



Community Hospital Welcome Pack

Information for patients, relatives and carers



Aiming for excellence in all we do



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Welcome

We aim to provide high quality patient centred care in line with Aneurin Bevan University Health Board Values framework



Ward Sister:



Deputy Ward Sister:



Senior Nurse:



Contact Numbers:



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Our promise to you

Our aim is to help you to..

- ✓ Agree an individual care plan
- ✓ Promote and maximise your independence
- ✓ Plan your safe and timely discharge

We will..

- ✓ Respect your dignity, privacy and rights
- ✓ Provide high quality care
- ✓ Involve you and any appropriate family members or carers in your care and discharge

Our purpose..

Is to continue your agreed treatment and holistic care following your admission. We will deliver your agreed treatment plan and any rehabilitation you may require in order for you to return home as quickly as possible. Your holistic care will be provided by a range of health professionals appropriate to your individual needs, who will be helping you to be as independent as possible during your stay.



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Our Staff

When you are being cared for in our community hospitals, your health care team includes nurses, doctors, therapists, social workers and any other staff member who is providing care for you.

Staff should have photo identification and a name badge that describes their role. You can ask staff their name and role if the badge isn't clear, and if at any stage you are unclear about a staff member's identity, please ask the nurse in charge.

We encourage all patients, their family and carers to talk openly with their health care team about their condition, health and medication history and options for treatment. We aim to make you feel comfortable to ask any questions and raise any concerns you may have to help you understand your care.

How you can help with your discharge?

It's important to talk to your loved ones / carers and to the teams looking after you. We encourage you to ask questions about your discharge from hospital. Here are four key questions that you should ask the team caring for you:

- *What is the main reason I am in hospital?*
- *What is going to happen to me today and tomorrow?*
- *What extra help might I need when I leave hospital?*
- *When will I be able to leave hospital?*



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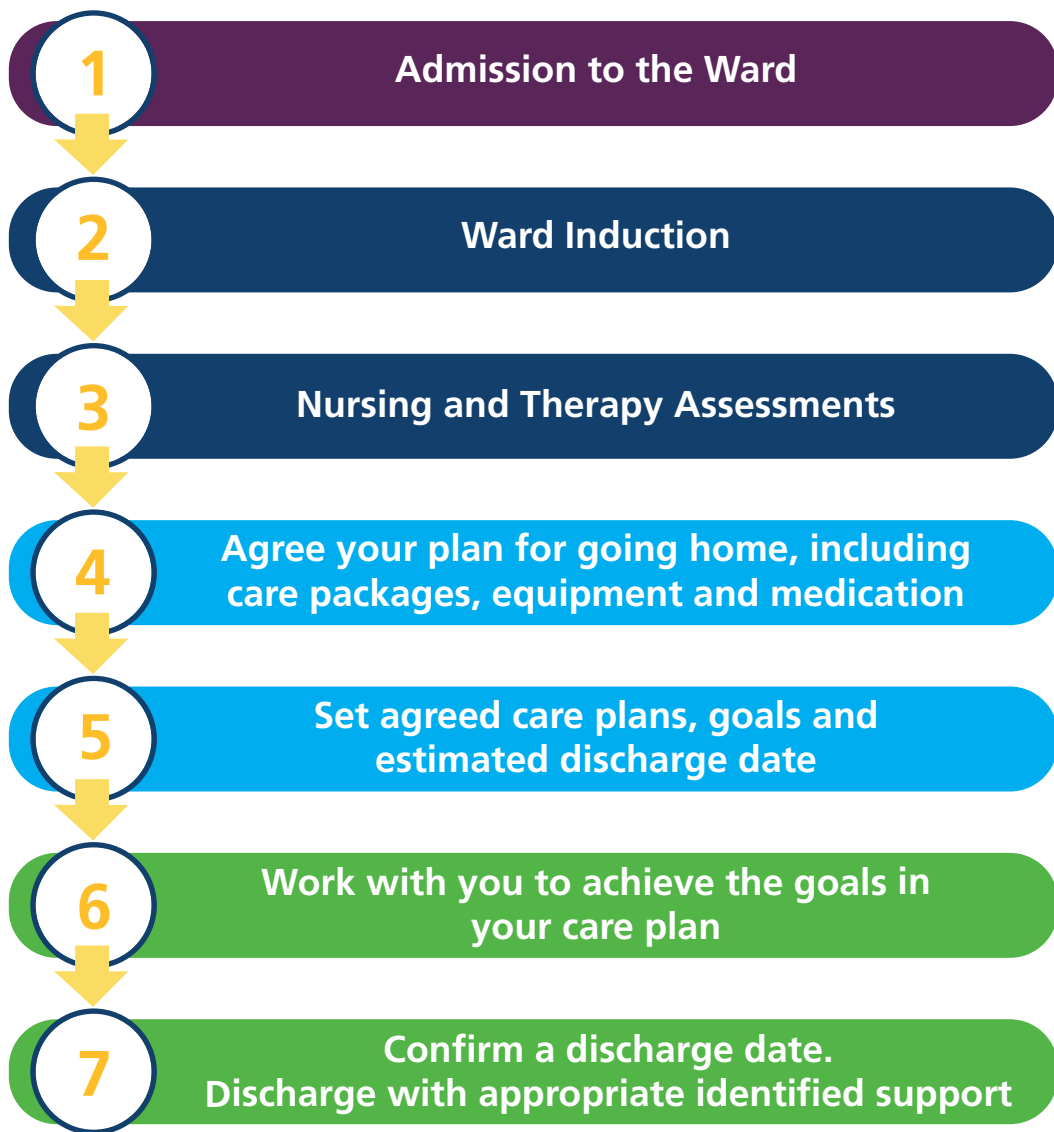
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Working Together



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Get Up - Get Dressed - Get Moving

During your stay, we will encourage you to be as independent as possible, and staff will assist you with activities you need help with.

We ask that you have your own night wear and day clothes, including well fitting footwear. You will also need to bring your own wash items, including soap, flannel, toothpaste, deodorant and shaving equipment, as required.

Staff will provide you with information on the bathroom facilities.

You will be encouraged to get out of bed.

Remember that participating in your own care such as walking to the toilet and using the dayroom are all part of rehabilitation.



We actively encourage our patients to:

Get Up - Get Dressed - Get Moving

- To maintain your normal routine
- Keep your independence
- Prevent loss of muscle strength and aerobic function
- Lower the risk of infection
- Prevent pressure sores and falls
- Facilitate early discharge

Please bring only essential property, valuables and cash with you during your stay in hospital. We cannot accept responsibility for any valuables not handed over to our staff.

Please tell our staff if you have dentures or a hearing aid. When you are not using these, please keep them in a container or in your locker.



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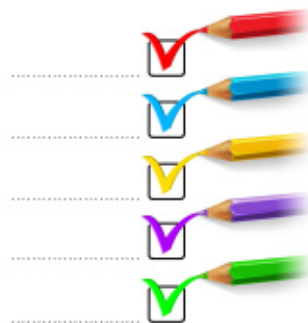
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What will you need?

Checklist:

- ✓ Daytime clothes
- ✓ Well-fitting shoes/slippers
- ✓ Night clothes/dressing gown
- ✓ Toiletries and tissues
- ✓ Glasses
- ✓ Dentures
- ✓ Hearing Aid
- ✓ Walking Aids



Laundry

We do not have facilities for personal laundry, so you will need to arrange for a relative, your carer or friend to take your washing away regularly.



If you have any specific needs e.g. cultural or religious, please speak to a member of our staff.



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Food & Nutrition



A balanced diet is an essential part of your recovery, and eating well means you will be able to fight off infection better and feel less weak and tired. You will receive a menu each morning so that you can choose your meals.

During your stay, you will be weighed weekly to check your weight. If needed, we will refer you to the dietitian.

We will ensure you always have fresh drinking water at your bedside. If you run out of water, please ask the ward host, or your nurse for more.

What are 'protected mealtimes'?

This is a period of time when all non urgent activity on the ward will stop. Routine activity on the ward is reduced so that nurses, therapists, volunteers can be available to help serve, supervise meals and assist those patients who need help to eat and drink.



If you are served your food on a red tray, it is just so that staff are aware that you might need a little bit more help with eating to ensure that you receive the nutrition you require to aid your recovery.

How can visitors help?

If you are visiting a ward displaying the *Protected Mealtimes* poster, please respect this request and visit relatives or friends outside of these times. If you normally visit at mealtimes to help your relative or friend eat, we are happy for this to continue. Please speak to a nurse on the ward. Please try to avoid telephoning the ward for information during mealtimes so that staff can concentrate on helping patients.

If you have any dietary requirements, please inform a member of staff.

Food hygiene regulations means we are not permitted to store food brought in from home.



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Visitors

Visitors are welcome during your stay.
Visiting times are displayed on the ward.



We know how important visiting is to patients and their loved ones. We constantly monitor and review our visiting policy in light of national guidance, cases of Covid-19 in our hospitals and community rates of the virus.

Think about keeping your relatives or friends safe before you visit someone in hospital. We ask visitors not to visit if they have any cold, nausea, vomiting or diarrhoea symptoms until they have been fully well for at least 48 hours.

Telephone Contact Number

Visiting Times

It is important to note that our standard daily visiting times are Monday-Sunday

If you require visiting outside these times we aim to be flexible where possible. This can be discussed with the Senior Charge Nurse.



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Things to consider when visiting

You play an important role in your loved one's recovery and we encourage active participation in their care.

We are always happy to help. Please discuss any concerns with a member of staff.

Talk to staff about your loved one's progress and ongoing plans.

When visiting, please encourage your loved one to be as active and independent as possible.

We kindly ask visitors:

- Not to sit on the beds or touch dressings, drips, etc, around the bed.
- To ask staff for advice before bringing in food or drink for patients.
- To use the hand gel provided on entering and leaving the ward.
- Be considerate of other patients' privacy and rest times.



If the fire alarms are activated (or in any other emergency situations), you and your visitors must follow advice and instructions from our staff.

Pets As Therapy (PAT)

You may be visited by our PAT volunteers and their calm friendly pets who give the pleasure of a chance to cuddle and talk, which provides comfort to many patients.



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Preventing Falls

Falls are the most common cause of injury in hospital and can delay your recovery.

Reduce the risk of falls by:

- **Taking care when getting up from the chair or bed and avoid moving too quickly.** It is helpful to sit on the edge of the bed for a few moments before standing. Get up slowly and make sure you feel steady before walking.
- **Keep everything you need within reach**, especially your walking frame or stick and your glasses, or hearing aids.
- **Keep your call bell beside you** and use it to get help whenever you need it. We will try to answer immediately, but if the ward is busy, it may take a few minutes before a nurse can help.
- **CALL don't FALL** - call for a member of staff as soon as you can to help you get in the bathroom until you are informed that you are safe to go on your own.
- **Always use your walking aid, if you need one.** Try to follow the advice given to you by therapists and nurses about how to move.
- **Inform staff if you feel dizzy or if you feel weak** – recovering from illness takes time and you may need more help than you realise.
- **DO NOT walk when you are only wearing socks** - wear supportive, flat, non slip shoes or slippers.
- **Keep your personal belongings to a minimum** to prevent unnecessary clutter as this could be a trip hazard.

If a patient is confused, family members and visitors can help by staying with them as much as possible and letting staff know how to reduce their confusion by helping complete the leaflets such as *This is Me* booklet / *What Matters* to me.

Keeping the bedside free from clutter, hazards and obstacles.

You can help with this by putting away chairs after visiting and with the patient's permission, taking home any unnecessary belongings. It is also a good idea to let a staff member know when you leave so that they can check on the patient regularly.



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Feedback

Comments, complaints & compliments

Who should I talk to?

The best place to start is by talking to the staff/ Ward Manager or Senior Nurse involved with your care or treatment as soon as possible. They will try and resolve your concerns immediately.

Equally... We would like to hear what went well and any positive comments you would like to share.



Your views are important to us. For general enquiries and to share your comments, please contact:

Puttingthingsright.ABHB@wales.nhs.uk

Complaints can be raised in a number of ways:

By telephoning the **Customer Contact Centre on 01495 745656**

In writing to:

The Chief Executive

Aneurin Bevan University Health Board

St Cadoc's Hospital

Lodge Road

Caerleon

NP18 3XQ

For further information,
please scan the QR code



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