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To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Welcome to the Care of the Elderly Unit

A Guide for Patients and Carers

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

Author: Debbie Palmer

Department: Medicine

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Welcome to the Care of the Elderly Unit

The Care of the Elderly Unit is located in the Duchess of Kent Wing of St. Peter's Hospital and comprises of Cedar and Holly Ward. Cedar Ward is a 25 bedded facility which houses the Acute Stroke and Brain Injury patients Holly Ward is a 30 bedded facility. Both wards have dedicated beds for stroke patients but also take patients who require general medical care of the elderly expertise.

Patients are accepted from the Emergency Department, Medical Assessment Unit or transferred from other wards from within the Trust or from other hospitals.

Contact Details

The direct lines for Cedar ward are:

01932 722 003 or 01932 723 252

The direct lines for Holly ward are:

01932 722 011 or 01932 723 257

Telephone Enquiries

You will be asked for permission before we give any information to relatives. It is sometimes difficult to give detailed information over the phone to anyone but the next of kin.

It would be helpful if one member of the family is elected to telephone the ward, then pass on information to others. Please advise the Nurse in charge of the name of this person.

Should you need to telephone the ward, **please do so after 10.00 hours.**

Remember, if there is a delay in the ward answering the telephone it is because staff are caring for the patients, and they must leave them to come to the telephone.

Ward Clerk

The Ward Clerk, who will be pleased to answer any questions you may have, will be available between 07.30 and 14.00 hours Monday to Friday.

Staff

The day-to-day management of the ward is carried out by a Ward Sister and Deputy Ward Sisters, leading a team of dedicated Nurses, all of whom will endeavour to make your stay in hospital as comfortable as possible. The name of the Nurse in charge of

Outpatient Appointments

When you leave hospital, in order that the consultant can keep an eye on your condition, you may be required to come back to an Outpatient's appointment.

If you do, the appointment will be booked for you, and you will receive a card telling you when and where to go.

Infection Control

We are keen to reduce the risk of infections being spread. All staff should use alcohol gel to clean their hands in between treating each patient. Sometimes this may take place outside the bay, but if in doubt please challenge whoever is visiting you and ask if they have cleaned their hands first.

We also ask visitors to use the gel provided at the entrance to the ward before entering and leaving.

Please speak to the Nurse in charge if you are concerned, or have any comments about any aspect of your, or your relative's, care.

There is also a Matron who you can refer to - details are publicised on each ward.

If there is anything else we can do to make your stay on Cedar or Holly more comfortable, please let us know.

Housekeeping Arrangements

There is a dedicated notice board on the ward which will outline the cleaning timetable. We all try to be vigilant, but if you find any area which you are concerned about, please contact any member of staff. If there is a delay in it being dealt with, please do bring it to our attention.

On the day of your discharge from the unit

Whilst awaiting delivery of your tablets or the arrival of transport to take you home, you will be moved to wait in the Discharge Lounge.

Unfortunately it is not always possible to give an exact time when discharge medication or transport will be available.

looking after you will be written on a board at the Nurses station daily.

The medical consultants are specialist in acute stroke and brain injury and general care of the elderly.

The Consultant in charge of your care is supported by a medical team who are entirely based on the Unit. A Registrar leads the team of Senior and Junior House Officers and is available to answer the majority of your medical questions or concerns (Monday - Friday 09.00 - 17.00 hours).

A Medical Support Worker, who assists the Consultants, is allocated to each Care Team on the ward and may be able to assist with general enquiries.

A member of your team of Doctors will see you daily on weekdays. Should a relative wish to speak to one of the Doctors (with your permission), or make an appointment to see the Consultant, please ask at the Nurses Station.

Visiting Hours

Visiting times for both wards are **14.00 – 16.00** and **18.00 – 20.00** hours daily. **Only two visitors** to a bed are permitted at any one time.

Should you need to visit outside of these hours, please arrange this with a member of staff.

Meals and Special Diets

If you have any specific dietary requirements, please advise the nurse in charge or reception staff when you are admitted.

Meals are served at 08.00 (breakfast), 12.00 mid-day (lunch) and 17.00 (supper).

Hot drinks will be offered at 10.00, 18.00 and 22.00 hours. If you would like a drink at any time please ask the Nurse looking after you.

A trolley selling snacks, magazines and drinks visits the ward Monday to Friday. There is a League of Friends cafeteria and a shop in the Outpatient area which are open 09.00 – 17.00 hours, Monday to Friday.

If you have concerns about help with feeding, please let the Nurses know. After discussion with the nurse in charge, relatives are also most welcome to come at meal times to assist.

The Ward at Night

Unfortunately because of the care some patients require the wards can be quite noisy at night. We will try to keep noise to a minimum, but sleep can at times be disturbed.

Property and Valuables

The Trust does not take responsibility for property brought into hospital. Valuables should not be kept in hospital but be sent home with a relative or friend. If this is not possible valuables should be handed to the nurse for safe keeping. Money handed in will be sent to the hospital safe and available on discharge.

Whilst you are in hospital please feel free to ask relatives to bring in clothes and toiletries. We like our patients to feel as comfortable as possible and it is surprising how being dressed in your own clothes can make you feel better.

Unfortunately we do not have laundry facilities in the hospital.

If you wish to bring books or magazines with you, please do so. There is a small cupboard beside your bed that is ideal for storing personal belongings.

Chaplaincy

A hospital Chaplain, also Ministers of other denominations, visit the Unit.

If you would like to see one of them, please speak to either the Nurse looking after you or reception staff.