



# Welcome to your Hospital

Our staff are here to help you. Whilst you are in hospital there are many ways that you can get involved in your own care, from doing simple exercises that will help prevent blood clots to taking control of your own medicines.

**Please talk to your nurse, doctor, pharmacist or physiotherapist to find out more.**



Staff will at all times treat you with courtesy, consideration and compassion. If there is anything we can do to make your stay with us better please tell us; if you are not sure about anything, please ask a member of staff. We are here to help.

## YOUR CARE AND TREATMENT

Your care will be provided by a number of different healthcare professionals depending on your health and social care needs. The Ward Sister will provide you with further information about the team looking after you, and together with the medical team, will ensure that you are fully informed about your care and treatment. If you or your relatives wish to speak to a Consultant or a member of the medical team, please make an appointment with your nurse or doctor.

## Parking:

There are concessionary visitor parking rates for inpatients over 7 days duration – the ward manager can advise on how to obtain this.

## VISITING HOURS

Visiting hours may vary across the hospital, and staff will be able to advise you of these. We kindly request

that you limit visitors to two visitors per bed. Children must be well behaved.

Animals are not usually permitted in the hospital.

Visiting outside these hours is possible in special circumstances, but must be

discussed with the nurse in charge. If you require a relative

or carer to support you whilst you are in hospital special arrangements can be made to ensure that we can accommodate this, and should be discussed with the nurse in charge.

Accommodation is available on site for visitors, ask a member of staff for more details including prices or visit [www.iow.nhs.uk](http://www.iow.nhs.uk)

## MEALS & BEVERAGES

Menu cards are distributed daily. If you need assistance to complete this please ask. If you have any specific dietary requirements, please speak to a member of the nursing team who will be able to offer advice and liaise with the kitchen or a dietician to ensure that your nutritional needs are met.

Meals are served between:

**Breakfast: 07:00 – 08:00**

**Lunch: 12:00 – 13:00**

**Dinner: 16:45 – 17:45**

Snacks and drinks are available throughout the day and can be ordered on the lunchtime and evening supper menu.

## Tell us:

If you need assistance at mealtimes the nursing staff or volunteers can help you.

If you have a dietary requirement that doesn't appear on the menu speak to a member of staff.

Please be aware that these restrictions are to ensure patient comfort and control infection. In the event of an infection outbreak (e.g. Norovirus) special restrictions may be put in place.

**Visitors must use hand rub to clean their hands**

**when entering and leaving the ward. Visitors are also recommended to wash hands with soap and water, particularly during a Norovirus outbreak.**

## TELEPHONE CALLS

To ensure uninterrupted patient care we would be grateful if friends and relatives could only phone the ward after **10:00a.m.** and before **9:00p.m.** The main switchboard number is **01983 524081**. Your bedside TV and telephone terminal offers a direct line to your bedside. Please check on how the charges made by the service provider may affect you and your friends and relatives.

If possible please nominate one person in your family to call us and act as a link for everyone else, so that the nursing staff can focus on the patients. To protect your confidentiality, we can only give limited information over the phone.

### Tell us:

If there is anything we can do to make your stay more comfortable. For example, if you need extra blankets or pillows, if you require something to drink or if you are being bothered by noise or need any other help.

## VALUABLES

There is a cupboard beside your bed where you can store your personal belongings, but we do not recommend using it for valuables. We ask patients to leave valuables at home wherever possible; if you have valuables with you please ask a member of your family to take them home. If this is not possible please discuss with the staff, as they may be able to store them in the ward safe.

## FRIENDS OF ST MARY'S HOSPITAL

The Friends of St Mary's volunteers have a shop in the main foyer of the hospital which is open 7am to 4pm Monday to Friday and sells a variety of items which may be required during your stay. There is also a mobile service that visits the wards daily selling newspapers, magazines, sweets and snacks and soft drinks.

## ENTERTAINMENT UNITS

Bedside entertainment units are available in many areas for your personal use. These have a telephone, TV and radio, and some services, including Hospital Radio, are free. Further information is available direct from **Hospedia** (the company that provides these) by pressing the operator button on the handset, at **[www.hospedia.co.uk](http://www.hospedia.co.uk)** or from a member of the nursing team, who can explain how they work and provide information about the charges.

Please be considerate to other patients and wear headphones if possible when using TVs or other electronic devices as the noise may disturb them.

Please do not use your mobile phone on the Ward to make calls or take photographs of other patients. If you want to make a call using your mobile phone please do so in the Ward Day room, in the hospital corridors or in other public areas.



## BED MOVEMENT

Unfortunately, due to the demand on beds at certain times, we may have to move you within the ward or to another ward in the hospital. We will endeavour to keep any disruption to a minimum.

## SMOKING

This hospital operates a strict no smoking policy, and as such you are not allowed to smoke anywhere within or outside the hospital. If you are concerned about any smoking issues, or want help to give up please speak to a member of the nursing staff. Patients who do not smoke whilst in hospital make a faster and better recovery.

## HELP US TO PROTECT YOU

Thoroughly cleaning hands is one of the most effective ways to prevent the spread of infection. You can help by:

- **Cleaning your hands before meals, if you are not near a hand wash basin please use the hand rubs at your bedside.**
- **Washing your hands with soap and water after going to the toilet.**
- **Encouraging your visitors to clean their hands when they enter and leave the ward, and also asking them not to visit you if they are ill – they should wait until 48 hours after the last symptoms.**

If you are worried that a doctor, nurse or other staff member has not cleaned their hands, do please ask that they do so. If you find this difficult please speak to the ward sister or nurse in charge.

**It is really important to inform the staff looking after you if you have any loose stools/diarrhoea or vomiting.**

## Your feedback matters:

We are very keen to hear your comments about your hospital stay so that we can improve our services and care.

Before you leave hospital, we will ask you to complete a patient feedback questionnaire. A member of staff will be able to assist you. You can also complete this after you have left hospital on our website at: [www.iow.nhs.uk/fft](http://www.iow.nhs.uk/fft)

If you have a concern or complaint, please speak to a member of the ward team in the first instance. You can also contact **PALS**, our **Patient Advice and Liaison Service**, to make comments or raise concerns.

Ask a member of staff to direct you to **PALS** or call: **01983 534850**.