



Northern Care Alliance
NHS Group

Welcome to Ward F9

An information guide



Welcome to Ward F9

Welcome to Ward F9

Our medical ward is a 25 bedded ward that treats patients with a range of acute general medical conditions .

The ward is managed by Ward Manager Katie Taylor. We are a dementia friendly ward and work together as a team to provide a high standard of care.

This leaflet aims to help you and your family understand more about your stay on the Ward F9 at the Royal Oldham Hospital.

It explains the routine of the ward and how your care will be planned from admission to discharge. This leaflet also contains useful information for your family, friends and carers.

Our team

Our unit is supported by a multidisciplinary clinical team:

Doctors - In our unit we have Consultants, Specialty Doctors and Junior Doctors.

Nursing team - Our nurses are trained to care for patients with a variety of medical conditions. They have a wide range of skills as well as undertaking and supporting investigations and observations. The ward comprises of Ward clerk, Health Care Assistants, Staff Nurses, Ward Sister and Ward Manager Our ward Sisters are:

- Jodie Hardicre
- Jennifer Schofield
- Farmina Begum

Ward clerk - They have clerical and administrative responsibilities, such as checking patients in and out, filing patient paperwork, answering the phone and coordinating patient assignments with nurses and doctors.

Students nurses, cadets and medical students - During your stay in hospital, procedures may be carried out by student nurses, medical students and other healthcare professionals, as part of a recognised teaching / development programme. You do not have to take part if you do not want to and your treatment will not be affected in any way. Please let your nurse or doctor know.

Catering staff - Our catering staff will offer you breakfast, lunch and drinks, will order your meals and will ensure your table is clean after meals.

Domestics - Will provide a clean environment for our service users and staff, providing a high quality service and high standards of cleanliness, ensuring compliance with infection control procedures.

The Speech and Language Therapy team (SALT) - SALT assess, diagnose and help patients manage any communication, swallowing or voice disorder that is acquired in adulthood. Their aim is to maximise the potential of patients requiring the service to improve or maintain their communication and/or swallowing by promoting independence.

Dietitians - They will see patients who have lost weight, have a poor appetite, find eating and drinking difficult or need a feeding tube to support their nutrition. Written advice is also available on the ward for you to access.

Physiotherapists - This service will see patients who need help with improving their movement and strength during their stay on the ward or for help with planning for discharge.

Occupational therapists - They will see patients who need more support to carry out everyday activities or who need extra equipment and adaptations to support them at home.

Pharmacists and pharmacy technicians - This service will see all patients to review their medications and will also administer patient's medication from Monday to Friday.

Discharge team - The Discharge Team will assist in planning safe discharges of those patients who need ongoing support once at home.

Social workers - They will see patients who need ongoing support after discharge. This can include help with ensuring you have the right level of care in place before you go home, talking to you about benefits, grant entitlements or exploring other ways to help you and your family manage.

Palliative care team - They are a specialist team providing expert symptom control advice and emotional support to patients and their families at the end of life. The team work very closely with their colleagues in the community and so can help put patients and their families in touch with the community palliative care teams and local hospices where needed.

Spiritual Care Team - Chaplains are available from different denominations and faiths and are supported by a team of volunteers. You can see a chaplain at any time and the nursing team can arrange this for you. A Christian chapel is available to all in Chalmers Keddie for those who wish to pray or be quiet. This facility is open 6am – 6pm due to its location. We also offer a Muslim Prayer room with a women’s area, which is open 24 hours.

Translation and Interpretation Service - The Interpretation & Translation Service provides verbal and written language interpretation services for over 82 languages spoken within the geographical area of the Trust. They also provide The British Sign Language for patients with sensory difficulties, braille or large text documents for visually impaired patients.

Facilities

Ward F9 has three bays; two bays with 6 beds and a bay with ten beds, as well as 3 side rooms. Our bays have bathroom facilities including shower, sink and toilet for patients use only and the side rooms have a toilet and sink. All bed areas have individual digital televisions.

Side rooms are normally used to nurse patients with particular clinical needs. For example, they may have an infection that could spread if they were nursed on the main ward or they may be at a higher risk of developing infections. If there are no clinical needs for you to be in a side room you may be asked to move to a bay.

We aim to provide same-sex accommodation on our ward, so that you only share sleeping bays, washing and toilet facilities with members of your own sex.

We are a dementia friendly ward and you will see signs and coloured hand rails in our toilets, clocks visible from your bed area, volunteers and dementia boxes in our bays. We welcome relatives and carers on F9 and feel it makes no sense to impose limits on this support during the experience of the hospital admission.

Ward rounds

Our Consultants will carry out their routine ward rounds each morning. On days when there is no Consultant ward round you will be seen by a Specialist Registrar or another member of the treating team.

During the weekend and overnight it is the on-call Medical team that care for our ward patients. They will not see every patient during the weekend so please do not worry if there has not been a ward round on these days.

What can you bring to our ward

We would advise you to bring your "This is me" book if you have one, your GP repeat prescription list, toiletries, any sanitary products you use, comfortable clothing to wear, non-slip shoes, your glasses and hearing aids.

We're unable to take care of your personal laundry, so ask a relative or friend to bring you enough clean items of clothing. A locker is provided at bedside to store your belongings, but space is limited so only bring in essential items that you really need.

Patients bring valuables at their own risk. We recommend that patients only bring a small amount of money in loose change.

The Trust **cannot accept responsibility** for the loss of any valuables/property not given to staff for safe-keeping. Don't bring large sums of money or valuable items such as jewellery into hospital.

Flowers are not allowed into our hospitals for a number of reasons. Your friends and family are encouraged to send you flowers once you're back at home, or to bring in an alternative gift such as a book, magazine or fresh fruit.

Visitors

We operate a policy of open visiting. The new policy forms part of the Northern Care Alliance aim to make its hospitals more carer and dementia friendly by giving relatives, friends and carers the chance to spend more time with their loved one at a time that suits them and have an active role in their care while they are in hospital.

We ask that you have only three visitors at a time as large groups can disturb other patients. Children are welcome to visit parents / carers / relatives in hospital, but any child under the age of 16 years must be accompanied by a responsible adult visitor. Visitors shouldn't sit on your bed.

In order to prevent the spread of infection and illness, visitors who have been unwell with symptoms of cough, cold, diarrhoea and/or vomiting should not come into the hospital until they have been free of symptoms. In case of diarrhoea and vomiting, visitors can come to the unit after 72 hours symptoms free.

All visitors should use the alcohol hand gel when they arrive and leave.

Your relatives can phone your ward anytime for an update on your progress. It's a good idea to nominate one family member to be the main point of contact.

Our ward contact number is 0161 627 8344

Meal times

The ward has open visiting. However, we operate a protected meal time policy. This is to ensure that our patients have an uninterrupted time when they can eat their food in peace and that nursing staff are on hand to help if required.

Visitors are asked not to visit during these times unless they are there to help patients to eat. Mealtimes are at:

- Breakfast: 8:00am - 9:00am
- Lunch: 12:00 - 13:00
- Tea: 17:00 - 18:00

We take nutrition very seriously. It is a paramount to recovery and is a top priority for all our staff involved in your care.

Patients who need help with eating or are experiencing a loss of weight and appetite will be given a **red tray**. The red tray highlights to the nursing staff that patients need extra help and food intake recorded.

We also use different coloured lids for patient water jugs. This identifies when the water in the jugs has been refreshed. Special diets are also available for religious and cultural reasons, as follows:

- Halal prepared in strict halal conditions.
- Kosher prepared under the supervision of the Manchester and London Beth Din and is Kedassia approved.
- Afro-Caribbean

Snacks are also available 24 hours please ensure you ask our staff and very importantly that you tell the ward staff if you are allergic to any foods.

Café Royal

From breakfast right through to evening meals, the Café Royal offers freshly prepared traditional home cooking.

The Café has a Baguette Bar, which is very popular with staff and visitors. You choose the bread and filling to create a sandwich that is just how you like it. If you want to grab and go, there is also a great variety of salads and sandwiches ready to go.

The Café Royal is situated on the main corridor on the main entrance floor.

Opening times:

Monday to Friday: 7.30am to 6.00pm

Saturday and Sunday: 8.00am to 11.00am for breakfast only.

Breakfast is served between 7.30am to 10.30am Monday to Friday.

The Shop@The Royal

At the main entrance of the hospital, The Shop@The Royal, owned and operated by the Trust, is open until 8pm, 7 days a week. Staff, visitors and patients can buy sandwiches, snacks and hot drinks, including a Costa Coffee. There is also a **cashpoint** in front of our shop.

Consenting to treatment

We want to make sure that you fully understand your condition and the different treatment options available to you. Before you receive any treatment, your doctor will explain your treatment options, including the benefits, risks and any alternatives. You will be given time to think about the information provided and supporting information such as informative leaflets will also be given to you.

You may be asked to sign a consent form for your treatment. You are able to refuse treatment at any time, including after you have

signed a consent form. If you are unsure then please ask us for further clarification.

Sleeping

Hospitals can sometimes be noisy at night. We have ear plugs and eye masks available if you have difficulty sleeping. Please ask the nurse when receiving night medication.

Smoking

Strictly no smoking is allowed in either our buildings or grounds, including car parks. Smoking is the largest single preventable cause of ill health and premature death in the UK. As an organisation, we aim to provide a smoke free environment and are committed to protecting staff, patients and visitors against the effects of secondary smoke.

We hope that this policy will encourage patients, visitors and staff alike to make their own decision to give up smoking.

All the no-smoking signs in our hospitals carry contact details for the local, free NHS stop smoking services. If you require support with giving up smoking, then call the following number for information and advice:

Oldham: Positive Steps 0800 288 9008.

As part of our nursing assessment, all patients admitted to our hospital are asked if they smoke and if they have considered quitting. Support and advice are available to patients who would like help to quit smoking. Leaflets are available which set out the range of support available and these will be given to patients by our nursing staff.

Car parking

The Weekly and Monthly tickets are available from the General Offices by card payment. Cash payments only by machine for hourly up to weekly tickets. Rates:

- Up to 30 Mins -- Free in designated drop off/pick up areas - orange zones only
- Up to 1 hour £1
- Up to 2 hours £2
- Up to 6 hours £3
- Up to 8 hours £4
- Up to 12 hours £6
- Up to 24 hours £8
- Weekly ticket, up to 7 consecutive days £15
- Monthly permit £25

Parking Charge Notices, issued as part of parking enforcement; £70, reduced to £35 if charge paid within 14 days of issue.

Radio Cavell

Listen on the Hospedia bedside entertainment system "Radio Channel 5" or on any radio on 1350 AM.

You can send your requests by calling: 0161 656 1350 or emailing: information@radiocavell1350.org.uk

Post

If you have any mail that requires posting please ask a member of the ward staff. Cards and letters can be sent to you by clearly stating:

Ward F9, Royal Oldham Hospital, Rochdale Road, Manchester, OL1 2JH

Falls, we all have a role to play

You will be given our “Falls Prevention” leaflet on admission to our ward. As a patient you can help reduce the risk of falling by:

- Making sure you have the call bell near you when getting into bed.
- Telling the nurses that you may need help if you’re anxious about walking.
- Being very careful when getting in and out of bed and standing up.
- Walking slowly around the ward.
- Wearing well-fitting shoes or slippers and clothing that will not make you trip.
- Using your walking aid, hearing aid and glasses if you have them.

Preventing pressure ulcers

You will also be given our “Pressure Ulcer Prevention” leaflet on admission to our ward. A pressure ulcer is an area of damage to the skin and underlying tissue, and is more likely to occur if you have to stay in bed, in a chair or in a wheelchair for long periods of time. Your risk of developing pressure damage will be assessed when you come into hospital and your nurse will come to you every two hours to prompt or assist you in changing your position. One of the best ways to prevent a pressure ulcer is to reduce or relieve pressure on the areas at risk by moving around and changing position as much as possible.

Preventing deep vein thrombosis

A **deep vein thrombosis (DVT)** is a clot which has formed in a deep vein, usually in the leg. It most commonly starts in the calf veins, but can extend up in to the thigh veins. It can also occur in deep veins in other parts of the body.

Just being unwell and in hospital whether you are having surgery or not increases your chances of a DVT. We advise you to:

- Avoid prolonged periods of immobility such as sitting in a chair for many hours
- Get up and walk around now and then when sitting for long periods
- Take regular exercise, for example a regular walk for 30 minutes a day
- When going on long trips on planes, trains or in the car, get up and walk around every so often and perform calf exercises when sitting

Our Doctors will complete your venous thromboembolism assessment on admission and will advise you as to which treatment would be best suit you and your medical needs. You will be given an informative leaflet on admission to our ward.

NAAS

The Nursing Assessment and Accreditation System (NAAS) is an established comprehensive framework which provides assurance that the care we deliver across the Northern Care alliance is of a standard that we would all expect for ourselves.

The NAAS reviews 13 key domains in relation to care delivery, the environment and ward leadership. Following an assessment, each clinical area is awarded A R.A.G. (red, amber, green) rating based on attainment. Wards who sustain a green NAAS over three separate assessments are awarded SCAPE status which is a well

celebrated accolade demonstrating the care is Clean, Safe and personal Everytime.

Clinical areas who are not attaining within the NAAS are supported with the delivery of an action plan to ensure we see continual improvements in line with the framework.

If you would like to understand further detail related to the ward NAAS, please ask a member of staff.

Hospital Helpline phone

The Helpline service **07970199258** is a 24-hour telephone helpline service available to patients and carers for advice/management.

Leaving the hospital

We'll begin to talk to you about leaving the hospital (being discharged) as soon as possible after your admission so that we can help prepare you. Once we've agreed your discharge date with you, you'll need to talk to your family, friends or carers to make arrangements for your return home. If you feel you may require extra help with things such as washing and dressing or shopping when you go home, tell your nursing staff as soon you can.

On the day, once your doctor has told you that you are able to go home, there are a number of things that need to happen, and it may take some time for all of these to be completed.

To ensure we have beds available for other patients who may need them, we will aim for you to be discharged before lunchtime. Please make sure you take all your belongings with you, as well as any patient information leaflets, medicines and dressings you may need. You should also be given details of who to contact if you have any queries, along with a copy of your discharge summary which will include a list of medicines you need to take at home.

You should arrange for a friend or family member to collect you from the hospital. If your medical condition means that you need to be transported by ambulance your nurse will arrange it for you. Once you are ready to go home, you may be transferred to the discharge lounge. This is a place where you wait to be collected by your carers, relatives or by an ambulance.

Moving to a different hospital

If your condition is stable but you need a little more time to recover, you may be transferred to a different hospital or rehabilitation centre best suited to your needs. We'll make every effort to ensure you and your family are involved in this decision, and will work with your GP, community staff and others to ensure you continue to receive the best possible care.

Moving to residential care

We can help you find residential care if you're unable to return to your own home. Our hospital discharge team can provide a list of care homes and other helpful information, and will work with you and your family to consider the best options. Talk to your nurse as soon as possible if you feel unable to return to your own home.

Patient Advice and Liaison Service (PALS)

PALS are a confidential service that provides help, advice and information for patients, families and carers. They help our patients and families to find answers to questions or concerns regarding their care or treatment, to resolve concerns quickly by liaising with staff and managers and refer our patients and carers onto external agencies or specialist advocacy services, where this is appropriate.

PALS cannot provide advocacy, counselling, diagnosis or medical advice. However, they can speak on your behalf to the people that can provide these services. PALS are able to contact clinical staff and departments in order to obtain information or investigate your concerns and then relay this information back to you verbally.

The PALS Office is located at the Main Entrance to the hospital, (follow signs for Way Out, Main Entrance, and Level 0). PALS contact number is 0161 604 5897, opening hours are 09.30 - 16.30 Monday to Friday and our PALS officer is Gill Armstrong. There are PALS leaflets available on the ward, please ask one of our nurses if you require any.

Complaints

The Trust has an open and honest approach in dealing with any concerns or if something has gone wrong. Clinical staff are always keen to resolve with any aspect of your care or your relative's care, please speak to your consultant or ward staff and they will be pleased to help you resolve any issues.

If your concern cannot be dealt with locally, you can complain formally to the Trust by emailing:

complaintsoffice.trust@pat.nhs.uk or by calling the office on 0161 604 5800.

Zero Tolerance Policy

We are committed to the well-being and safety of our patients and of our staff. Please treat other patients and staff with the courtesy and respect that you expect to receive. Verbal abuse, harassment and physical violence are unacceptable and will lead to prosecutions.

Tell us what you think about your stay

Feedback is of high importance to us and we value the opportunity to hear your thoughts regarding your stay! To help us improve our service we encourage patients and carers to complete a ***'Friends & Family Test'*** survey when you leave our ward. The comments our patients give get reviewed on a monthly basis and are a really valuable way of getting feedback on how we are doing and what we could improve on.

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

 www.facebook.com/NorthernCareAllianceNHSGroup

 www.linkedin.com/company/northern-care-alliance-nhs-group

 Northern Care Alliance NHS Group (NCA) @NCAlliance_NHS

Date of publication: October 2019

Date of review: October 2021

Date of next review: October 2023

Ref: PI(M)257

© The Northern Care Alliance NHS Group

www.pat.nhs.uk

www.northerncarealliance.nhs.uk

