

Contact us

If you have any concerns about the care of your relative / friend, or suggestions for improvements, please contact either the Ward Manager or the Matron. You will be provided with a card with these contact details on your relative / friends' admission.

www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01249 468261

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Other formats and languages

If you need this information in other formats (such as large print, audio, Braille) or in another language, please call the PALS number.

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Admission Information Leaflet for Carers

Adult Services

**This leaflet will assist you in knowing
what to expect from the hospital
admission of your relative / friend**

You matter, we care

What is the purpose of the admission to hospital?

You will be encouraged to attend hospital with your relative / friend, when they are being admitted. They will be seen by a doctor and nurse who will also want to speak with you to gather further information about the difficulties your relative / friend has been experiencing.

The staff will ask you about any additional support you might need. If during the admission you would like to speak with someone about these support needs, please contact the named nurse of your relative / friend, or, in their absence, the ward manager.

The nursing staff will agree a care plan with your relative / friend, with your input, to help plan treatment for their recovery.

We will aim for the admission to be for the shortest period that is required, enabling your relative / friend to leave hospital at the earliest opportunity with support from the Intensive Team and their care coordinator.

All staff involved in the care and treatment of your relative / friend undertake ongoing assessment of their needs, including their physical health. This will include discussions with you to contribute to the ongoing care plan.

What personal belongings can be brought in?

- Any medication that your relative / friend is taking (which will need to be handed to staff)
- Clothing and shoes, for use both on and off the ward
- Personal toiletries
- Money (small amounts).

What items should not be brought in?

Please don't bring in any breakable items, plastic bags, large electrical items, cameras, cutlery, laptops, items of value, and aerosols cans.

Some items such as scissors, tweezers, lighters and razors will normally need to be given to staff.

All bags will be checked by staff when you first arrive on the ward.

When can I visit?

We welcome visitors:

Monday – Friday	2-3pm and 6.30-8.30pm
Weekends/Bank Holidays	2-8pm

There is a signing in book in the reception area of the ward.

To encourage your relative / friend to engage in the various therapeutic opportunities on the ward, there is 'Protected Time' for a minimum period from 4pm-6pm each week day, and 9.30am-12pm at weekends. This allows staff to work with your relative / friend. Please avoid ringing or arranging visits at these times or meal times if possible.

If the visiting times are inconvenient, please ask to speak to the nurse in charge to agree an alternative arrangement

Children under 16 years of age are not permitted in the ward areas. A family room is available for children to visit family members staying in hospital. This provides a safe, friendly place to meet.