

Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

patient.information@addenbrookes.nhs.uk



We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Department of Neurosciences

Patient Information

Welcome to Ward A4

Document history

Authors	Divisional Support Manager
Department	Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ www.cuh.org.uk
Contact number	01223 2 216311
Publish/Review date	November 2011/November 2014
File name	Welcome_to_ward_A4
Version number/Ref	4/PIN1180

About Ward A4:

Ward A4 is part of a regional Neurosciences Unit. We specialise in caring for patients who require surgery or treatment for conditions relating to the brain and spine.

Welcome to the ward. We hope your stay will be comfortable. Please do not hesitate to ask any questions.

Contact details:

- Ward A4, Box 3, Addenbrooke's NHS Trust, Hills Road, Cambridge CB2 0QQ Tel: 01223 216311 (or hospital extension 2311)
- Patient Advice and Liaison Service (PALS) Tel: 01223 216 756 (or Patientline: *801); Patientline switchboard: 070 411 70123 + extension.

Directions and travel:

- Ward A4 is on Level three of the A block at Addenbrooke's, which is between the main Outpatients Centre and the main reception (entrances are on level 2). Ask at either reception for directions.
- For security, there is an intercom at the ward door.
- Parking is restricted on the site, and we encourage visitors to use public transport. Please follow the signs for visitors' parking (Car Park J) and enter the hospital by the main entrance. Here, there are drop-off only and disabled parking spaces.
- If you are likely to be hospitalised for two weeks or more, your visitors can get a discounted parking ticket from the main reception. This allows you to exit from the car parks for 14 consecutive days from the day you validate the ticket.

Who to contact for further advice/questions

- You will have a Patientline phone by your bed, which enables you to phone in and out directly. Where possible, please encourage people to contact you on this phone (incoming calls are free to you).
- It is very helpful if you appoint just one member of your family to make enquiries to staff about your progress – they can then pass on the information to others. If you or your relative wish to speak to your consultant or other medical staff, please ask for an appointment to be made.
- Please call after 08:00 hours, the changeover of nursing staff will be complete by this time.
- If you or your visiting relatives have any concerns, please discuss these with your nursing staff, Ward sister or Unit Manager.
- You can also discuss them with the Patient Advice and Liaison Service (PALS) staff, who can visit you on the ward
- For non-clinical problems (for example: help with benefits or accommodation), we can arrange for a visit from a social worker and/or you can book to meet advisors from the Information Centre.

Clothing and laundry:

We encourage patients to wear daytime clothes when they feel able. We do not, however, have facilities to launder your clothes routinely. It is very helpful if relatives can take responsibility for this.

Infection control:

- Addenbrooke's has a number advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website:
<http://www.addenbrookes.org.uk/patientinformation/index.html#i>

If you do not have access to the Internet, please contact PALS on 01223 216756 or extension 2756.

Discharge:

Your staff will let you know in advance when you are likely to be discharged from the ward and will discuss with you how you will get home. There are strict criteria for hospital transport.

Privacy and dignity

We are committed to treating all patients with privacy and dignity in a safe, clean and comfortable environment. This means, with a few exceptions, we will care for you in same sex bays in wards with separate sanitary facilities for men and women.

For your added privacy we would recommend you bring in loose, comfortable clothing to change into.

On your arrival

When you are first admitted, you will meet a member of the medical and nursing staff as soon as possible. If there is a short delay, please bear with us – we might be waiting for another patient to be discharged or be busy caring for other patients.

Visiting hours:

- You may visit from 10:00 to 12:00 and 15:00 to 19:30 hours. At other times, please contact the nursing staff.
- Up to two visitors only are allowed at each bedside at any time. Children may visit at the discretion of the nurse in charge and must be strictly supervised by a parent or guardian.
- When you have visitors, please be considerate of other patients, who may be feeling very unwell; a lot of noise or commotion may prevent them from resting. Visitors can also meet you or wait in the ward's day room. If you are well enough, they can take you out of the ward for a change of scene but please check with a member of staff first.
- Visitors are kindly requested not to sit on the patient's bed.
- Because space is limited and to reduce infection, we do not allow cut flowers on the ward. Any flowers delivered will be placed in the day room.
- To help us prevent the spread of any infections, please ask visitors to use the hand rub at the entrance to the ward on arrival and on leaving.

Staff:

Nurses' uniforms:

- Divisional Lead Nurse - Black
- Senior Clinical Nurse – Black/Red
- Senior Sister – navy blue
- Junior Charge nurse/Junior sister – royal blue epaulette/royal blue
- Senior Staff Nurse/Staff nurse – white with blue stripes
- Health care assistants – white with grey stripes
- Student nurses – grey and white

During your stay, you will be cared for by one of two nursing teams, led by a senior staff nurse. Nurses work three shifts:

- Early (07:00 - 15:00)
- Late (12:30 – 20:00)
- Night (19:30 -07:30)

During the overlap time, we handover your care to the next team of staff. Your named nurse for the shift will come to see you briefly at the start of each shift. Clinical Nurse practitioners also work with the consultants and can give you further advice and information about your care and treatment.

Housekeepers will bring you your meals and drinks and ensure the cleanliness of the ward.

Our ward clerk works Monday to Friday: 0800-1600 hours, and can help with general enquiries, make clinic appointments and book hospital transport.

Your doctor's name will be written on the board behind your bed.

Food and drink:

We will bring you three meals each day (breakfast, lunch and supper) and hot drinks at intervals. When you arrive, we will explain how this works and will ask you if you have any special requirements. Please check with nursing staff before you consume any food or drink that has been brought in for you or purchased in the hospital.

We are unable to microwave food for patients due to health and safety regulations.

Drug rounds

Please try not to interrupt the nursing staff while they are doing the 'drug round' or checking medicines.

Doctor's ward rounds

You should see a member of your medical team every day. The timings of the visits may vary due to theatre commitments.

Ward facilities:

We have a day room for patients and visitors' use, which has information about health issues and organisations associated with brain and spinal care.

At the ward entrance, there is a vending machine for Patientline cards (for bedside TV and telephone use).

Post is delivered twice a day to the ward. Outgoing post can be placed in the out tray on the reception desk.

Toilets on the wards are for the use of patients only. Toilets for visitors' use are situated at the ward entrance.