



Your Hospital Stay

*Advice & information
for patients, carers, & visitors*



Patient Information Leaflet

Important information for you, your family & carers

This booklet provides important information about your hospital stay and how we promote a safe and caring environment for our patients. Please also refer to the 'Simple steps to keep you safe during your hospital stay' leaflet which can be found in your welcome pack and also accessed via the website below.

www.england.nhs.uk/patient-safety/framework-for-involving-patients-in-patient-safety/simple-steps-to-keep-you-safe-during-your-hospital-stay-webpage-for-patients/

We respectfully ask you to:

- Provide us with the necessary information about your condition, symptoms and medication in order that we can provide appropriate care.
- Help staff, as far as you are able, to keep yourself mobile, and to maintain your personal hygiene and nutritional needs.
- Arrange with your relatives/carers to take care of your personal laundry if possible.
- Treat our staff with the same respect you would expect from them.

Your admission to hospital

You may need to come to hospital either for an emergency or planned visit and if it is a planned visit you will be advised beforehand where to go and nursing staff will explain the admission process to you. At this point they will take all the important details needed to make sure you receive the best possible care.

When you come into hospital for a planned admission, you will need to bring several things with you and the list below is a guide to help you decide what to bring. If you have an emergency admission please ask, where possible, for an adult family member or friend to bring them in for you.

- Medications/tablets you are currently taking
- Nightwear
- Comfortable day clothing and well-fitting slippers or shoes
- All your normal personal toiletries and towel, exactly the same as you would use in your daily routine at home
- Any walking aids that you would normally use at home
- Glasses, hearing aids and dentures
- Earplugs and eye-masks (will be provided by the hospital upon request)
- Portable power bank phone charger (please note the power bank should not be charged in hospital)

Please speak to a member of staff if you don't have any of these or if you require replacement batteries for hearing aids.

During your stay in hospital

During your stay in hospital it's important you understand your care and treatment.

If you're not sure about something that has been said to you then ask for the information again. If anything unexpected happens with your care ask why.

If you have any tests done ask for the results and for an explanation of what they mean. It is also important that you tell staff if you begin to feel unwell. You know yourself better than anyone so it's important to tell staff if you start to feel unwell.

We know that it can be hard to ask questions sometimes but it will help you to better understand your health problems and how these are being managed.

It is also acceptable to ask about different treatment options and to ask for information on benefits, risks and possible side effects.

Barnsley Hospital is a smoke free site but support will be given to everyone admitted to hospital who smokes (see section 'improving your health at our smoke free hospital').

Who will be looking after you



- Registered Nurse
- Registered Midwife



- Healthcare Assistant
- Nursing Auxiliary
- Maternity Support Worker



- Sister
- Charge Nurse
- Senior Midwife



- Advanced Nurse Practitioner (ANP)



- Lead Nurse
- Lead Midwife



- Nurse Specialists



- Nursing Associate



- Matron



- Learners



➤ Domestic and Housekeeping



➤ Volunteer



➤ Therapist



➤ NHSP Care Support Worker (Temp Worker)



➤ NHSP Registered Nurse (Temp Worker)



➤ Discharge coordinator



➤ Tobacco Treatment Advisors & Early Help Facilitators

Mealtimes

Ward mealtimes are as follows:

Breakfast: 08:30 on all wards except wards 17 & AMU which are at 08:00

Lunch: 11:45 – 12:30

Evening meal: 16:45 – 17:30

There are patient menus on the ward and the ward catering assistant will take your meal choices prior to each meal. In addition to our main menu, we have a range of meals to suit different faith, ethnic and other dietary requirements. Please ask a member of ward staff or ward catering assistant for details.

Visiting times

We recognise that being with your friends and family while you are in hospital can aid your recovery and improve communication about your care. Visiting times vary across the hospital so please ask a member of the ward staff to check the times for the ward where you are staying. In certain circumstances visiting times can be flexible. Please speak to a member of the ward staff about this. Please also see section 'Preventing and reducing the risk of infection' which gives helpful information for your visitors.

Where physical visiting is not possible virtual visiting using an electronic device can be arranged for you to stay in contact with loved ones. You will be fully supported if you are unable to use this technology yourself. Please speak to a member of the ward staff for more information about this.

Carers & Care Partners

We recognise and value the support and expert knowledge that carers can give and also the positive impact that staff and carers working together can have on a patient's well-being.

If you have someone who usually cares unpaid for you at home and you/they would like to continue to be involved in your care, in partnership with staff whilst in hospital, please speak to a member of the ward staff.

Patient safety information

The safety of our patients is one of our top priorities. The '*Simple steps to keep you safe during your hospital stay*' includes important information and can be found in your welcome pack or accessed via the web address at the beginning of this booklet.

Preventing and reducing the risk of infection

We take cleanliness and infection prevention very seriously, but need your help to keep our infection rates low. We have included information below but please also read hospital leaflet '*Preventing the Spread of Infection – How you can help*' for more details.

You can help us keep you and other patients safe by encouraging your visitors not to attend the hospital if they feel unwell in anyway. Viruses that cause COVID-19 or diarrhoea can be easily passed to others and can cause severe illness in vulnerable patients.

We want to protect you, your visitors and other patients from the risk of infections in hospital.

If your visitors are feeling unwell please ask them not to visit until they are feeling better. This is really important and helps to protect you from infection brought in from outside the hospital.

When you do have visitors, please ask them to sit on a chair, not on your bed.

Washing your hands is important to help prevent the spread of infection. If you are unable to wash your hands at the sink, you will be provided with hand wipes.

From time to time we may need to move patients out of the main ward. This is usually if they have an infectious condition that poses a risk to others or to protect them from infection. If this is the case, it is important that you ask nursing staff about any precautions you need to take and whether there are any restrictions to visiting.

There may be times when patients and visitors are asked to wear face masks. Please check with ward staff or on our hospital website for the latest guidance.

Support available to patients

Patients with additional needs

If you have a physical or sensory impairment, a learning disability or autism and you have any worries or questions regarding your planned hospital stay please contact:

- General Advice and Enquiries – Patient Advice and Complaints Team on **01226 432571**
- If you have, or are supporting a patient with a learning disability or autism we will make reasonable adjustments to keep you safe and well cared for during your stay in hospital. Our Specialist Nurse can be contacted on **07725 482891**.

For more information please also visit:

www.nhs.uk/conditions/learning-disabilities/going-into-hospital

- If you have a long term medical condition and have any worries or concerns please raise this when you attend for pre-operative assessment or speak to a member of nursing staff on admission.

We are members of the Butterfly Scheme

The Butterfly Scheme helps people who are in hospital and who find it hard to remember everything that's going on. Hospitals can be busy places and we know that can feel overwhelming at times. The scheme teaches staff how to help people who need memory support whilst they're in hospital. Some people will have a diagnosis of dementia, but others will simply need some memory support whilst they're unwell. If you opt into the scheme, a discreet Butterfly symbol is used to let staff know the sort of help to offer. You can also fill in a 'Reach out to me' document, giving information to help staff tailor their care.

Barnsley Hospital has the Butterfly Scheme, so please ask a member of staff if you'd like to consider using it; patients, families or carers can request it. The opt-in process is extremely simple and there is no charge.

Safeguarding

Every individual should feel safe and secure during their visit to hospital. However, if you feel you wish to raise any safeguarding concerns, please speak with a member of the ward staff who will be able to advise what to do. This may occur in a referral for additional support and specialist help and advice if needed.

If you do not wish to speak to someone working on the ward, you can contact the matron in charge of the ward. Matrons can offer advice, support and information, and will involve the Safeguarding Team as required.

Chaplaincy Team

The hospital Chapel is located on the ground floor in the medical block (blue zone). It is open 24 hours a day and is a quiet space for all those who need to be still for a while. Our Chaplaincy Team is available to all people whatever their faith or belief, whether religious or non-religious. They offer support to patients, relatives and carers. Chaplains provide a supportive, non-judgmental, confidential listening ear to all and supporting any pastoral, spiritual, religious or cultural need including provision of particular religious ceremonies such as a blessing and baptism. They can help with the deep concerns relating to values, purpose, meaning, identity during difficult times such as living with illness, facing bereavement or life pressures. If you want to speak to a member of the Chaplaincy team please ask the ward staff who will make contact on your behalf or contact direct on 01226 435751 or chaplaincy.barnsley@nhs.net. **Please note that the Chaplaincy office is not manned at the weekends or Bank Holidays.**

Improving Your Health at our Smoke free Hospital

You may be asked about factors that can improve your health, such as smoking, alcohol, diet and physical activity, and given support if needed.

Free nicotine replacement therapy (NRT) and advice is provided to everyone admitted to hospital who smokes to treat any cravings you might have. Please ask if this is not offered. **Barnsley Hospital is smoke free** which means that staff, patients and visitors cannot smoke indoors or outdoors anywhere on site.

Free local stop smoking support is available before an admission and for visitors from Yorkshire Smokefree Barnsley or from NHS Live Well. Please see below for contact details.

Yorkshire Smokefree Barnsley:
<https://barnsley.yorkshiresmokefree.nhs.uk>
Tel: 0800 612 0011 or 0330 660 1166

NHS Live Well:
www.nhs.uk/live-well

Health and Wellbeing resources can also be found on the Barnsley Council website www.barnsley.gov.uk/services/health-and-wellbeing

Volunteers

We have a wonderful team of volunteers who would be happy to support you during your stay in hospital. Our volunteers are able to help with feeding, or offer companionship by chatting, reading or playing games. If you would like support from our volunteers please speak to a member of the ward staff who will be able to arrange this for you. Our volunteers can also provide books and DVDs from the hospital trolley library.

Free live commentary of all Barnsley Football Club home matches is available to patients in the hospital. This service is provided by volunteers and can be accessed at www.oakwellhospitalcommentaries.com

Facilities

Voluntary services coffee shop (situated on the ground floor by the main outpatient entrance).	Opening times: Monday to Friday – 09:00 to 15:30 (Closed Saturday and Sunday) <i>Please note: opening times are dependent upon volunteers' availability.</i>
Colliers restaurant (situated on the 1 st floor)	Opening times: Monday to Sunday – 07:30 to 19:30
WH Smith shop (situated near main reception)	Opening times: Monday to Friday – 07:30 to 20:30 Saturday – 09:00 to 19:30 Sunday – 09:00 to 19:00

Mobile phones/devices – Please be aware that you may be asked to turn your mobile phone/device off in some clinical areas. If you do use your phone/device whilst in hospital please be considerate towards other patients and respect their privacy.

Cash point – if you require cash, a free of charge cash point is available near the main entrance.

Respectful behaviour towards staff - Barnsley Hospital has a zero tolerance policy in regards to abusive/aggressive behaviour towards our staff. We are a multi-cultural Trust and we are proud that we have a diverse workforce who is committed to providing you with the best possible care without fear of abuse.

Your discharge checklist

On admission you will be given the hospital leaflet '*Preparing for your discharge or transfer from hospital*' but here are some other important things to consider:

- Have staff informed you of any danger signals to look out for following your discharge home?
- Do you understand the medications you are taking home and have you been informed of any possible side effects?
- If you are unable to attend work, you may need a fit note (sick note) for your employer or information for insurance companies. Please speak to a member of the nursing team if you need a form to be completed.

If you have any concerns or worries about your discharge please ask to speak to the discharge co-ordinator and they will offer help and advice.

If you need this information in an alternative format, please contact the Patient Experience and Engagement Team on 01226 434922.

Nëse ju nevojitet ky informacion në një format të ndryshëm, ju lutemi të kontaktoni ekipin e Eksperiencës së Pacientit dhe të Angazhimit në: 01226 434922

Если вам нужна эта информация в другом формате, пожалуйста, свяжитесь с отделом по работе с пациентами и взаимодействию с ними по тел: 01226 434922.

Jeśli te informacje są wymagane w innej formie, prosimy skontaktować się z Zespołem ds. doświadczenia i zaangażowania pacjenta na numer: 01226 434922.

Dacă aveți nevoie de aceste informații într-un format alternativ, vă rugăm să contactați echipa care se ocupă de experiențele și angajamentul pacientului la nr.: 01226 434922.

Ha erre az információra alternatív formátumban van szüksége, kérjük, lépjen kapcsolatba a Patient Experience and Engagement Teammel (Betegélmény és elkötelezettség csoport) a következő telefonszámon: 01226 434922

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www.barnsleyhospital.nhs.uk



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