

Welcome to Ward F7 - Respiratory Ward

An information guide



Welcome to Ward F7 - Respiratory Ward

Ward Manager: Shelley Begum

Senior Ward Sisters: Wendy Ptolomey & Samantha Aspinall

Ward Sisters: Jinan Moteirek & Siobhan Greene

Ward Telephone Number: 0161 627 8426 or 0161 627 8427

About Ward F7

Ward F7 is a 25 bedded ward which specialises in caring for patients with lung & other medical conditions. This consists of 3 bays and 2 side wards. Our aim is to provide high quality care to you as an individual, and all the staff would like to welcome you to the ward.

The ward is managed by Ward Manager Shelley Begum. The Ward Manager is usually available between 7:30am to 3:30pm, Monday to Friday, but other times can be arranged if required.

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. 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.

We will do our best to make you and your family/friends as comfortable as possible during their stay with us.

During your stay

Once you have been allocated your bedside locker and placed your belongings into it please could you arrange for any bags/suitcases to be taken home until you are ready for discharge.

We have a limited number of side rooms that accommodate one person only. These rooms may be used for number of reasons, for example to prevent infection spreading.

If you need a test or treatment in another part of the hospital, we will make sure that you are appropriately dressed, and your privacy and dignity are maintained at all times.

Whilst you are here you will meet several members of the team, who will introduce themselves. All our staff will be wearing name badges.

Every day you will be allocated a named Nurse who will coordinate your care. They will write their name on the 'named Nurse Board' behind your bed. We also encourage you to let us know 'what matters most to you' each day so that we can try to facilitate this as best as possible.

It is very important to us that your personal care and hygiene needs are met, for example that there is no delays if you need help to go to the toilet, and that we manage any pain you may experience effectively.

If you have any concerns about any aspect of your care, please talk to the ward sister or Charge Nurse. If they are not available or you wish to talk to somebody from outside the ward, you can call a senior Nurse 24 hours a day on **07970199258**.

If there is anything else, we can do for you and your family whilst you are with us; please do not hesitate to ask.

Admission

All patients are first welcomed to the ward. Staff will ask how they would like to be addressed e.g. Mr, Mrs or first name. A detailed assessment, in the form of a friendly question and answer session, is then made by a member of the nursing staff.

This is only done if your condition permits. Relatives or friends may be able to answer questions for you. The treatment you require will also be explained at this time.

Please ask any questions you wish. Any information about your illness or stay in the hospital will be treated in strict confidence.

If you are taking any medications, it is important to bring these to our attention on admission

Nursing team

Nursing care on the ward is provided by a team of Registered Nurses and Healthcare Assistants. They have a wide range of skills as well as undertaking and supporting investigations and observations. To support the nursing team we also have a Ward clerk, Housekeeper, Domestic Assistant and Pharmacist. If you need assistance at any time, or have any questions, please do not hesitate to speak to any member of the team.

In addition to the department staff there are members of the Multi-Disciplinary Team who will be involved in patient's treatment and care depending on the individual needs and requirements of the patient. These include: Doctors, Physiotherapists, Occupational Therapists, Social Workers, Speech Therapists, Dieticians and numerous Specialist Nurses. These colleagues are integral to patient care and also contribute towards the assessment process to ensure safe and timely discharge from hospital.

Doctors

In our unit we have Consultants, Specialty Doctors and Junior Doctors. Your Consultant will not always be available on the ward. If you would like to speak with your Consultant, please contact their secretary or ask a member of our nursing staff who will be pleased to assist.

You can expect to be seen daily by either your Consultant or a senior member of the their team. In addition we have ward based doctors who will contribute to your care and treatment.

#EndPJPParalysis - Get Dressed, Get Up, Get Moving!

During your stay in hospital, it is important to remain mobile and independnet. Spending just a few days in bed can be harmful to your muscles, causing deconditioning which can impact on your mobility.

We encourage patients to be dressed and mobile whilst in our care as their condition allows. Our hospital participates in the national #EndPJPParalysis campaign. We ask that relatives bring the following items to help aid with your care and recovery:

Clothes:

- Night wear
- Suitable slippers(non-slip)
- Dressing gown
- Comfortable Day clothes
- Underwear
- Shoes (avoid backless shoes)

Toiletries:

- Hairbrush/comb
- Soap
- Facecloth

- Toothbrush
- Toothpaste/denture cleaner
- Towels
- Tissues
- Shaving equipment
- Deodorant

The Hospital also supports and promotes 'John's Campaign'. If you have a relative with cognitive impairment, we encourage you to stay with them as often as you wish, even during restricted meal times, so that you are able to help and support them during their stay.

Mealtimes

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 – 7:30am – 8:30am
- Lunch – 12:00pm – 1:00pm
- Evening meal – 5:00pm - 6:00pm

Drinks are provided throughout the day as well as with meals. **Snacks** are also available 24 hours a day so please ensure you ask our staff and **very importantly that you tell the ward staff if you are allergic to any foods.**

Visitors

Our visiting times are 8:00am to 8:00pm. Please be aware that team members will be about and you may be asked to step outside when they are with the patient. We ask that visiting is avoided during the mealtimes (as above) except in special circumstances by prior arrangement with the nurse in charge. In special circumstances, we

have facilities for loved ones to stay overnight and this can be discussed with the ward manager or nurse in-charge.

We ask that you have **only two visitors** at a time as large groups can disturb other patients. **Any additional visitors may be asked to wait off the ward.** 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 are also kindly asked **not** to sit on patient's bed and armchairs and to use the visitors chairs provided. Visitor's chairs are provided on the ward. Please can these be returned following visiting.

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 8426.**

Café Royal

The Café Royal is situated on the main corridor on the main entrance floor. From breakfast right through to evening meals, the Café Royal offers freshly prepared traditional home cooking, using good quality ingredients, to produce great value and quality food. 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.

Opening times:

Monday to Friday 7:30am – 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 8:00pm, 7 days a week. Staff, visitors and patients can buy sandwiches, snacks and hot drinks, including costa coffee. In the last 12 months the shop has served 280,728 customers with snacks, magazines, confectionary, toiletries and games/toys.

Patient and visitor parking charges

Cash payments only by machine for hourly/weekly tickets. Weekly and monthly tickets are available from the general office on each site by card payment.

- Up to 30 mins- free in designated drop off/pick up areas - orange zones only.
- Up to 1 hour - £1.00
- Up to 2 hours- £2.00
- Up to 6 hours - £3.00
- Up to 8 hours - £4.00
- Up to 12 hours- £6.00
- Up to 24 hours - £8.00
- Weekly ticket, up to 7 days - £15.00
- Monthly permit - £25.00

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

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

Students nurses, Cadets and medical students

Ward F7 is a teaching and learning environment therefore you may come into contact with Medical Students and Student Nurses. There may also be trainee therapists working on the ward. During your stay in hospital, procedures may be carried out by 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.

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.

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 which is sent by text via telephone. 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.

Compliments, concerns and complaints

A positive patient experience is very important to all the staff. We always welcome and encourage feedback whether it is good or bad.

If you have any concerns or complaints regarding your stay on Ward F7, please feel free ask to speak to your nurse or ward manager.

If you feel unable to communicate your complaint with ward staff, the trust has the Patient advice and liaison services (PALS) which is a confidential service that provides help, advice and information for patients, families and carers.

You can contact PALS by ringing 0161 604 5897 or by Email: pals@pat.nhs.uk

Address: PALS Department, Ground Floor, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB

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).

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