

Bishop's Castle Community Hospital

Patient Information Booklet



Full Postal Address

Bishop's Castle Community Hospital,
Union Street,
Bishops Castle,
Shropshire
SY9 5AJ

Telephone 01588 638220

Fax 01588 630900

Philosophy of care

The staff warmly welcome you and your family to Bishop's Castle Community Hospital and hope your stay is as short and comfortable as possible.

Our aim is to provide the highest levels of rehabilitation in order to improve and maintain each patient's independence with a view to enabling a successful return to home life or agreed alternative accommodation.

We practise a course of 'planned patient care' according to your needs and **WMA1** and those of your family/carers. This involves individual attention to enable patients to achieve their full potential.

For some people however, active treatment is no longer appropriate and the real possibility of death should be seen as a natural consequence. Physical and mental comfort is promoted to secure that patient a peaceful and dignified death. Respect for privacy, religious and cultural beliefs is of paramount importance.

Admission to this hospital may be just one episode in the patient's life. By promoting a relaxed, friendly and caring environment for all our patients we hope to reduce fears and anxieties.

Our staff will always aim to make **your** stay a positive experience

Slide 4

BMA1

Suggest moving this to here

Bayley Maggie A, 18/09/2011

On admission to hospital

When you are admitted it would be helpful if you could bring the following with you:

Name, address and telephone number of preferred person for us to contact in an emergency.

Details of your current treatment including what medication you are taking.

You will need 2 sets of day clothes, nightwear, toiletries and any aids/equipment you may use. Sensible foot wear is also required.

Please avoid bringing in valuables.

Patients are expected to make their own arrangements for the laundering of personal clothing, *I am sorry we are unable to do this for you.*

We have same sex accommodation.

On admission you will be seen by a nurse and then a doctor, they will estimate your discharge date, *so that planning can start straight away.*

Visiting Times

Our policy is for open visiting but sometimes visitors may be asked to leave the ward area during mealtimes (*unless they are assisting with feeding*) or whilst the doctors round is in progress.

We ask that visitors help reduce clutter on patients' lockers and bed side tables. Please take away any unnecessary **personal** property and unused items. *If equipment is needed in an emergency clutter can get in the way.*

Fruit (which should be washed), chocolates, biscuits etc. if brought in should be kept in named lidded container; it helps keep tables tidy and free from harbouring germs.

We discourage flowers

We would be grateful if you would please put chairs back after visiting, many thanks.

Meal Times

We operate protected meal time policy

Visitors are asked to avoid visiting at meal times unless discussed with staff nurse *or they are assisting their relative* .

Breakfast 08.00am

Mid morning drink 10.30am

Lunch served in Dining Room 12.30pm

Afternoon drink 3.00pm

High Tea 5.30pm

Supper drink 8.00pm

All patients are offered hand wipes before and after meals.

Staff will assist each patient in selecting the right choice on the menu. Special diets are catered for. Snacks available 24hrs.

Any food bought in by visitors must be named, labelled & dated and consumed within 24hrs.

Red tray and jugs are used for those patients identified at risk of malnutrition, who need assistance with eating.

The Hospital Team

All wear identity badges

Ward Manager and Sister	navy uniform
Registered Nurses	royal blue
Healthcare Assistants	pale blue
Domestic Supervisor	pale green
Domestic Staff	lilac
Occupational Therapist	white with green trim
Physiotherapist	white with navy trim

We have a pharmacist who visits twice a week and pharmacist technician once a week.

Other therapists include Dietician and Speech and Language who visit once a week. The Clergy, also visit weekly.

Various outpatient clinics are by appointment only.

Infection Prevention Control

‘Hand Hygiene is central to all infection prevention.’
It is OK to ask the staff if they have ‘clean hands’

Please help us to have a clutter free environment, anything not being used
please send home.

Visitors who feel unwell should postpone their visit.
If you have had Diarrhoea and Vomiting do not visit for 48hrs.after symptom
free.

All visitors are asked to use the hand gel before entering patient area.
Equipment is cleaned after each patient use. Once cleaned, it is labelled,
dated and signed.

All staff have yearly infection prevention training.

Discharge from Hospital

Your discharge from hospital will be planned with you (**as soon as you are admitted**), and the multi-disciplinary team. Arrangements for getting home are made at least 48hrs in advance.

The pharmacist or nurse will go through your list of medications to take home.

Any services you may require will have been arranged prior to discharge **for example**, District Nurse, Carers.

Your own GP will be notified of your discharge from hospital, they will also receive a summary of your hospital stay.

Transport should be arranged by you/ your family. In exceptional circumstances this will be arranged in accordance with our transport policy

Comments, Complaints and suggestions

If you have any comments good or bad please do not hesitate to let us know.

Any suggestions you have to improve the service we offer will be valued and considered fully. Please find comments cards at reception.

From time to time you will be asked questions about your stay with us this is so we can audit standards of care.

Should the need arise to make a formal complaint please speak with ward manager in the first instance or contact the Trust's Complaints Manager.

The PALS and Complaints Managers can be contacted via 01743 277662 or by writing to them at: Shropshire Community Health NHS Trust, William Farr House, Mytton Oak Road, Shrewsbury, SY3 8XL

