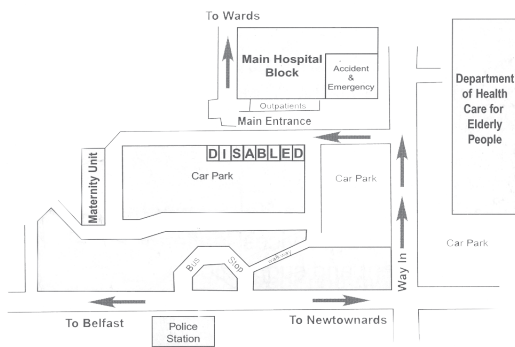


In the event of a fire

- The sound of the fire alarm is a continuous warble
- If a fire occurs please follow any instructions given to you by staff
- Familiarise yourself with the fire exits in your ward. If you are unsure where they are please ask a member of staff
- Doors and fire doors buy time if closed.



South Eastern HSC Trust
The Ulster Hospital
Dundonald
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Designed by Communications Department



South Eastern Health
and Social Care Trust

The Ulster Hospital



South Eastern Health
and Social Care Trust

Welcome to The
Ulster Hospital

Information Booklet

for In-Patients in General Wards

Foreword

Welcome to the Ulster Hospital. Our aim is to make your stay here as pleasant and comfortable as possible.

South Eastern Health and Social Care Trust Mission Statement

To provide high quality services which are responsive and accessible to our patients and clients and which contribute to improved health & social well being and reduce inequalities.

In this booklet we will try to answer some of your questions, but if you require more information please ask ward staff.

Visitors' Charter information is available in all wards/departments.

There are sections within this leaflet relating to:

- Coming into hospital
- Hospital staff
- On the ward
- Infection control
- Facilities available for patients and visitors
- Going home
- Tell us what you think of our services
- In the event of a fire.

Compliments

We will use your compliments to highlight good practice and will pass them on to the relevant department or person.

Complaints

If you are not happy about any aspect of the care, treatment or service we have offered you, you should contact the person who is dealing with you first, or their manager, so that your complaint can be dealt with immediately. If you do this and you are still not satisfied, you can make a formal complaint to the Complaints/Patient Liaison Manager. Once we receive your complaint, we will send you information on how our complaints procedure works.

Advice or Support

If you require advice or support on any aspect or problem relating to your care, you may contact the Complaints/Patient Liaison Manager.

Your views are much appreciated and will be treated confidentially. You may contact the Complaints/Patient Liaison Manager by:

- Filling in the leaflet entitled 'Tell us what you think of our services'.
- Writing to Complaints/Patient Liaison Department,
Ards Hospital
Newtownards
BT23 4AD
- Telephoning on - (028) 9056 1427
or Fax (028) 9056 4815
- Email:
complaints@setrust.hscni.net

Tell us what you think of our services

The South Eastern Trust recognises that health and social care will never be risk or error free, although serious errors are rare. Patients and carers have an important role to play in partnership with health care staff in ensuring errors and risks are identified and reduced. If you have any concerns during your inpatient stay they should be brought to the attention of the ward manager immediately. The South Eastern Trust has a full incident reporting and investigation system to ensure lessons are learned from errors that occur.

Within the South Eastern HSC Trust, we are continually trying to improve the quality of our services and we want you to experience the best care we can provide. You can help us to improve by telling us what you think of the services you have received.

You may want to:

- Give a compliment about the service you have used
- Make a comment or suggestion for improvement
- Make a complaint.

We value your opinions and will act on them whenever possible.

Comments and Suggestions

You may fill out a Comment/Suggestion card. We will consider all your comments and suggestions, share them with all the relevant staff and make changes if possible.

Coming into Hospital

Travel to Hospital



The Ulster Hospital is on the Upper Newtownards Road, Dundonald, approximately six miles from Belfast city centre and five miles from Newtownards. There is a regular bus service from the city centre and from Newtownards with bus stops outside the hospital entrance. Metro Bus numbers from Belfast are 4A, 19, 20 and 20A; Ulsterbus numbers from Newtownards are 5, 5d, 7, 9 and 10. Ulsterbus number from Bangor is 301B.

Should you require an ambulance to take you to the hospital, please contact your local general practitioner.

Car Parking

The pay on foot car parks at the front of the hospital and the terrace car park at the right side of the hospital are for patients and visitors, with spaces available for disabled drivers. Patients who are unable to walk long distances may be dropped off at the front doors.

There is a ramped area for disabled access at the main entrance of the hospital. Please do not park in designated staff car parks, disabled spaces or restricted parking areas, as you may be wheel clamped.

There may be exceptional circumstances where a relative/carer needs to visit for a prolonged period. Your visitors may be eligible for car park exemption. Please speak to the nurse in charge.

Arrival

When you arrive at the hospital please enter via the main entrance. In the first instance, you should report to the Receptionist who will direct you to the admissions office where your personal details will be taken. Admissions office staff will then direct you to the ward where you will be admitted. This formality will be completed as quickly as possible.

Things to bring

You will have received some documentation regarding your admission. Please complete the necessary forms and bring them with you. Bring any family contact numbers. If you receive any type of pension or family income support, please take a note of the numbers and bring them with you. Other items to bring include nightwear, dressing gown, slippers, towels, toiletries, moist hand wipes, battery operated razors, books and a small amount of money for the bedside phone or newspapers if desired.

Medicines

The clinical staff may want to prescribe new medicines or other treatment for you when you are in hospital. They need to know all medicines that you are currently taking including homeopathic or herbal remedies. It is therefore VERY IMPORTANT that you bring all your medicines into hospital with you and the most recent list of repeat medicines prescribed by your GP. If you hold a SPECIAL CARD which gives specific details of any current treatment for example a steroid or warfarin card, or an allergies alert card bring these with you and show them to the clinical staff. It could be dangerous for you to continue to take your own medicines or to take any medicines

8. No hospital clothing, linen, etc is accidentally taken home
9. Take home all personal property from locker including any of your own medication which you have brought into hospital
10. Following discharge, should you require further medical intervention, contact your own GP or the GP Out of Hours service.



Protecting and using Patient and Client Information

The South Eastern HSC Trust aims to provide you with the highest quality of health care. In order to achieve this aim, our staff will ask you for information about yourself in order that you can receive the most appropriate care and treatment.

We have a legal obligation to keep records about you, your health and the care which we have provided for you. We keep these records in order to minimise duplication and repetitive questioning and to ensure continuity of your treatment/care.

However there are occasions when we may need to pass on relevant information to other authorised staff. We would assure you that we only ever pass on information if staff genuinely need it in order to provide you with appropriate and high quality care. Information may be used for audit purposes as part of reviewing and improving care delivery. Whenever possible we will remove details identifying you.

Going Home

In order to facilitate your discharge plan, you will be given an expected discharge date within 24 hours of your admission.

When the time comes for you to leave hospital, you will be asked to **vacate your bed area by 10.00am**. Please make sure that:

1. Arrangements have been made for going home including own transport. If there is any difficulty speak to the nurse in charge. Ambulances are only available in exceptional circumstances
2. Any valuables/money being kept in safe-keeping are returned to you. Money will be returned in cheque form
3. Library books are returned
4. A medical certificate, stating that you have been discharged, has been issued if required
5. An appointment has been made for you to return to the Out-Patients Department, if necessary. Make sure that the date and time are suitable for you
6. You have received any medicines which have been prescribed for you on discharge
7. You have received any information leaflets/equipment specific to your aftercare

brought to you by visitors. You should always tell the nurse in charge of any medicines brought to you in this way. You will be provided with a supply of medicines on discharge from the hospital (if required) and advised of the changes made.

What you should not bring

Please do not bring large sums of money, electrical equipment or valuables/jewellery into the ward. Please send home money or valuables or tell the nurse in charge who will place these in safe keeping for you. All sums of money will be returned to you in cheque form. The hospital will not accept responsibility for loss or damage to any article which has not been handed over for safe keeping. Watches and small amounts of money can be kept in the ward safe whilst you are at theatre. Expensive jewellery should not be brought into hospital.

Hospital Staff

It is not always easy to tell who everyone is. All ward staff wear name badges, but if you are in any doubt please ask the person to introduce him/herself.

Nurses

The person in charge of the ward is known as the ward manager. The ward manager has overall responsibility to ensure that you receive a high standard of care. He/she is supported by a team comprising of a ward sister, staff nurses, student nurses and nursing auxiliaries. These staff will assist, advise and support you and your relatives with any aspect of your care.

Depending on your diagnosis some patients may be visited by a clinical nurse specialist who has expert knowledge of your condition.

Doctors

In hospital a consultant is responsible for your treatment. He or she is assisted by registrars and by junior doctors called house officers. Should you not know the name of your consultant ask the ward staff.

There will be regular visits from the team of doctors looking after you. Please feel free to ask any questions during these visits. Occasionally it may be necessary for the consultant to ask advice from another specialist regarding your treatment. You have a right to a second opinion regarding your medical care and/or diagnosis. Please speak to the consultant in charge of your care with regard to this.

Teaching

The Ulster Hospital is a teaching hospital and medical, nursing and other professional students are assigned to most wards.

The medical students are attached to the medical team and are usually present during ward rounds. You have the right to choose whether or not to take part in student training or research. If you do not wish to take part in a teaching session please inform the consultant or nurse in charge. We hope however, that you will assist in this very important aspect of training.

Social Services

The social work and discharge team within the hospital consists of social workers, care managers, nurses and community care assessors. Should you have any personal anxieties, or difficulties related to home, work, admission to or discharge from hospital, please ask the ward manager or nurse in charge to contact this team for you. However, as part of your assessment process you may be automatically referred.

The Oasis Restaurant

Patients and visitors are welcome to use the Oasis Restaurant, which is open each day between 7.00am - 7.00pm. Please ask staff if you require directions to the restaurant.

Patients should tell the nurse in charge if they leave the ward.

Patients with catheters or drains are not allowed to use the restaurant for infection control purposes.

Snacks and drinks can also be purchased from vending machines on the various floors of the hospital and outside some of the wards.

Taxi Service

Taxis may be ordered in the Main Hall where a free phone service is available to a local firm.

Postal arrangements

Post is delivered to the wards each weekday. All mail should be addressed clearly with your name and ward number eg.

Mrs A Brown
Ward 4
Ulster Hospital
Dundonald
BT16 1RH

Outgoing mail will be collected from the ward daily. Please ensure the correct stamp is on all external mail.

Hairdressing

Patients may wish to request a hairdressing appointment. Nurses will contact the Help Desk to arrange this for you. There is a small fee for this. Vouchers are available on sale within the hospital shop and Oasis Restaurant. Please see posters displayed at ward level.

Library

A library service is available. The book trolley visits each ward twice weekly and ward staff will give details of the service. This service is provided by the Ulster Hospital Ladies Committee on a voluntary basis.

Trolley Shop Service

A trolley shop selling a variety of goods (e.g. sweets and toiletries) will come to the wards. This service is also provided by the Ulster Hospital Ladies Committee on a voluntary basis.

Newspapers

You can buy newspapers twice daily from a trolley which will come around the wards.

Shop

The hospital shop is located at the main entrance. On sale are a variety of items including cards, newspapers and confectionery. If you wish and are fit to go to the shop, please discuss with the nurse in charge before leaving the ward.

Other staff

Your treatment may involve other members of staff such as physiotherapists, dietitians, occupational therapists, pharmacists, speech and language therapists, podiatrists and many more. Should you not understand who they are and what they do, please ask.

Hospital Chaplains

When you are admitted, a chaplain will be told of your admission. The chaplain may be of your denomination or can facilitate contacting your own spiritual representative. The chaplains make regular visits to the wards. There is a small Church on the first floor of the hospital which is open at all times.

A protestant service is held on Sunday at 9.30am.

A roman catholic service is held on Sunday at 10.45am.

A Chaplaincy Services leaflet is available for patients and relatives. Copies are available at ward level and at Main Reception.



On the Ward

For your own safety, you will be asked to wear a patient identification wristband at all times during your hospital stay.

Patient Identification Armband

- Y** **Your** identification armband helps us to identify you and should be checked before medicines or any procedures.
- O** **Occasionally Your** identification armband will need to be removed. If this happens, **Your** armband must be replaced.

U Unique personal details to you, including **Your** first name, last name and date of birth will be on **Your** identification armband. Please check **Your** details are correct.

R Report any problems with **Your** identification armband to a member of staff.

During your stay in hospital, you may be asked to move from one area of the ward or from a side ward to another part of the ward, in order to accommodate another patient. Staff will try to ensure that this causes you the least possible disruption.

There are separate areas within the hospital for male and female patients. We will make every effort to ensure that where possible you are nursed in a single sex bay.

However, as a result of emergency admissions, sometimes it may be necessary to care for male and female patients in the same area of the ward. If this happens, patients will be transferred to a single sex bay as soon as possible.

You will be informed of your expected date of discharge within 24 hours of admission, to enable you to make arrangements for this.

Reducing the risk of Infection in Hospital. What you can do to help

The recent publicity about hospital acquired infection has caused a great deal of concern across the country.

When in hospital you can play your part by doing the following:

- * **Keeping your hands and body clean.**
Bring personal toiletries including soap and a clean flannel with you into hospital
- * Taking a container of moist hand wipes with you will ensure you always have some available when you need to clean your hands

Travelling Expenses

Close relatives who travel to hospital to visit you may also be entitled to claim their travelling expenses if they receive benefits. The social worker or ward staff will tell you how to claim.

Facilities available for patients/visitors

Patientline Bedside Entertainment System

The Ulster Hospital has installed a Patient Line Bedside Patient Entertainment System. This can give patients access to a range of terrestrial and satellite television channels, digital radio (including hospital radio), personal bedside telephone services and other services such as movies, internet access and email.

Patientline gives patients the opportunity to choose exactly what they want to watch without disturbing others, as each bedside unit has a headset. Telephone services will also become more convenient to use as patients have the facility to make calls from their bedside. Family and friends can call the patient directly at the bedside, using their personal Patientline number.

There is a charge for Patientline. This will be explained by Patientline staff.

Alongside the paid for services, Patientline offers a number of services for free, including breakfast TV, television to children under 16, 6 radio stations, answer phone, messaging service and information channels.

Health and Safety

The hospital has a duty to create as far as possible a safe environment for everyone, but individuals have a personal responsibility not to behave in a way which could cause danger to themselves or others.

If you do have an accident please report it to the nurse in charge.

Moving and Handling

During your stay it may be necessary for the staff to use various pieces of equipment to assist with moving and positioning you if you are not able e.g. hoists, slide sheets. This is to ensure your comfort and safety. Staff will fully explain the equipment and what they are going to do. Please feel free to ask any questions.

Electrical Equipment

Because of health and safety regulations, the Ulster Hospital must test all electrical equipment used on its premises. Please do not bring any electrical equipment into hospital. Battery operated shavers are allowed. Hair dryers are available on each ward.

You should refrain from using mobile phones in clinical areas.

Sick Lines/Medical Certificates

If you require an in-patient certificate to cover your in-patient stay, for your employer, please ask the ward staff who will issue one.

Social Security Benefits/Pensions

If you receive social security benefits/pensions you may find that some will be reduced during your stay in hospital. A social worker or ward staff will tell you how to claim.

- * Gentlemen should take their own razor with them so they can shave
- * Ensure you always wash your hands after using the toilet
- * If you use a commode please ensure that the nurse brings you a bowl of water to wash your hands, or use moist hand wipes afterwards
- * Always wash your hands or clean them with a moist hand wipe or hand sanitiser immediately before you eat a meal
- * Hospital staff can help protect you by washing their hands, or by cleaning them with special hand sanitisers. If a member of staff needs to examine you or perform a procedure, do not be afraid to ask if they have first washed their hands or used a hand sanitiser
- * Try to keep the top of your locker and bed-table reasonably free from clutter. Too many things left on top make it more difficult for the cleaning staff to clean your locker and bed table properly
- * If you visit the bathroom or toilet and you are concerned that it does not look clean, report this immediately to the nurse in charge of the ward. Request it is cleaned before you use it and use an alternative (if available) in the meantime
- * Your bed-area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, report it to the nurse in charge and request it is cleaned
- * Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine, but make sure they have some grip on the bottom, as hospital floors can be a little slippery sometimes
- * Flowers and plants are **NOT** permitted in hospital.

Meals

Meal times may vary but generally are as follows:

Breakfast	8.00am
Lunch	12.00noon
Evening Meal	5.00pm

Visiting is not permitted during meal times unless relatives are actively involved in patient care or are requested by members of the nursing staff.

You have a choice of menu for all meals and you make your selection from menu cards. If necessary the nursing staff will help you fill in the menu card.

Vegetarian options are available at each meal. If you require particular ethnic/vegan foods please tell the nurse who will organise suitable meals. Persons with special dietary needs related to their medical condition will be referred to the dietitian.

Staff should be notified of any perishable food or drink brought in for patients.

Food which has passed its expiry date or sandwiches which are not eaten within 24 hours will be discarded in the interests of food safety.

Please check with ward staff before accepting gifts of food or chocolate as this may affect your treatment. Avoid bringing in food containing nuts.

Food is available out of hours only in exceptional circumstances. Please see information card at ward level.

Patients/clients and visitors are asked to smoke outside Trust buildings away from entrances and exits.

Staff, visitors and patients must adhere to this at all times.

Nicotine replacement therapy may be offered to patients for the duration of their hospital stay, based on their medical condition.

Health Promoting Hospitals (HPH)

The Trust is part of the international HPH Network.

The Ulster Hospital aims to be a healthy place for patients, staff and visitors. Please ask staff if you have any questions about things that affect your overall health and wellbeing.

Please tell staff if you have any ideas about how we as a hospital can help you keep you healthy.

Alcohol

Patients and visitors must not bring alcohol into the hospital grounds or consume it within the hospital grounds or premises.

Emergency Evacuation

In the event of a fire, bomb alert or other such emergency, please stay calm. Staff will advise you if the ward requires to be evacuated and will tell you what to do - please refer to back of leaflet.

You will be asked to sign a consent form before surgery or before having some other procedures performed, so make sure you understand the form before you sign it.

Parents/guardians must sign the consent form for children under the age of sixteen.

Information about your illness is confidential. It will not be given to anyone, except those involved in your treatment and your own General Practitioner, without your permission. With your consent, close relatives may make an appointment with the doctor in charge of your treatment through the nurse in charge. Information will only be given to relatives with the patient's approval.

Relatives should select one person to be spokesperson/link person for the family so that nursing staff do not have to give information to many relatives.

Enquiries by phone should be kept to a minimum. Please nominate a family member to phone for information. Limited information is given by phone. Wards have a direct dial number. Please speak to the nurse in charge regarding this.

Wills

It is hospital policy that nursing staff do not witness wills. Should you require help, ask the nurse in charge for advice.

Smoking

Northern Ireland is now smokefree and therefore it is **illegal** to smoke in any enclosed space which include entrances and exits to buildings.

Visiting times

2.00pm - 4.30pm
6.30pm - 8.30pm every day

Refer to Exception Sections

Please try to visit during these times as care, treatment and rest is required outside of these times. Do not feel obliged to visit for long periods. Short visits are less tiring for the patient and enable rest to be taken.

Exceptions

Please speak to staff in charge in the following areas to clarify visiting arrangements:

- * Maternity
- * Neo-natal Unit
- * Children's Wards
- * Intensive Care Unit
- * Coronary Care Unit
- * Mental Health Inpatient Unit
- * Medical Wards
- * Care of the Elderly.

Visitor numbers

Visitors are limited to a **maximum of 2 per bed** at any one time (cultural preferences and requirements will be taken into consideration when agreeing visiting for families and carers).

It is suggested that visits which include children should be limited to a maximum of 30 minutes where possible. Children are the responsibility of the adult visitor and should remain with them during the visit.

It would be preferable not to bring very young babies in to visit.

Visitor Behaviour

- * Follow any advice with regard to hygiene, eg. washing your hands/using a hand sanitiser when entering or leaving **all** ward areas
- * Please refer to nurse in charge before entering if the patient you are visiting is in a single room due to an infection
- * Respect other patients when visiting keeping noise to a minimum
- * Use chairs provided, do not sit on the beds
- * **Do not** visit if you or any visiting children have any infection eg. coughs, colds, flu, diarrhoea or vomiting. **Do not visit until free from symptoms** as you may still be infectious. If in doubt call the ward for advice
- * Avoid visiting at mealtimes (ie. lunch 11.45am - 1.30pm, teatime 5.00pm - 6.30pm) unless you are actively involved in the patient's care, or at the request of a member of nursing staff
- * Be aware that storage facilities are very limited so do not bring too many items in
- * Leave if a member of staff asks you. You will be told the reason why and whether you are able to return.

Restricting/Excluding Visitors

There are only a few situations when visitors will be restricted or excluded:

Wards/ Depts

In some circumstances staff may judge it in the patient's best interest to restrict visiting to enable treatment, care or rest.

Behaviour of visitor/ visitors

The Trust has a zero tolerance approach to violence/aggression towards our staff. If visitors do display inappropriate behaviour, this will be discussed with them and if necessary they will be asked to leave. Trust security and/or the police will be called if required.

At patient's request

If the patient has stated that he/she does not wish to see a visitor then staff will respect their request.

Medical Information

Anyone with a specific allergy (drug, food or other) should notify nursing staff immediately.

When in hospital please remember that you have a right to discuss your care and treatment with both medical and nursing staff. If you believe you have not been given an adequate explanation or do not understand what is happening, please ask.