

Before you leave – we would like to know what you think about your stay, as we are always trying to improve care for patients. Please complete our **Feedback questionnaire.**



Or Hootvox

Other useful contacts -

Age Cymru

0800 022 3444

www.agecymru.org.uk

Alzheimer's Society

0300 222 1122

www.Alzheimers.org.uk

Carers Wales

029 2081 1370

www.carersuk.org/wales

Macmillan Cancer Support

0808 808 0000

www.macmillan.org.uk

Contact Numbers for
***** Ward –

01443 802285

01443 802302

***** Social Services
Department

We hope you find this booklet reassuring and that it helps to make your experience a positive one where you have more choice and control.

Space for specific ward information not covered



(Hospital)

**Welcome to
***** Ward**



All you need to know about your stay in the Community Ward from admission to discharge.

You have been transferred to **(Hospital)** because you no longer need care in an acute hospital setting (like the Royal Gwent for example) but you do need some more Community Hospital care.

(Hospital) is a Community Hospital.



We want to make your hospital stay a positive experience where you, your family and carers have more choice and control.

(Hospital) staff will support you to stay independent and be able to make your own choices. We will work with you to identify what matters to you, and help you to choose from the range of options that are available. Our aim is to support you to maintain a good quality of life.

Please ask a member of staff if you require more information about your care or anything in this leaflet.

This information is available in Welsh or any other language on request, also in other formats.

About the ward -

(Hospital information) has three Community wards, all with single en-suite rooms for patients.

***** **Ward** is mainly for ***** (e.g. **Stroke/ Rehab**) patients.

The Hospital also offers:-

- 24-hour nurse-led Minor Injuries Unit
- Out-patients Department, including Children's' Outpatients
- Physiotherapy and Occupational Therapy
- Dietetics
- Speech and Language Therapy
- Mental Health In-patients
- X-ray Department with CT and MRI scanner
- Day Surgery

The *****Café/restaurant is on Floor 1 and is open from * to * daily**

The ******Hoffi Coffi Coffee shop is on the ground floor near Reception and is open from 9-6.**

You are welcome to visit patients at any time from **11:00am until 8:00pm**, except for patient meal times between 12:30pm -1:30pm, and 5:30pm - 6:30pm. These are protected mealtimes, but ward staff will welcome support from carers or relatives if this will help patients with their diet.

- **Bring or tell us about any tablets , any medication (including patches, creams etc.) you have been taking**
- **Bring suitable clothes, including well-fitting slippers or shoes**
- **Bring contact numbers of close relatives**
- **Please don't bring valuables with you to hospital, and remember that any property or belongings are your own responsibility.**



Your ward has single en-suite rooms for all patients, to provide dignity, privacy and better infection control. Sunflower volunteers may visit to chat , read with you or help you with hairdressing or crafts. *****TVs** are provided in all rooms, with individual remotes which won't work elsewhere, so please check you don't accidentally take these when you leave!

How may I feel?

You may feel nervous about leaving the safety, security and company of the ward. You may be thinking about the coming weeks and months and be concerned about managing alone, putting strain on your family, or using equipment and adaptations to your home. You may be worried about how your care will be funded. The **MDT meeting** is the best time to discuss these concerns, but speak to staff if you are worried.

On the other hand, you may be eager to leave hospital. But it is important to be realistic about your abilities. If you overestimate what you can do, you might not get help that will be useful to you.



Leaving hospital –

- Make sure you have your
- medicines and know how to take them.
- Check whether you need a follow up appointment, more tests or a GP appointment.
- Ask for your valuables back if we have stored them.

What about Transport?

On the day that you leave us, we ask that you or your family/carers arrange for your own transport if possible . However we will arrange ambulance transport if you need it. Please ask a member of staff if you need help with this.



Returning to your home

If you are well enough and choose to do so, the Team will do all that they can to arrange a safe return to your home. This may be with support from family or carers, or with a **Care Package** tailored to your needs giving you support in your own home. Staff will discuss this process with you. If you need some on-going help when you leave hospital, there may be a team of Occupational Therapists, Enablement Workers, Social Workers or Physiotherapists who can help you. This is known as **e.g. the Reablement/Integrated Services Team*****. If needed, the team will help you with any support you need when preparing to leave hospital and when you are home.



What if you cannot return to your home?

The staff in ***** Community Hospital fully understand how difficult this decision will be for you the patient, your family and carers. We will make every effort to discuss this important decision with you, explaining the choices available. This may be about the type of residential or nursing accommodation which is best for you, and what is available locally.

The Health Board has a **Choice of Accommodation Policy** to address the needs of patients whose future place of care from hospital may be in a residential or nursing home. A copy of this policy can be given to you or your family/carer.



About your treatment

A Team of people may come to see you –

Doctor (Medical Staff) -

A doctor diagnoses you and discusses the best course of treatment for you.

Advanced Nurse

Practitioner - A nurse who has received specialist training.

Nursing staff - Sister and Deputy Sister, with a team of Registered Nurses, Healthcare Support workers and domestic staff. These are trained to provide health care to patients. They will assess your condition, look after you and provide advice.

Occupational therapist - helps you to keep or regain your independence to carry out everyday activities, by teaching skills and/or providing equipment.

Social worker - will support you with needs such as housing, and work with you to find the best arrangements for you when you are discharged.

Physiotherapy – You may be referred to physiotherapy when you are admitted. The physiotherapist will look at your strength, balance, stamina and mobility.



All the wards are managed by medical staff, who are part of the Care of the Elderly Directorate. There are medical staff based on site Monday to Friday 9am – 5pm, with an on-call service operating outside these hours. **(Different for Redwood)**

You may need some Rehabilitation –

to help you recover and regain your independence.

It involves you the patient, your family, friends and carers-

- Working hard together
- Being active within your surroundings
- Re-learning skills you had before
- Learning new ways to do activities

The Team looking after you will explain what is needed.

What happens next?

During the first week that you are in ***** Ward, we aim to complete all of our initial assessments, and will speak with you and your family or carers.

A meeting will then be held with all the people who are responsible for your care.



This is called a **Multi Disciplinary Team (MDT)** meeting. Depending on your medical condition, this could take place within your first few days on the ward or may take a little longer.

Together with you and your family or carers the MDT meeting will:

- Listen to what is important to you
- Discuss your care plan and goals
- Discuss and agree a possible date of discharge
- Talk with you about options for the best place for you to live when you are discharged
- Talk about your rehabilitation progress
- Improve your knowledge and confidence in looking after yourself ready for your discharge

The MDT Team may

include:-

You and your representatives,
Doctors, Nurses,
Physiotherapists,
Occupational therapists,
Mental Health team,
Reablement Team, District
Nurses, Social workers.

It is an opportunity for you and your family/carers to discuss anything that may make your discharge difficult, or to tell us about any issues that are relevant. We will encourage you and your relatives and carers to join in the discussions. We can then talk about the support you might need before you leave hospital.

A safe and timely discharge – Your choices as you leave hospital

We believe that the support you have when you are preparing to leave hospital is just as important as the support and medical treatment you receive when you are in hospital. We want to prevent you having a lengthy and unnecessary hospital stay.

As it is not possible or appropriate for you to remain in the Community ward for longer than necessary, it is important for you and your family/carers to speak to us about what you would like to happen when you are discharged. The MDT meeting is a good opportunity to do this.

We aim to:

- Communicate clearly with you
- Work with you and bring together only those people who can help you to live your own life
- Work with you to find solutions to any difficulties you might be experiencing
- Use our resources as creatively and flexibly as possible.
- Uphold your right to be fully involved in decisions about your care

