

Your hospital stay - information for patients, relatives and carers

Welcome

We hope this information leaflet will help you while you are in hospital, however if you have any questions about your care, your treatment or anything connected to your stay in hospital, please talk to a member of staff, they will be pleased to help.

While you are in hospital we will do everything we can to give you the best possible care. We would be very grateful if you could give us some feedback on your discharge through the Friends and Family Test (FFT). This is a short feedback questionnaire. Please ask one of the nurses about this.

Information about us

East Sussex Healthcare NHS Trust incorporates the Conquest Hospital in Hastings and Eastbourne District General Hospital, community hospitals in Bexhill, Rye, Lewes, Crowborough and Uckfield and Firwood House in Eastbourne plus a wide range of community health services across East Sussex.

The ward/department team

All staff wear identity lanyards or badges with their name and job title on; if you do not know who is talking to you please ask them to introduce themselves and if necessary, ask them to show you their identification. The staff wear the following uniforms in wards/units:

- Senior nurses wear black pinstripe
- The Matron who is responsible for leading the team and for the quality of care, wears a purple uniform.
- Ward/department sisters wear navy blue uniforms
- Registered nurses (staff nurses) wear light blue uniforms
- Health care assistants wear green uniforms
- Student nurse's wear white tunics and blue trousers
- Ward/Clinic Clerks depending on their area may wear a uniform
- Housekeepers wear royal blue uniform
- You may also see doctors and their teams and members of various therapy teams as and when required. You will be informed of the named consultant who is looking after you. Please ask if you are not informed of this.

During your hospital stay

You will have a small locker next to your bed/chair for your personal possessions. However, storage space is limited. You should, where possible, bring with you or have brought in for you;

- Prescribed tablets and medication that you usually take at home. Please give any prescribed tablets and medicines to a nurse. The doctor will prescribe all the tablets and medicines that you need while you are in hospital and for when you return home. If you have a card giving details of any current treatment particularly a steroid card or Warfarin booklet, please bring this with you and inform one of the nurses.

- Bed jackets/cardigan or dressing gown. Nightdress or pyjamas.
- Correctly fitting slippers or shoes (to avoid slips or falls during your stay in hospital). Further information about reducing the risk of falling whilst in hospital is available; please discuss this with your nurse
- Toiletries (including hair brush or comb, soap or (soap substitute), toothbrush, toothpaste or denture cleaner and shaving equipment.
- Loose or comfortable day clothes.
- Some money for television and phone by your bedside.
- Your most recently prescribed spectacles, contact lenses (including cleaning fluid), hearing aid and denture box.
- Any addresses or telephone numbers that you might need.

Mobile phones and your valuables

If you have a mobile phone please note these can only be used in limited areas.

We advise that the following items should **not** be brought in with you while in hospital;

- Large amounts of money or valuables i.e. jewellery, laptops etc.
- Alcohol, any illegal or non-prescription drugs.
- Large amounts of perishable foods

You are recommended to ask a relative to take home any money or valuables or to hand them over for safe keeping during your stay in hospital.

We will ask you to sign a property and valuables disclaimer on your admission as part of the admission documentation process. The East Sussex Healthcare NHS Trust and its staff are unable to accept any liability for loss, theft or damage to patients personal property or money unless it has been handed in for safe custody and an official receipt obtained.

Your ward/department information

On arrival to the ward you will be shown the bathroom and toilet facilities.

You will be shown your allocated bed space area and given a call bell to contact staff as required. Above your bed will be a board stating your name, allocated consultant and named nurse. This will also include any special instructions personal to you.

As part of a national initiative the nursing team on wards or departments are offering two hourly rounds for essential care that patients might need. We do this to ensure a personalised approach to your care. The nurses will speak with you regularly to address any worries or concerns you may have, however please discuss any concerns you have with a nurse at any time.

Same sex accommodation

We aim to accommodate all patients in same sex sleeping areas. This may not apply to certain areas where you may be coming in for day surgery or minor procedures or areas that require specialised care for example the cardiac unit and intensive care unit.

There may be occasions when the only bed available is in a mixed sex area, but every effort will be made to find an appropriate bed in a single sex area as soon as possible dependent on your clinical requirements.

It may be necessary for you to be moved to different bed areas in the same ward or to different wards. This may happen at varying times of the day or night, (moving patients at night is only done if an emergency situation arises). We look at the needs of all patients when making these decisions and this will be discussed with you and explained to you prior to any moves. Where a patient experiences disorientation we will aim to keep moves to a minimum.

Consent

We will ensure that we obtain your informed consent before any procedure, intervention or nursing care. The nursing team will ask you on an ongoing basis for your permission to give you care. For some procedures or interventions you may be required to sign a consent form. The nursing or medical staff will explain all the necessary details before asking you to sign a consent form. Please ensure that you are happy with the information before giving consent.

Although you may have consented for treatment, you may at any time withdraw your consent. Please discuss this with your medical team.

If you have any documents expressing your health wishes please ensure you make a member of the ward/unit team aware. This is very important as this information will be used when making decisions about you and your care if you were unable to provide consent yourself.

Specialist champions

Each area has a champion dedicated to specialist area of interest such as: Learning Disabilities or Dementia. Please ask staff if you have any concerns or questions.

Visiting times

The visiting times on each ward/unit vary, please ask one of the nurses for the times relevant to your ward/area.

To reduce disturbance for all patients during visiting times please limit your visitors to two per visit. We can make special arrangements in some situations, for example for people with learning disabilities, cognitive impairments such as dementia and for those at the end of their life.

Parking

There are charges for parking at Conquest Hospital and Eastbourne DGH. The main car parks are pay-on-foot, which means you have to pay for your parking as you leave the hospital at the payment machines in the main entrances.

If your stay is to be protracted or there are special circumstances such as the need for intensive care or end of life care parking concessions can be arranged. Please discuss this with the nursing staff or the parking office on:

- **Conquest Hospital parking office** (01424) 755255 ext: 7235 or mobile 07826 533156.
- **Eastbourne DGH parking office** (01323) 417400 ext: 4898 or mobile 07826 533173.

Exemptions also currently apply to blue badge holders - free parking in designated blue badge bays (maximum stay 3 hours) and patients attending cancer/oncology clinics and their relatives.

Protected meal times

Each ward/unit area supports protected mealtimes. We use this opportunity to help patients who may need assistance with eating and drinking and to maintain privacy and dignity. We appreciate your support in asking your friends and relatives to only visit during visiting times. We understand that some family members may wish to visit to help you, if needed. Please speak to the nurse in charge of your care or area. If you have any religious preferences please speak to the nursing staff and they will assist you.

Restaurant facilities

Patients and visitors can buy refreshments from the staff restaurants as well as the shops and coffee shops at the main entrance areas.

Conquest Hospital

- The Channel View Restaurant is situated on level 4 and is open from 7.00am until 2.00pm.
- The Café is situated at the main entrance and is open as follows:
 - Monday to Friday - 7.30am until 6.00pm
 - Saturday - 11.30am until 6.00pm

Eastbourne District General Hospital

- The Restaurant is situated on the lower ground level near Polegate ward and is open from 7.00am until 2.30pm.
- The RVS Café is situated on the lower ground level at the entrance to the Restaurant and is open from 11.00am until 6.00pm.
- RVS Coffee Shop is situated at the main entrance and is open from 8.00am until 6.00pm.

On the grounds of infection control we ask that patients do not use the restaurants if they have an intravenous drip, wound drain or free drainage catheter. This is for the patient's safety and for that of others using these facilities. Therefore please speak to one of the nurses before you leave the ward.

Infection prevention and control measures

All staff follow policy and procedures to prevent the spread of infection. These include rigorous hand washing procedures, high standards of cleanliness on the wards and the use of side rooms when necessary. Visitors may be asked to follow specific measures/instructions put in place to prevent the spread of infection; please ensure that you and your relatives follow these to help us prevent the spread of infections.

Similarly, to help the prevention of infection please challenge staff to wash their hands immediately before and after they offer you care. This is an accepted practice but staff may need reminding.

We would also ask your visitors to avoid coming into hospital if they are unwell or vulnerable to infection themselves. This is to avoid further spread of infection to you, other patients and staff. If in doubt, please check with the ward staff before you visit.

Communication and interpreting services

There are interpreter services available if you have any problems in speaking or understanding English. This includes British Sign Language if you have a hearing impairment.

If you have any hearing or sight problems please inform the ward/unit team so alternative formats such as large print or electronic choices can be made available to you.

Pastoral, spiritual and religious care

We recognise that patients and their families can benefit from pastoral spiritual and religious, care and support whilst in hospital. We are able to provide this through our dedicated chaplaincy teams which consist of ordained staff and lay volunteers.

The chaplaincy team not only undertake regular ward and bedside visits to deliver pastoral and sacramental care, they also conduct chapel services and prayers which are open to all patients and their visitors.

Sometimes a patient may wish to have their own community leader visit which chaplaincy is happy to organise.

A visit from a member of the chaplaincy team (ordained or lay) can be arranged by asking the ward sister or a member of the nursing staff. They can contact the team on your behalf for both routine and emergency enquiries.

Smoking

In line with national legislation, all hospital and other buildings and grounds are completely smoke free. If you need assistance to stop smoking please ask a member of staff who can refer you to the stop smoking team.

Violence and aggression towards staff

The expectation of East Sussex Healthcare NHS Trust is that none of its staff will be exposed to unacceptable behaviour such as verbal, or physical abuse on any grounds including ethnicity or gender.

Should there be an incident where a patient or visitor behaviour becomes unacceptable or causes harm, the Trust will, where appropriate, support staff and pursue any necessary action which may lead to a conviction.

Compliments, concerns and complaints

Our aim, is to always listen, respond and learn from feedback. It is always our goal to provide high quality care and get it right for all patients all of the time. The best way we can achieve this is to ensure we hear your views about the quality of the service you received. We encourage feedback, good or bad and have many ways you can let us know your views.

Ways to provide feedback

There are many ways you can provide feedback. These include:

- Answering our Friends and Family question offered to all patients before they go home. Green posting boxes, for your responses are located near to our main entrances.
- Contacting the Patient Advice and Liaison Service (PALS) – further details below.
- By completing an electronic comments form through the Trust website - www.esht.nhs.uk
- Via the internet at NHS choices at www.nhs.uk or Patient Opinion at www.patientopinion.org
- By email at: patientexperience@esht.nhs.uk

Healthwatch East Sussex

Another way you can give feedback is by contacting Healthwatch East Sussex. Healthwatch East Sussex is your independent consumer champion for health and social care. If you receive a good or less good service during your inpatient stay with us, Healthwatch would like to know what happened, and your views on how to improve the service. The role of healthwatch is to make sure your views and feedback are heard and affect the decisions made by the people who deliver your services.

You can contact Healthwatch by phone: 0333 101 4007, text: 0779 410 0409, email: enquiries@healthwatcheastsussex.co.uk or visit their website www.healthwatcheastsussex.co.uk

How to provide a compliment or send a “thank you” to a member of staff

The Chief Executive is very happy to receive letters from grateful patients, families and carers. Alternatively you can write to the service directly, complete a survey or contact PALS (details provided below). PALS will ensure your comments are passed on to the staff concerned. The Trust website also has a section where you can say “thank you”.

How to raise a concern or make a complaint

We know that while most people are happy with the care they receive, this is not always the case. We know there are times when service users want to raise a concern, comment on or complain about a service or the staff involved in their care. It is often possible to resolve your concerns or complaints when they arise by talking to the staff immediately involved. Staff will do their best to sort out the problem as quickly as possible. They will be careful to make sure that any information about you is kept confidential and that complaining will not influence or affect any further care and treatment. If it is not possible to resolve the matter in this way, they may ask you whether they can involve a more senior member of staff.

We understand that sometimes you may prefer to talk to someone not directly involved in your care, and on these occasions you can contact the Patient Advice and Liaison Service (contact details below).

Patient Advice and Liaison Service (PALS)

Every NHS organisation has a Patient Advice and Liaison Service (PALS) which can provide confidential advice and support to help you sort out any concerns you might have about any aspect of NHS care you receive. They can also provide general information about NHS services. PALS can often resolve some concerns quickly and informally but can also provide advice on how to access the formal complaints route if the issue requires a more detailed investigation by the department providing the service.

PALS – Contact details	
Conquest Hospital The Ridge St Leonards-on-Sea East Sussex, TN37 7RD	Eastbourne DGH Kings Drive Eastbourne East Sussex, BN21 2UD
Opening hours 9.00am to 4.00pm (Mon to Fri)	Opening hours 9.00am to 4.00pm (Mon to Fri)
Telephone: (01424) 758090 Email: esh-tr.palsh@nhs.net	Telephone: (01323) 435886 Email: esh-tr.palse@nhs.net

Going home

Your plan for discharge will start on your admission to hospital. We will involve yourself, your family, carers or friends with your consent, as appropriate. On the day of your discharge any medicines you will need will be prescribed by the doctor and supplied by the hospital pharmacy or dispensed by the ward/unit area. However, if your medication has not been changed and you have a supply at home please inform the nurses as this may speed up the discharge process for you and allow you to be discharged earlier. If your medication is not in stock then you may be issued with a prescription to obtain from a chemist.

Discharge lounge

On the day of your discharge, you may be transferred to a discharge lounge to wait for your transport home or for your medication. The discharge lounge is staffed by nursing staff who can care for all your needs whilst you are there.

Important information

Please remember that this leaflet is intended as general information only and is not definitive. We aim to make the information as up to date and accurate as possible. Kindly note that it is always subject to change. Please, therefore, always raise any concerns or queries with your nurse or doctor.

We aim to give you a safe, happy experience under our care, being ever mindful of your individual needs and those of your friends, family, carers and support workers.

Other formats

This information is available in alternative formats such as large print or electronically on request. Interpreters can also be booked. Please contact the Patient Advice and Liaison Service (PALS) offices, found in the main reception areas:

Conquest Hospital

Email: palsh@esht.nhs.uk - Telephone: **01424 758090**

Eastbourne District General Hospital

Email: palse@esht.nhs.uk - Telephone: **01323 435886**

Reference

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