

## Care of the Elderly

# Welcome to Ward 20



On Ward 20 the staff are experienced in caring for patients who are living with many complex conditions and have complex living needs.

We look after patients with various conditions but Ward 20 specialises in the Care of Older People. Although the ward is mixed sex, men and women are cared for in separate bays which are single sex. As well as bays of beds, we also have some side rooms with ensuite facilities. These are allocated based on clinical need.

Although we are not solely a dementia specialist ward, our staff are very experienced in the care of people who are living with this condition. Two Specialist Activity Co-ordinators support the ward team ensuring patients with dementia are kept active and stimulated throughout their time at the hospital. Their role involves planning and running activities such as arts and crafts, and reminiscence – a time for patients to talk about their childhoods and memories, as well as looking at old photos.

### Visiting times

Monday to Friday 6.30pm – 8.00pm

Weekends and Bank holidays 11:00am- 8:00pm

Please remember that patients get tired very quickly, so only two people should be around the bedside at any one time. Please ask the nurse in charge regarding children under the age of 12 years visiting relatives on the ward.



## Patient Information

We understand that for some patients it is beneficial that visiting is not restricted to set times. However, this will need to be discussed with the Ward Manager and we ask you to please consider others when visiting.

### Meal times

During a hospital stay we will provide patients with three meals a day. In addition, we offer hot drinks and snacks throughout the day. Lunch box snacks can also be provided if patients have missed a meal. We operate protected mealtimes in all of our adult wards. At set times throughout the day, all non-urgent clinical activity stops to help patients eat in a calm atmosphere.

**Approximate meal times are:**

<b>Breakfast</b>	<b>8.00am - 9.00am</b>
<b>Lunch</b>	<b>12noon - 1.00pm</b>
<b>Dinner</b>	<b>5.00pm - 6.00pm</b>

Following agreement with the Ward Manager, relatives and carers of patients who have dementia or confusion are encouraged to visit out of hours especially at meal times to help the patient with eating and drinking. On Ward 20 we recognise the needs of carers, and the contribution that carers give, to ensure that the patient receives an effective service.

### The Forget Me Not Care Bundle

This is a step by step guide that helps staff approach caring for patients with dementia in a more compassionate and informed way. By helping ward staff complete a **Getting To Know Me form** you can help us anticipate your relatives normal everyday needs, and help us deliver person-centred care.

### What essential items do patients need during their stay on Ward 20?

We need you to provide basic toiletries for your stay with us:

- Toothbrush and toothpaste;
- Soap/shower gel;
- Towel;

## Patient Information

- Hairbrush and/or comb;
- Well-fitting slippers;
- Pyjamas or nightdress;
- Dressing gown;
- When you or your relative is able to get out of bed, suitable day clothing should also be brought in.

Please avoid bringing any valuables into hospital. If you do have any property that is of value, please let one of the nursing staff know so that arrangements can be made for it to be placed in the hospital safe. Any property is kept at the patient's own risk and on admission either the patient or next of kin will be asked to sign a property disclaimer.

## Falls

Many patients on Ward 20 are at risk of falls. Our staff will assess the patient and put interventions in place to help prevent a fall. However as a family member or friend, you can also help.

### **Tips on how family and friends can help prevent falls:**

- Remind your loved one to call a staff member for help
- Before leaving, notify the nurse if the patient is weak or confused
- Ensure the call bell, fluids and personal belongings are within reach of the patient
- Help to keep the patient's bedside free of clutter
- Speak with the nursing staff if you have any concerns about safety of a patient

## Contact details

**Ward 20:**           Area1: 024 7696 5561  
                          Area 2: 024 7696 5559  
                          Area 3: 024 7696 5557  
                          Area 4: 024 7696 5563

## Patient Information

**Ward Manager:** Claire Stokes

We appreciate your feedback and comments; if you would like to provide us with information relating to your stay; please ask to complete our Friends and Family test form which are available on the ward.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact the ward on 024 7696 5561 (or one of the other contact numbers above) and we will do our best to meet your needs.

The Trust operates a smoke free policy

To give feedback on this leaflet please email [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk)

<b>Document History</b>	
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