Welcome to Ward 23

Patient and Carer Information Leaflet

Jubilee Wing
Queen Elizabeth Hospital
Sheriff Hill
Gateshead
NE9 6SX

Telephone Number 0191 482 0000
Why are Patients Admitted to Ward 23?

Ward 23 is a unique environment that specialises in the assessment, treatment and rehabilitation of patients who often have a combination of medical and mental health needs. When patients are admitted to Ward 23 they may have an existing mental health need which may have worsened or are experiencing a new episode of confusion that needs investigating. This may be accompanied by physical health problems. The patient may have been assessed by Ward 23 Consultant Physician, Consultant Psychiatrist or the Mental Health Liaison Nurse Specialist on another ward in the hospital and transferred for further assessment and treatment.

Ward 23 uses a multi-disciplinary approach to patient care. The team consists of:

Medical Consultant
Consultant Psychiatrist
Clinical Psychologist
Mental Health Liaison Nurse Specialist

The rest of the team consist of registered general nurses and mental health nurses, health care assistants, housekeepers, occupational therapists and physiotherapists. (From time to time student nurses and medical students)
The multi disciplinary team works closely with Community Based Services to assist in safe, timely discharges. Referrals to Community Based Services can be made by ward staff (with patient’s or next of kin consent). This may be necessary if the patient requires social care in their own home or nursing/intermediate care.

On Ward 23 we encourage a patient centred approach to patient care. This means we treat each person as an individual and assist them to achieve their goals according to their individual condition and needs. Patients, relatives and significant others are encouraged to be proactive and assist with this approach. A 'Getting to Know You’ booklet can be completed by relatives/friends if patients aren’t able. This helps us gain insight into the patients personality, past, likes and dislikes which in turn assists everyone to provide individualised care.

**How Can Patients And Their Relatives Be Kept Informed Of Their Progress?**

On Ward 23 we strive to keep patients and relatives informed. The nurse in charge of patient care each day can keep you updated should this be requested. However there may be times when the nurses may be unable to have an in-depth conversation due to the need to prioritise patient care. The nursing staff will try to find a mutually convenient time to discuss any issues/concerns you may wish to raise.
You may wish to speak to the Consultants or other members of the team. There is a list of telephone numbers available at the back of this booklet to help you do so.

The Consultants undertake a ward round on Mondays, the multi disciplinary team meet on Wednesdays, and often changes in treatment are made on these days. It may be beneficial to ask for updates following these meetings.

Ward 23 is divided into two teams and there is a team of nurses working and caring for a particular group of patients. When a patient is admitted onto Ward 23, they will be allocated one of these teams. Care is the same on both teams. Occasionally patients may move beds onto the other team or into/out of a cubicle due to the nature of illness, however we do try to minimise moving patients wherever possible.

How Do Staff Maintain Safety On Ward 23?

The staff strive to provide a safe environment for patients by minimising risk. Many of our patients are at risk of falling. This may be due to reasons including poor mobility, confusion or agitation. The staff on Ward 23 are skilled at minimising risk to patients who pose as a falls risk, regrettably we are unable to prevent all falls. Patients and relatives can discuss risk assessment with an individuals named nurse.

Ward 23 is locked at all times to maintain the safety of patients who may wander. To gain access to the ward, there is a door entry system that visitors must use to gain entry. This involves using the buzzer and waiting for a member of staff to allow entry/exit.
N.B. To ensure patient and staff safety this system must be adhered to, and visitors are respectfully reminded that they must not obtain entry/exit by using the intercom themselves.

To assist in reducing infection on the ward, we ask anyone visiting to ensure they use the Alcohol Gel available on entering and leaving the ward, or before and after assisting a patient with any intimate care. We respectfully request that visitors do not sit on patients beds.

We would appreciate your cooperation to allow nursing staff to administer medications safely, without interruption to ensure patient safety is not compromised.

**Laundry**

Unfortunately the Ward does not offer washing facilities. Dirty laundry is put into plastic bags by the patients bed for collection by family/carers. **To assist us in reducing infection rates, we request that where possible dirty laundry is removed as soon as possible and replenished.** In extreme cases where a patient doesn’t have anyone to wash their clothing, the housekeepers can arrange for clothes to be laundered by the hospital laundry.

Many of our patients mislay their belongings or can pick up the belongings of others. This is distressing to family and patients. Therefore we strongly advise patients clothing and belongings are labelled and kept to a minimum.
N.B. Relatives are requested not to bring large sums of money into hospital for patients use. You may wish to leave a small amount of money should the patient require newspapers/hairdresser etc.

**Toiletries**

Please ensure that the patient has their own toiletries and are replenished in accordance with their length of stay:

- Soap
- Face cloth/sponge
- Deodorant/perfume/face cream
- Toothbrush and toothpaste
- Brush/Comb
- Shaving equipment

Hairdressing service is available once per week. Any staff member may book an appointment on behalf of any patient.
Food

Food is extremely important to the recovery and well-being of all the patients. It is important that food brought into hospital for patient consumption, complies with hospital policy.

Food Not Allowed To Be Brought Into Hospital

Meat and meat products (pies, pasties etc.)

Fish paste and fish products

Fresh/synthetic cream products

Shell eggs  Take-away type meals

These foods can cause serious health risk if inappropriately handled.

Alcohol only allowed after clearance with medical staff due to medication.
Food Which Visitors May Bring Into Hospital

- Sweets
- Chocolate

- Biscuits
- Crisps and nuts

- Squash and pop
- Crackers

- Fruit and dried fruit

- Individual cartons of fresh juice

- Individually pre-packed muffins (no cream)

- Cereal bars e.g. Nutrigrain

Yoghurts – labelled with date and patient’s name (given to staff to be refrigerated as visitors NOT ALLOWED IN KITCHEN)
Patient Meal Times

Breakfast  8.30 am – 9.30 am
Lunch      12 noon – 1.00 pm
Supper     5.00 pm – 6.00 pm

We advocate Protected Meal Times, therefore visiting does not usually take place during these hours. This is to allow staff to concentrate on ensuring patients receive an adequate nutritional intake with minimal disturbance. If you wish to assist your relative/friend with nutrition, please see a member of staff who can make arrangements for you to help.

Chaplaincy

Patients have access to the Hospital Chaplain or may have access to a chaplain of their choice. The hospital holds a church service (all denominations) on a Sunday morning. Patients/visitors may give the names of those interested to nursing staff. Holy Communion may take place on the Ward at the patients/relatives request.

Visiting Hours

2.00 pm – 5.00 pm
6.00 pm – 7.30 pm
The team spend a lot of time on a morning attending to patient's personal care which forms part of their assessment on the Ward. It is more appropriate that people visit in the afternoon when they are more able to spend quality time with relatives/significant others.

Should these visiting times be unsuitable, please see the nurse in charge who can negotiate alternative visiting times with you.

N.B. To ensure patient/ward safety we suggest a maximum of 2 visitors to each patient at any given time. Should there be more than 2 visitors per patient you may be asked by nursing staff to utilise the dayroom facilities.

**Comments Cards**

We welcome all feedback regarding the service we deliver. Patients may be asked to feedback documentation during or towards the end of their stay on the ward. Should this not be possible, a relative/friend may complete it on their behalf.

**Female Ward** Contact Number: 0191 445 2023 / 445 3921  
**Male Ward** Contact Number: 0191 445 6777

Dr Hogg’s Sec - 0191 445 3844  
Dr Thompson’s Sec - 0191 445 3892  
Occupational Therapist - 0191 445 3915  
Physiotherapist - 0191 445 3916  
Clinical Psychology - 0191 445 6690
Data Protection

Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible.

In order to assist us improve the services available your information may be used for clinical audit, research, teaching and anonymised for National NHS Reviews. Further information is available in the leaflet Disclosure of Confidential Information IL137, via Gateshead Health NHS Foundation Trust website or the PALS Service.

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This leaflet can be made available in other languages and formats upon request