

Ward F6

## Welcome to Ward F6

**Ward matron:** Hollie Cannon

**Ward manager:** Jennifer Ogden

**Senior sisters:** Karen Bugg, Amy Melody, Gellie Lamina, Desirie Caporal, Beth Aghahowa

Contact telephone number: **01284 713413 / 01284 713139**

Visiting hours: **2.00pm to 8.00pm**

Visitors will **not** be admitted during protected mealtimes (6.30pm to 7.30pm) unless they have prior agreement with the nurse in charge or during special occasions or situations.

### About Ward F6

Ward F6 is a 33 bedded surgical ward, caring for patients under a variety of specialities including but not limited to General Surgery and Urology, Colorectal Surgery and Upper Gastroenterology. There are five bays and three side rooms. Our side rooms are used for Infection Prevention. We aim to provide you with a high standard of care and a nurse in charge of each shift would be happy to help you if you like to raise anything about your care.

### During your stay

Once you have been admitted into your bed, there is a bedside locker for your personal belongings. We ask that you try to keep the top of the locker as clear as possible so it is easily accessible. If you do not have

any nightwear or wash accessories, we have a stock and can provide these. We actively encourage patients to wear their day clothes while in hospital to help maintain dignity and ask that safe footwear is provided from home when possible.

During your stay you will be introduced to many staff members including Nurses, Nursing Assistants, Specialists, Doctors, Physiotherapists, Occupational Therapists, and Pharmacists. All these staff will have ID visible to you. You will have named staff looking after you each shift, identifiable outside your bay.

Your name will be placed on the board behind your bed, and we will ask what you like to be called and highlight this. The frequency of your observations, dietary requirement, consultant in charge of your care and specific instructions will be written on the board.

We will check your observations including a lying and standing blood pressure and your weight. We will also ask you some questions like your social situation, past medical histories, mobility prior to admission, medications you take at home and other relevant information as part of safety and admission assessments in order to initiate the right care plan for you.

## **Carers**

The ward promotes carers to help continue to provide care whilst in hospital and a carers pack can be provided.

## **Medications**

Your medications will be locked in your bedside locker and the nurse will administer these as they are prescribed. The drug rounds are approximately at 8.00am, 1:00pm, 6.00pm and 10.00pm. If you require

medications between these times please make your nurse aware on your admission.

Let your nurse know if you are experiencing symptoms any time like pain, nausea and vomiting, constipation so we can check if you have 'as needed medications' prescribed and if there is none, we can ask the doctor to review and prescribe them for you.

## **Doctor ward rounds**

The doctors will visit you daily, but the times will vary. The doctor reviewing you may not always be the consultant in charge of your care but a member of that team.

## **Meal times**

F6 encourages protected mealtimes to ensure that patients have a dedicated mealtime, free from as many interruptions as possible. We aim to create a quiet, relaxed atmosphere for you to enjoy your meal. We ask you to either use the hand gel or wipes provided or wash your hands prior to the meals. The approximate time of your meals are:

Breakfast: 8.30am to 9.00am

Lunch: 1.00pm

Dinner: 6.30pm

Tea/coffee rounds are twice in the morning and afternoon and once in the evening.

If you have missed a meal due to a procedure or scan that requires fasting or was feeling unwell during mealtimes, speak to staff who will be able to arrange a hot meal or snack for you.

## **Ward facilities**

The ward facilities are for patients only. If you have any concerns with regards to the cleanliness of the toilets and shower rooms please report it to a member of staff.

Team chaplains are available from different denominations and faiths and are supported by a team of volunteers. You can see a chaplain at any time and the nursing team can arrange this for you.

## **Preventing falls**

Whilst you are in the hospital, you are at a higher risk of falling due to several reasons. We will assess your risk of falling at each shift and when your condition changes.

If you are at a higher risk of falling, we will put a care plan in place to reduce the danger of an accidental fall or injury.

To help us minimise this incident, we ask you to:

Always use your call bell to get help. "Call, don't fall".

Keep everything you need within your reach. Do not stretch or bend to reach things.

Get out of the bed slowly.

Avoid walking barefoot or wearing only socks. Make sure your shoes or slippers fit and are non-slip. We can provide you with non-slip socks if you do not have these.

Inform staff if you are experiencing dizziness, blurry vision or feeling weak.

Use your walking aid as advised.

## **Pressure Ulcer Prevention**

What you can do to prevent developing a pressure ulcer:

Visual skin check -early inspection means early detection.

Change your position often. You should not remain on the same position for more than two hours. If you need help moving, staff will be happy to assist you.

## **Discharges**

Once all members of the multidisciplinary team are happy for you to go home, a discharge letter, referrals and medication for you to take home are requested. As you can appreciate, this takes time to prepare and your nurse will advise you when you are likely to be ready to go. You may be asked on the day of discharge to move to our discharge waiting area on another ward. Prior to your discharge you will be asked to provide feedback about your stay and will be provided with a form to complete.

## **Compliments, concerns and complaints**

A positive patient experience is very important to all the staff. We always welcome and encourage feedback whether it is good or bad. If you have any concerns or complaints regarding your stay on Ward F6, please feel free to speak to your nurse or ward manager.

If you feel unable to communicate your complaint with ward staff, the trust has the Patient Advice and Liaison Services (PALS) which is a confidential service that provides help, advice and information for patients, families and carers.

You can contact them on telephone: **01284 712500**

Or email: [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk)

### **Accessibility**

If you require this leaflet in a different format, please contact the patient advice and liaison service on 01284 712555 or email [PALS@wsh.nhs.uk](mailto:PALS@wsh.nhs.uk)

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