

Welcome to Ward 5 - Acute Stroke Unit

An information guide



Welcome to Ward 5 - Acute Stroke Ward

Ward Manager: Emily Birleson

Ward Telephone Number: 0161 918 8673

About Ward 5

Ward 5 is a 26 bedded Acute Stroke Ward which cares for mixed sex patients. It has 4 side wards with female and male and 4 larger rooms with 6 beds. Each bedside has Patient line TV/Radio and Telephone access.

Bathroom and toilet facilities include equipment for the aid of those with disabilities. Each bed has a pressure-relieving overlay mattress and there are additional specialised pressure-relieving aids available for high risk patients. There are nurse call alarm lights by each bed.

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

Staff

The ward is divided into a team of nurses. You will be informed of the nurse taking care of you on each particular shift. There are a number of nurses specialised in particular areas who share their expertise with the rest of the team nurses.

During your stay you will be under the care of a named consultant and their team of doctors who will be responsible for your care and treatment during your stay in hospital. Consultants have 2 ward rounds per week.

Relatives are encouraged to attend ward rounds where possible.

Where possible, appointment times are allocated to avoid prolonged waits. Other consultants within the hospital will attend when their specialty is needed.

As well as doctors and nurses, other professionals may be involved in your care. This includes:

- Physiotherapists
- Occupational Therapists
- Speech and Language Therapists
- Dieticians
- Social Workers

If you have any questions, the nursing staff are available at any time to discuss this with you. If you would like to see a doctor, please ask the nurse in charge for help in this matter.

What you will need during your hospital stay

Clothes:

- Night wear
- Suitable slippers
- Dressing gown
- Day clothes and shoes

Toiletries:

- Hairbrush/comb
- Soap
- Facecloth
- Toothbrush
- Toothpaste/denture cleaner
- Towels
- Tissues
- Shaving equipment

Mealtimes

- Continental Breakfast – 8:00am – 9:00am
- Lunch – 12:00pm – 1:00pm
- Evening meal – 5:00pm - 5:45pm

Drinks are provided throughout the day as well as with meals

The ward lights are switched off at approximately 11:00pm, but night lights and bedside lights are available.

Visitors

Visiting times are **8:00am to 8:00pm** but 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. We ask that you have **only three visitors** at a time as large groups can disturb other patients. **Any additional visitors will be asked to wait off the ward.** 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.

Going home

The doctors will decide when you are fit to go home. You may require further rehabilitation. In this case you may be transferred to the **Stroke Rehabilitation Ward**. Your discharge will be planned with you and where relevant, your family and any other members of the hospital multidisciplinary team that you may require. If you have any worries about going home please speak to the nurse in charge.

Please do not hesitate to ring the ward. We will be happy to help if you have any problems once you are at home.

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. There is a Christian chapel is available to all who wish to pray or be quiet. There is also a prayer room with a women's area (which is regularly used for Muslim prayers) and a Shabbos room. These facilities are all open 24 hours a day, 7 days a week.

General Information

There is a mobile shop which visits the ward early each morning where you are able to buy newspapers and sundry items.

Patients must accept responsibility for any valuables kept in their possession, but any items of value may be deposited in the hospital safe, or as a temporary measure, in the ward safe.

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.

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 5 , 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.

Contact Information

Ward 5 – Acute Stroke Unit

Fairfield General Hospital

Rochdale Old Road

Bury, BL9 7TD

Telephone Number: 0161 918 8673

Hospital Helpline- Fairfield General Hospital

Telephone Number: 07970199235

PALS

Telephone Number: 0161 604 5897

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

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

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☎ : 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

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