Welcome to your hospital
Patient relative and carer information booklet

Are we accessible to you?
This publication is available on request in other formats. For example: large print, easy read, Braille, audio version and in other languages.

For free translation and/or other format please speak to a member of staff.

Please place your hospital address, ward name and telephone number here
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Your stay in our care

This information will provide you and your family with details about the services we provide and answer some of the questions you might have about your stay.

We pride ourselves on creating a friendly, caring environment in our hospital, with our committed staff providing treatment and care tailored to meet the individual needs of you and your family.

Our promise to you

We understand that any illness can be worrying for patients, carers and their families, and that it can affect family, work and social life. With this in mind, we promise we will work with you and your carer to provide and plan the best possible care and treatment by:

• Recognising your needs and being fair to all regardless of age, gender, race, ethnicity, religion and belief, disability, sexual orientation or social circumstances
• Listening to and trying to understand your hopes and fears and those of your family and carers
• Sharing accurate honest information with you about what we do know and what we don’t know
• Helping you wherever possible to make informed choices and shared decisions about what treatment you agree to receive
• Making sure the information regarding your treatment is explained and discussed with you, encouraging you to ask questions if you are unsure about anything
• Making sure that you are physically comfortable and free from pain as far as possible
• Helping you manage your illness or condition
• Providing information for you and your family about how to help with your recovery, especially when you return home
• Expecting you to treat our staff with same consideration and respect we give to you
• Involving you as an equal partner at all times.

It's okay to ask
Don’t be afraid to ask if you don’t understand something. We want you to play an active part in your care and treatment.

Communicating and understanding
Good communication is vital, as we want you to understand what is happening with your care at all times. It is important that you understand any tests or treatment you need, so that you can give your permission for these to take place and you have the right to understand what your care involves. We will explain any tests or treatment you need and may ask you to sign a consent form in some cases.

If you have any questions about your treatment, a member of staff will be happy to answer them – it’s okay to ask.

Comments, compliments and suggestions
We welcome all forms of feedback about our staff and services. Your compliments, or concerns, help us to make improvements to the services we provide. We also carry out short patient surveys and you may be asked to complete one of these. Please tell us what you think by:
• Speaking to a member of staff
• Filling in comments cards or suggestion boxes available on the ward
• By contacting the patient experience team.
Good communication is vital, as we want you to understand what is happening with your care at all times.
We welcome your feedback

If you are unhappy about something, it is always best to resolve it as soon as possible. Please contact the nurse in charge on the ward, or if you prefer, you can contact the trust’s Patient Experience Team for confidential advice and support.

Whether you have a concern, compliment or a complaint about your care, the Patient Experience Team is on hand to help. Call them on: 01773 525119 or visit the website here: www.dchs.nhs.uk/patient-experience-team.

There is also a form at the back of this booklet should your wish to leave any feedback.

Preparing for your hospital stay

Before you arrive we have some suggestion of what belongings you may like to bring with you. Storage space is limited, however.

- Two or three changes of clothes
- Night clothes and dressing gown
- Medication, including inhaler, insulin etc.
- Slippers
- Hairbrush/comb
- Soap, flannel/sponge
- Tissues
- Toothbrush and paste or denture tablets and a pot for dentures
- Flat shoes
- Glasses and hearing aid (if used)
- Small change for pay phone/newspapers
- List of phone numbers and addresses of family and friends
- Personal towels if you would rather use your own.

If you have any specialist equipment that you normally use at home which you feel would assist you during your stay in hospital please let the nursing staff know so that arrangements can be made to have this equipment available for you.
Valuables
We strongly advise you not to bring large amounts of money, pension books, valuables or cherished items into the hospital.

If you do have valuables or money with you, please ask your nurse to keep it safe and a receipt will be issued. Your valuable[s] will be returned to you on request or when you leave the hospital.

Laundry
While you are in hospital, you will need to make arrangements for your personal laundry to be done by relatives or carers. If you have any difficulties please speak to the Ward Manager.

Pets
If you have any concerns about your pet please discuss this with a nurse on the ward. We can try and make arrangements to help.

Ward routine
Ward routine is designed to help care for patients in the best way possible and for the smooth running of services. It includes things such as timing of the ward rounds, meal times, activities and visiting times.

If for any reason you are not told about the ward routine when you arrive please ask a member of staff to explain it to you.

Your stay
When you arrive on the ward a member of the healthcare staff will welcome you and take you to your bed. The member of staff will ask you for a variety of information which will help us make sure we understand your needs – we call this your ‘care plan’.
Privacy and dignity

Privacy and dignity for all is something we firmly believe in. Providing same-sex accommodation is an important part of this and during your stay you will be cared for with patients of the same sex as you.

We are committed to providing every patient with same-sex accommodation, providing a same-sex sleeping area and, where possible, same-sex bathroom and toilet facilities.

Safeguarding your privacy and dignity applies to all aspects of hospital care. However, in exceptional circumstances (for instance where the patient needs very specialised or urgent care), providing such care for the patient may have to take priority. Where mixing does occur, it must be in the interest of all the patients affected.

Care plans and notes are stored at the end of each patient’s bed. If you don’t want your notes to be kept there please inform one of the care team who will arrange for your care plans and notes to be secured elsewhere on the ward.

If you have any questions or would like to discuss any personal issues regarding your privacy and dignity please speak to a nurse.

Your care team

Throughout your stay your care will be provided by a team that may consist of the following:

- Doctors
- Nurses
- Therapists e.g. occupational or physiotherapist
- Social Services
- Other agencies/professionals depending on your individual need

If you would like your carers to be involved in your care during your stay please discuss this with the care team on the ward who will be able to agree your care plans with you and your carers.
Please place your hospital’s specific visiting times here.

We always try to ensure meals are provided at times when there are no interruptions or distractions.
Students

All of our hospitals provide training placements for students from healthcare professions. This means that staff caring for you may include a small number of students. We will ask whether you agree to students being present during your care or playing a part in caring for you. By agreeing to this you will be helping us to train future healthcare professionals. You do have the right to refuse this however, and we will respect your decision. Your treatment will not be affected.

In special circumstances visitors can negotiate a more suitable visiting time with the Ward Manager. Please do not visit if you have a cold or if you are feeling unwell.

Animals are not allowed in hospital apart from guide dogs, other support animals, or registered therapeutic pets.

Medicines

Your medicines may be kept in a special locker at the side of your bed, or in the drug trolley.

It could be dangerous for you to take any medicines that visitors may bring for you. Always tell the nurse in charge if medicines are brought to you during your stay.

Patient food services

A patient menu booklet with a full 21-day menu cycle is available on the ward. Ask a member of the ward team for details.

The hospital provides three meals each day and snacks are available throughout the day on request. Any special or religious dietary needs will also be catered for – please make sure to let staff know about your requirements.

If you need assistance to eat, our staff will always be available to help you. Please ask a nurse if you have any questions about your meals or diet.
Meal times
Meal times are an important part of your overall care. We always try to ensure meals are provided at times when there are no interruptions or distractions.

Protected meal times ensure that time is kept free for you to eat in peace, without activities or treatments being scheduled at the same time. It also enables staff to provide the right support for patients at meal times.

Infection prevention and control and cleanliness
We take infection control very seriously – all patients and visitors must wash their hands at available sinks or use the alcohol gel at various points throughout the hospital. Visitors must not sit on beds – they should use the chairs provided. Thank you for your consideration on these points – it all helps us to prevent infection.

We would encourage you to ask your carers and staff if they’ve washed their hands. They will expect it, and by doing so you’re helping to control infection. If you have any concerns or questions on this topic, please speak to a nurse who will be able to support you further.

Moving and lifting you safely
If you need help to move safely, staff may need to use specialist patient handling equipment to keep you comfortable and safe at all times.

Spiritual needs
You are welcome to have visits from someone of your own faith. The ward staff can help you to find appropriate spiritual support, if you wish.

Other services
Other services available, if required, include: physiotherapy, occupational therapy, hairdressing, specialist nurses, speech and language therapy, dietary advice and, occasionally, pets as therapy dogs. Ask a member of staff if you need more detail on any of these services.
No smoking
We have a strictly no smoking policy. Patients and visitors must not smoke in the building or the grounds at any time.

Fire safety
In the event of a suspected fire, an alarm will sound. Please follow the instructions given by hospital staff who are regularly trained in fire and evacuation procedures. The fire alarms are also tested weekly. If you smell smoke or see a fire, please contact a nurse/member of staff immediately. Do not attempt to put the fire out.

Mobile telephones and cameras
You are welcome to bring your mobile phone into the hospital with you, but we ask that you and your visitors use mobile phones with discretion and consideration for others.

To respect patient confidentiality, cameras and camera facilities on mobile phones must not be used in patient areas unless with special permission.

Respecting each other
You can always expect our staff to do their best to respond positively to your needs and those of your relatives. We respectfully ask that you and your visitors treat our staff courteously and considerately.

Your personal information
The Data Protection Act (1998) protects people’s personal privacy rights. NHS staff must ensure that information held about you, both manually and electronically, is secure and can only be accessed by authorised staff.

Your case notes may need to be shared with other professionals who contribute to your care, such as Social Services. In this case, we follow a strict code of conduct to protect your confidentiality.

We need your permission to share your information with any other person, including your family members.
We will make sure we discuss your wishes with you when you are in our care. You have the right to ask to see the information that is written in your health records. We are keen to ensure all individuals involved with the organisation are kept up-to-date with general information and how to get involved with the Trust, if you wish.

As a result, individuals whose personal information is held or processed by us may on occasion be contacted directly with such general information.
League of Friends

Our League of Friends supports our hospitals in lots of ways to make your stay more comfortable. Please ask if you want more details.

Leaving hospital

Following your arrival on the ward, the healthcare team will have a discussion with you, your relatives and carers to plan how long your care is likely to take and to discuss your discharge – this is called an expected date of discharge.

We will involve you and your carer in the discussion taking into account any care needs you may have once you leave the hospital. This will give you time to make plans with the staff and your family so that you can leave hospital safely when the time comes.

This important date and plans will be reviewed daily by the team. A letter will also be sent to your GP confirming the details of your admission and discharge.

Home of choice

If you are unable to return home after your hospital stay, you may have to consider alternatives such as residential or nursing care homes. This is a major change in anybody’s life and we offer help and support throughout the process.

If you need a period of nursing or residential care, you will be given help to find a home. The ward team will provide you with all the necessary information to help you make the right decision.

We appreciate that it can take time to make arrangements and find the right home. At the same time, it is not possible for patients to stay in hospital for long periods of time whilst they wait for a particular vacancy to arise. Our ‘Home of Choice’ policy, developed with Derby City and Derbyshire County Council, will help guide you through the process. Please do not hesitate to ask the ward nurse if you have any questions.
Following your arrival on the ward, the healthcare team will have a discussion with you, your relatives and carers.

Continuing care
If you require ongoing care after leaving hospital, you will be checked to see if you need what is known as a ‘NHS Continuing Healthcare assessment’.

We have information leaflets explaining this in more detail - please ask your nurse if you need a copy.

Car parking
The hospital offers free of charge car parking for patients and visitors. There are also allocated disabled spaces where required.
Hospital Discharge Checklist for family and/or carer(s)

- If the patient requires support on discharge from hospital you should be asked if you are willing and able to care for them. This will include a discussion about how much help you can provide and how often. You should also be given information about the carer assessment process.

- You and the patient should be given both verbal and written information and any relevant information about future care.

- You should also be provided with information on any training needs you may have. For example: moving and handling.

- You should be made aware of the person to talk to about discharge plans.

- In situations where a patient does not want you to be involved, or to be given information about their care, you will be provided with information on where to go for carer support.

- Information should be made available to you about how to let us know if you see a way we could improve the service you receive.

- If there is a need for a safeguarding investigation you should be informed of the process.

- An assessment for NHS continuing care will be carried out where appropriate - you should be kept informed about this.

- Both you and the patient should be consulted about whether or not to involve the Social Services.

- If the patient lacks mental capacity, you may be able to make certain decisions about health and welfare matters if you have a Lasting Power of Attorney (LPA) for that purpose. If there is no LPA the law requires professionals to act in the patient’s ‘best interest’ and you should be involved in the decision-making process.
Extract from Derbyshire County Council, ‘Family Carer’s Hospital Discharge Checklist’: www.derbyshire.gov.uk

The telephone number of your local Social Services department can be found in your telephone directory under Local Authority, or by speaking to a member of staff or your family GP.

Personal notes

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Personal notes
We welcome your feedback!

Service
Base

How likely are you to recommend our services to friends and family if they needed similar care or treatment?

Extremely likely
Neither likely nor unlikely
Extremely unlikely
Don’t know

Please tell us why

What could we do better?

Thank you. Please return this card to a member of staff or post it back to us (no stamp needed).