

Patient Information

## Neurosurgery

# Welcome to Ward 43

**Ward Manager:** Holly Randle

### Clinical Band 6's

Lydia Botham

Rachel Deaves

Leah Devlin

Cristina Ongleo

Kelly Walker

Ravarna Thorpe

Lauren Webster

Sylvie Ntchamen Tchounja Rajiv

Ward 43 is a Neurosurgical ward comprises of 34 Beds. The ward mostly cares for brain and spinal conditions / injuries in an elective and emergency capacity. The nurses on the ward work in both the general ward and NECU, caring for patients who need enhanced care and closer monitoring as well as being skilled in Neurosurgical patients. The nursing and medical team work collaboratively with their multi-disciplinary colleagues, to make sure best care in line with a "Patient First" approach and adhering to the trust values. Our patients are seen daily on the ward round as well as an afternoon review at our board round to make sure smooth and efficient discharges, timely admissions and any concerns that have arisen through the day.

### What do I need to bring in?

We recommend that you / relative bring the following:

- Nightwear, dressing gown and slippers
- Toiletries
- Day clothes (2 days – end PJ paralysis campaign)
- Please bring in a list of your current medications (**leave all your own medication at home**)



## Patient Information

- **Please leave any valuables at home**

Please keep your belongings to a minimum due to infection control and patient safety. Due to the speciality, our patients are at risk of falls and minimalizing clutter around the bed spaces helps in protecting them. If you do have any property that is of value please let one of the nursing staff know so that we can make arrangements for it to be placed in the hospital safe.

The hospital does not take responsibility for lost or damaged belongings

### Discharge

Your planned date of discharge and destination will be discussed with you and your family. If you feel any support will be needed (except elective cases) this needs to be conveyed to the nursing team as soon as possible. Please make sure you complete our feedback to let us know how we're doing.

### Housekeeping

- Fresh flowers are not allowed on the ward due to infection control
- We are a teaching hospital; therefore student nurses will support with your care. If you have any problem with this, please bring it to the ward co-ordinators attention.
- Protected meal times on the ward which allows patients to have their meals and not be interrupted by medical staff

Breakfast 8.00am – 9.00am

Lunch 12 noon – 1.00pm

Dinner 5.00pm – 6.00pm

### Visiting times

- In line with trust policy there is no visiting during this time due to Covid -19 restrictions. Carers will be able to attend the ward - A **'carer'** or **someone providing essential support to a patient is not classed as a visitor** and can remain with the patient. Carers should obtain a self-testing kit and should be symptom free. Please speak with the Nurse in Charge if this applies to you.

## Patient Information

### Communication

There are multiple ways you are able to keep in touch with your loved one whilst they are an inpatient.

- Portable Phone – Please ask staff members to transfer your call to the portable phone and we will be able to take this to the bed space.
- FaceTime – We have three Ipads available for patient use. You are able to book a time slot with nursing staff to speak to your loved one.

### Other useful information

**Infection control** – alcohol gel dispensers are available at the entrance to the ward and at each bedside. We ask that you use these before entering and leaving the ward.

**Travel** – local buses are available from the front of the hospital. Timetables are displayed electronically in the main reception area.

**Parking** – There are a number of car parks around the hospital however, please be aware that these get very busy during office hours.

**Unfortunately we are unable to give any concessions for parking.**

### Complaints

If there is any aspect of your care that you or your relatives are unhappy about then please let us know as soon as possible. The ward manager is more than happy to speak to you.

### Patient Advice and Liaison Service (PALS)

A patient advisor can be contacted on Freephone 0800 0284 203. They will be happy to offer advice about any concerns you may have regarding your stay in our hospital.

### Ward 43 telephone numbers

Area 1 024 7696 5330

Area 3 024 7696 5230

Green 024 7696 5335

## Patient Information

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 6449 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)

### **Document History**

|             |                 |
|-------------|-----------------|
| Department: | Neurosurgery    |
| Contact:    | 26449           |
| Updated:    | July 2021       |
| Review:     | July 2023       |
| Version:    | 7.1             |
| Reference:  | HIC/LFT/1079/10 |