are the same sex as you, and your toilet and bathroom will be just for people of your gender.

The ward has a communal lounge and a female-only lounge. All bedrooms are single sex. It is important to understand that both male and female Nurses, Doctors and other staff may come into your bedroom area. Keep talking to us; notify your Named Nurse or other member of staff if you think we've breached any of the above.

Your safety and wellbeing

Belongings:

We make every effort to make sure you are kept safe and well whilst on the ward; this means when you arrived some objects may have been removed from you.

On admission you should have been advised by staff not to keep large amounts of money or valuables with you during your stay. Arrangements can be made for us to look after money and valuables for safe keeping. These will be recorded on a property sheet, a copy of which will be given to you. You will be given a money receipt for any money. Any items or money not booked in are the sole responsibility of yourself or your relatives.

Certain objects may be removed from you to ensure your safety and that of others, including:

- all medication (including over the counter and herbal products)
- scissors, knives, other sharp objects
- lighters, matches
- glass, glass bottles
- illicit drugs and alcohol
- toxic substances (eg nail polish remover)
- mobile phone chargers
- flammable items (eg lighter fluid, aerosols)
- plastic bags.

Of course, some items will be stored and given to you when required (eg razors). Use of such items may need to be supervised.

Observation/engagement:

During your stay, you may hear staff and patients talking about observation/engagement levels. These levels apply both on and off the ward and you will be assessed and placed on one of these levels. There are four levels which are individually care planned to ensure your safety. If you are unsure why you have been placed on the observation/engagement level you are on, please ask a member of staff to explain.

Sometimes you or others may become distressed so we will give more intensive support in those circumstances; this may include de-escalation or seclusion.

Smoking, alcohol and drugs:

Here at Derbyshire Healthcare, we aim to provide the highest quality healthcare services in the safest environments possible.

Part of this commitment is to provide clean and healthy facilities and open spaces for all. That's why smoking and the use of e-cigarettes is not allowed anywhere on Trust premises – including wards, grounds, doorways and car parks. This applies to people who receive our services, our staff and visitors.

A full package of support will also be available to anyone admitted onto one of the Trust's mental health inpatient wards. This will include a range of nicotine replacement therapies (NRT), such as patches, gum, lozenges and inhalators, to help them cope with their cravings. For more information, please speak to a member of staff.

Alcohol and non-prescribed drugs are strictly forbidden on the ward.

Emergency responses:

On occasion there are clinical emergencies that ward staff have to manage. These include fire, medical emergencies, behavioural disturbances, self-harm, medical emergencies and building maintenance.

Ward staff are trained to deal with these circumstances appropriate to the situation, and whilst these remain extreme and emergency situations, their responses and actions may seem unusual. Some responses such as cardio-pulmonary resuscitation, physical restraint and first aid might look distressing, but these are the tried and tested systems in place to safely manage the situations they correspond to.

It is important to note that these are unusual situations and witnessing or experiencing them can be traumatic for all.

You are entitled to ask questions about and seek answers for any experience you have had on our wards. Sometimes this takes the form of a conversation called a "debrief" to specifically look at support and review the circumstances leading to and during the event in order to best manage the situation next time if it occurs. Staff also take part in debriefs to analyse and reflect on their own experiences.

Unacceptable behaviour:

The Trust has adopted the national NHS zero tolerance policy and encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviour by patients, visitors and staff. In extreme circumstances the Trust will pursue prosecution proceedings against any individual concerned.

Staff in the care process

Your Care Co-ordinator

Care Co-ordinators are usually based outside the hospital. Their job is to coordinate the people involved in your care and make sure you have access to the best services to help you recover. You probably already have a Care Co-ordinator but if not we will get you one. They'll start by coming to meet you to find out what you need to get better, and then help to plan for when you can leave hospital. They will keep an eye on everything that's happening, and talk to anyone who needs to be involved.

If you already have a Care Co-ordinator, they will keep in touch while you are in hospital, and make sure everything runs smoothly when you leave, including visiting you when you go home.

Your Named Nurse

When admitted to the ward, you should have been given a Named Nurse. They are responsible for:

- co-ordinating your care while you're on the ward
- discussing your care plans with you
- having regular face to face chats with you, to build up a good relationship
- ensuring the nursing team is aware of any specific needs you have.

If your Named Nurse is not on duty you can speak to any other member of staff. If you want to change your Named Nurse you can ask for a different one – they won't mind. If you're not sure who your Named Nurse is there is a board displaying this information at the Nurses' station.

Your Consultant and other Doctors

You will have a named Consultant in charge of your medical care, but they will have other Doctors to help them, so you may not see your Consultant every time. They will see you regularly, and will talk to you about the support and treatment you need. If you don't know who your Consultant is, please ask a member of the nursing staff.

Your Occupational Therapist

Occupational Therapists (OTs) can help you overcome the difficulties you may be experiencing in coping with your everyday life. Treatment programmes are designed to aid your recovery, are personalised to you, and may include both one-to-one and therapeutic group activities. OTs can help you regain, and explore, skills for when you leave hospital.

Your Care Co-ordinator

Your Consultant and other Doctors

Your Named Nurse

Your Occupational Therapist



Your care plan

The services and treatments you will have are all written down in a care plan, which explains what they are for, how they work, and who is responsible for each part. You should always be involved in deciding what goes into your care plan, and will always be able to have a copy of it.

Your Consultant, Named Nurse and/or Care Co-ordinator will talk through with you what the choices are, discuss them and agree your care.

- medication
- talking therapy
- occupational therapy
- activities and recreation
- planning towards your discharge.

We will always endeavour to work with you and your carer/family so you are as involved in your care process as possible. Your Consultant will take part in a ward round each week and the ward Doctor will visit the ward each day.

Ward rounds are when your Consultant meets with the nursing team on the ward to discuss your mental and physical health and how you've been. You will have the opportunity to see the Consultant and discuss anything or ask any questions, these are also known as multi-disciplinary meetings (MDMs).

These meetings are an opportunity for you, the Consultant, Doctors, Nurses, Occupational Therapist and Pharmacist to meet. Sometimes, if you have a support worker, social worker or relative, they may be invited to these meetings as well.



Your family/carers

If you have family or friends who provide a lot of support for you, there may be some things we can do to help them, like giving them information about services, or putting them in touch with other carers.

If they provide a lot of support regularly, they may be entitled to a carers' assessment. Your Named Nurse or Care Co-ordinator can help with this. Let them know if you think your family or friends need guidance or help.



Planning for home

When you are ready to leave hospital, or go on a trial home leave, you will have your future needs discussed within the multi-disciplinary meeting (MDM). Family and carers will be encouraged to take an active role in this meeting if you consent to this.

Your care plan will detail who to contact after discharge if you need to talk to someone, and when someone will visit to make sure you're OK. Your leave and discharge will be discussed with you, and the right services put in place for you.

Your Named Nurse will work out all the things which need to be done before you can go home, and keep a record of everything that's in place and everyone who has been told about the arrangements.

If appropriate, it may be necessary for the Occupational Therapist to do a home visit to assess safety and need for further equipment to ensure you have a successful discharge. This meeting is known as the CPA meeting and will determine any additional support which may be required to help you live independently at home.

If you require additional community support, whether this is in your own home or in residential care, we will complete a referral form and send to the appropriate professional. This person may work in another health or social care organisation, but we will let you know when we have done this.

If after the assessment period it is thought unsuitable for you to return home, a placement assessment will take place. You and your carer/family will then receive advice on suitable accommodation to meet your physical and mental health needs. This will then be discussed at the MDM. All efforts are made to support individual choices, however this may not be possible in the first instance, and you will be advised if this occurs.



Confidentiality and use of patient information

Details of your medical care will be recorded but at all times we aim to protect your personal information. Great care is taken to ensure high standards of confidentiality are maintained with all information held.

The 'Data Protection Act 1998' gives you the right of access to any personal information which the Trust holds about you. If you wish to apply for access to your information, or if you would like more information about your rights under the Act you should, in the first instance, contact our Health Records Officer on 01332 623558.



Support for you

There may be times when you or your relatives have concerns or questions about the care and treatment you are receiving, or you may need some support. The Patient Experience team can help you with this.

They will listen confidentially to your concerns and give you information that is relevant by contacting independent, statutory or non-statutory organisations such as Advocacy or the Carer's Association. The Patient Experience team can also help by sorting out any disagreement or concerns you may have with any NHS service. You can ask a member of staff to contact the team on your behalf, or you can contact the service using the freephone helpline (0800 027 2128).

We also offer an Advocacy service, which can support, represent and inform you, should you need assistance in obtaining your rights or resolving a difficult situation. Advocates are independent of the Trust and will act on your instructions only. They can help you plan for and attend meetings. The service is confidential. You have the right to access this type of support. An Independent Mental Capacity Advocacy Service (IMCAS) is available for people who struggle to make decisions about their affairs. Please contact ward staff for further information.

Community Meetings:

Regular meetings are held with staff and patients to talk through any general issues on the Ward. Minutes of such meetings are available to all.

Spiritual needs:

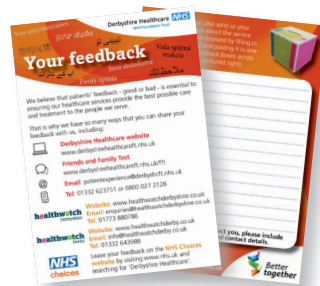
If you wish to pray on the ward and need to use a private room at specific times of the day please ask staff and they will do their best to provide a suitable room for you to use. Staff can also arrange for members of different communities/faiths to visit you on the ward.

Your feedback

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you, your relatives and visitors tell us.

We welcome your comments on what you think we do well and where we could improve. The key points for the Trust are:

- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement.



Each ward has a comments box which you are invited to use if you would like to bring anything to the attention of staff, please ask a member of staff where the box is located. We value your opinions. Also, if you or your relatives are particularly pleased with the care you have received during your stay or would like to compliment the team as a whole, or individual members of staff, there is also a compliments book available.

If you have any problems or concerns, it's best if you talk to staff on the ward (or your Care Co-ordinator) first as they might be able to resolve these for you, but if they can't, or if you would prefer to talk directly to our Complaints Manager, you can contact them on 01332 623751 or write to our Complaints Manager at the following address:

Patient Experience Team
Albany House
Kingsway Site
Derby
DE22 3LZ

Raising concerns with us will not affect the way we treat or support you – we want to know if we've not got it right.

Your ward

During your stay with us we want you to feel at ease with your surroundings and as comfortable as possible. We hope the facilities and support provided on the ward will help you to relax and aid your recovery.

Mobile phones:

Most patients can keep their mobile phones on the ward. It is advised that you keep mobiles on your person. Phone chargers cannot be kept in bedrooms, however mobiles can be charged in the staff office. Mobile phones cannot be used to photograph or record whilst in hospital grounds. This is to protect confidentiality.

A phone is available for patients to use free of charge. Please ask a member of staff for further details.



Food and drink:

While you are on the ward we want to make sure you get the correct food and drink to meet your needs, as this will help to keep you well.

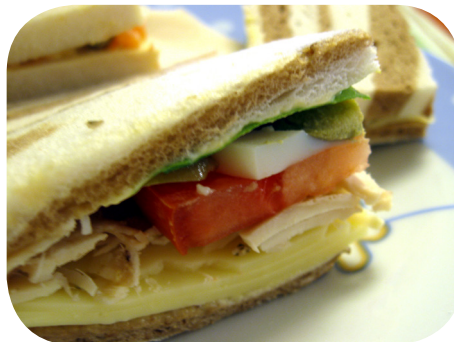
Daily menus are provided and nurses are available to help you fill them in. Three main meals are provided and snacks are available in between these times. A variety of hot and cold drinks are available during the day and on request. We also provide special diets to meet physical and cultural needs, please speak to a member of the nursing team for further information. Nutrition is an important part of your recovery and we will record your weight weekly.

Breakfast: 8am - 9am

Lunch: 12noon - 1pm

Evening meal: 5pm - 5.30pm

We want you to feel welcome during your stay so please free to speak to staff if you would like a drink or snack outside of the set meal times.



Laundry:

When on the ward we ask that you provide your own toiletries. These include, shower gel or bubble bath, shaving kit (if applicable), shampoo, toothbrush, toothpaste or denture care products, hairbrush or comb. Hospital towels are provided in your bedroom.

We recommend a supply of easily washable day and night clothes. We do have laundry facilities on the ward but ask that relatives launder clothes at home if they are able, this allows nursing staff to spend more time with the patients in their care. Please provide washing powder if clothing is to be laundered on the ward.

We keep a record of the clothing you bring on to the ward so to assist ward staff it would be helpful if you hand your clothing to ward staff on arrival.

Please note the Trust cannot be held responsible for lost or mislaid items.



Recreational services

Members of the care team are available to work with you on a one-to-one basis supporting the goals which are included within your care plan. There is an activity board on the ward which shows what is available on different days, such as the breakfast club. If you would like you take part in any of the activities please speak to a member of staff.

Hairdresser:

A hairdresser visits the ward regularly. You can book an appointment through either the receptionist or the nursing staff. Money will need to be available in cash or a hospital bank account.

Chiropodist:

A chiropodist also visits the ward. Please speak to a member of staff if you require this service.



Café/Shop

The Bistro and League of Friends shop are both available on site, please approach staff for opening times.

Visitors

Should you wish to have visitors they are welcome in the dining room or you may be able to leave the ward to go to the Bistro restaurant/coffee shop with your visitors or for a short walk. Staff can advise you.

Visitors please do not use the lounge or bedrooms as these are strictly for patient use.

Under 16s cannot visit any of the wards. Should you wish to have visitors who are younger than 16 there is a family room in the unit which can be booked through reception via nursing staff, subject to availability.

We operate protected meal times to ensure that people in our care have the greatest opportunity to have adequate diet and fluids. Exceptions to these times can be discussed with staff.

Visiting times:

Monday to Sunday: 2pm - 4pm and 6.30pm - 8pm

Trust Membership

Membership is key to our Foundation Trust

We are an NHS Foundation Trust; we want to involve people in our community in the plans we make for our organisation. We are always looking to increase our membership to ensure it is as reflective of the community we serve as possible. If you or your friends or family would like to join as members, please call the membership team on **01332 623723**, or email us at **dhcft.members@nhs.net** to request a membership form.

The easiest way to sign up is online by visiting
www.dhcft.co.uk/membership/

As members you'll be entitled to have your say on local healthcare services, benefits such as NHS discounts and a free subscription to our dedicated members' magazine.

Available in other languages and other formats. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕਿ੍ਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔