

# Welcome

A guide for patients, family and carers



Safe | Personal | Effective



# Introduction

East Lancashire Hospitals NHS Trust provides comprehensive secondary healthcare for the people of East Lancashire and Blackburn with Darwen, and community healthcare for the population of East Lancashire.

The Trust includes Royal Blackburn Teaching Hospital, Burnley General Teaching Hospital, and Pendle, Clitheroe and Accrington Victoria Community Hospitals.

At East Lancashire Hospitals NHS Trust we are committed to delivering high quality and efficient services which provide patients, their family and carers with the best possible experience. We aim to always communicate and listen to our patients, to provide appropriate information at the right time, involving them in decisions about their care and to ensure all patients are treated with respect and dignity at all times.

This booklet provides important information to assist you and your relatives/carers during your stay in hospital.



# Admission - What can I expect to happen?

## If you have a planned admission

You will go directly to the ward/unit where your treatment is planned at the day and time arranged.

## If you have been admitted as an emergency either via your GP or from the Emergency Department

You will be admitted to one of the Acute Medical Units (AMU A or B) or Ward B14 (Surgical Triage Unit) for assessment and initial treatment. You will then either be transferred to the most appropriate medical or surgical ward for on-going care or treatment or you may be discharged. If you are admitted to a specialist ward, you will be transferred to a medical or surgical ward when your condition improves.

Wherever you go you will be given a wristband with your essential details on it. This must be worn throughout your hospital stay. If you have any allergies, you will be given a red wristband. You will have a nurse during each shift who will be responsible for your care and to liaise with your family.

If your medical condition has become stable but you still require a little longer to recover, you may be transferred to one of our community hospitals before returning home. However, depending on your individual needs this level of care can also be provided within a Residential Care setting which will be discussed with you and your relatives or carers.



## Who is who?

All staff are required to wear a name badge and should introduce themselves. If you are not clear about who they are or what their job is please do not hesitate to ask.

Here are some of the different uniforms worn by staff likely to be involved in your care:



**Matron**  
Purple



**Ward Matron**  
Navy  
Red piping



**Ward Manager**  
Navy  
White piping



**Ward Sister/  
Charge Nurse**  
Navy  
Navy piping



**Staff Nurse**  
Blue  
White piping



**Health Care  
Assistant**  
Aqua  
White piping

You will see other staff on the ward, these include:

Housekeeper	White with yellow epaulettes (shoulder tabs)
Physiotherapists	White tunic with a blue trim or white or navy polo shirt, navy trousers
Physiotherapy Assistants	Pale blue tunic or polo shirt, navy trousers
Occupational Therapists	White tunic with a green trim, green trousers
Occupational Therapy Assistants	Green tunic, green trousers
Dieticians	White tunic with blue trim
Pharmacy Technicians	Dark green tunic with white trim

As we are a teaching hospital you may have a wide range of trainee staff caring for you. This is a fundamental part of their training and they would be very happy to receive feedback on how they are doing.

# Intentional Rounding

As an inpatient our commitment to you is to :

- keep you safe (free from harm)
- include you in all aspects of your care and treatment
- listen to your concerns and answer any questions you may have
- treat you with dignity and respect at all times

To support our commitment you will be visited by a member of the nursing team:

- **every hour** from 08:00 - 22:00
- **every 2 hours** from 22:00 - 08:00

If you are sleeping you will not be disturbed unless your care needs support this.

We call this **Intentional Rounding**.

During this time we will:

- check you and your wellbeing
- check whether you are in pain
- help you move your position if required
- check whether you need help to go for a walk or to the toilet
- ensure you can have access to your bed table, drinks, nurse call-bell etc.

We hope that by checking on your wellbeing on an hourly and two-hourly basis we will ensure your stay with us is as safe and comfortable as possible.

If you have any questions or concerns please speak with a member of the nursing team.



# Carers

Carers have an important role in the delivery of safe, personal and effective care of patients in hospital. It is important for us to identify, involve and support carers in the clinical setting in order to get the care of the patient right.

## ELHT welcomes the involvement of carers and supports John's Campaign

John's Campaign is a national campaign calling for the families and carers of people with dementia to be allowed to stay with them in hospital for as many hours as they are needed, and as they are able to give.



If you would like to provide support for your loved one, you are welcome at any time that suits you. Please ask a member of staff for further information.

Many people who look after someone do not realise they are a carer. A carer helps to look after another person who is not able to look after themselves completely without help. This could be someone in your family, a partner or a friend.

Free help and support is available if you are a carer.

If you live in the borough of Blackburn with Darwen, please contact:

Blackburn with Darwen Carers Service  
01254 688440  
office@bwdcarers.org.uk

If you live in the boroughs of Burnley, Pendle, Rossendale, Hyndburn or Ribbles Valley, please contact:

Carers Link Lancashire  
01254 387444  
info@carerslink.net

# Visiting

We actively encourage visiting and the involvement of visitors, family and carers while you are in hospital.

Keeping in touch with your family and friends can play an important part in your recovery.

## Visiting Times

Visiting times specific to your ward are displayed on the notice boards at the ward entrance. Ward guidelines will also let you know about the number of visitors you are allowed at your bedside. Please ask on the ward for further details.

There are restaurant/coffee shops available for both visitors and patients. There are also facilities to purchase newspapers and other goods on site.

## Patient and Visitor Parking

There are car parks available at all our hospital sites for patients and visitors.

Some of our car parks are pay and display and require you to purchase a ticket from the machine located in the car park at the time that you park.

We also have a pay on exit car park at Royal Blackburn Teaching Hospital which you access through a barrier, collecting a ticket as you enter the car park. If you use a pay on exit car park you will pay for your parking at the end of your visit. There are machines to pay for your parking outside the main entrance to the hospital.

Parking charges apply 24 hours a day and are applicable for all, including Blue Badge holders. Concessions are available for frequent visits. Please speak with Parking Services at the main entrance on the Royal Blackburn Teaching Hospital site.

## Shuttle Bus Service

We provided a free shuttle bus service between Royal Blackburn Teaching Hospital and Burnley General Teaching Hospital for patients and visitors. The service runs from 6.15am to 9.30pm (last bus) Monday to Friday. A reduced service operates on weekends and bank holidays. For further details please refer to the notice board at the ward entrance or visit: [www.elht.nhs.uk](http://www.elht.nhs.uk)



## Keeping safe

Keeping you safe whilst in hospital is our priority. There are ways you can help us to keep you safe. There is a Patient Safety video which can be viewed by pressing the information button on your bedside television. We advise that you watch this video.

## Infection Control

High standards of Infection Control, hygiene and the provision of a clean and well maintained environment are at the heart of the successful delivery of healthcare services.

**Protecting patients from infection is the responsibility of everyone including staff and visitors.**

All patients admitted for planned treatment and as an emergency are screened for MRSA as standard. Some patients may be nursed in a single room and require additional treatment to help prevent infections from spreading.

### What you can do to help

As a patient - don't touch wounds, IV lines, catheters. If there is an issue, speak to your nurse. Bring in slippers to wear on your feet.

Get your visitors to wash/gel their hands, not sit on beds, take home unnecessary things to prevent clutter and aid cleaning. They must not visit if they are unwell or have had diarrhoea/vomiting within the last 48 hours.

Gel is available at patient bedsides, outside single rooms/bays and at entrances to wards and departments.



## Hand Hygiene

Hand hygiene is the most effective way for patients, visitors and staff to prevent the spread of infection. You can wash your hands with soap and water (especially after using the toilet) or use the gel (if your hands are visibly clean).



## Personal Belongings

Space for storing personal belongings is limited so try to keep these to a minimum but you will need the essentials listed below:

- Any current medication or the usual prescription sheet.
- Details of your next-of-kin and contact numbers for family/carers.
- Toiletries such as soap, towel, toothpaste, toothbrush, comb, shaving materials etc.
- Nightclothes and dressing gown.
- Suitable slippers and shoes.
- Day clothes – getting up and dressed will help you to recover so that you can go home to your loved ones earlier. We will support you to get up and active.
- Walking aids if used. For example, sticks and frames. Make sure they are labelled so they can be identified as yours.
- Things to read and spectacles if required.
- Small amount of cash for newspapers/magazines if desired.

You are advised not to bring valuables into the hospital. If you do have cash or valuables, please speak to a member of the nursing staff to ensure they are safely stored.

You are responsible for any personal property or belongings that you choose to keep with you so only bring in property that you need for your stay.

## **Next of Kin, Family and Friends**

When you are admitted to hospital, staff will ask you who they should record as your preferred primary contact (often referred to as your next-of-kin). This can be your partner, a member of your family or a good friend.

They will also ask you for details of any family or friends who you are happy for us to speak to about the progress of your treatment.

This does not have to be the same as your primary contact. However, your primary contact is the person that staff would look to for guidance about your care if you were unable to communicate your wishes clearly yourself.

## **Mental Capacity**

Some patients may lack capacity to consent to care and treatment either on a short term basis or sometimes permanently. In these circumstances decisions about care and treatment will need to be made in the best interests of the patient.

Where treatment is not needed urgently, staff will seek to consult with primary contacts, family and friends to try to reach shared agreement about what care or treatment should be provided. They can help by letting staff know what decision they believe you would make for yourself if you were able to do so. Your primary contact cannot consent to care or treatment on your behalf unless you have given them authority by making a Health and Welfare Lasting Power of Attorney. Please notify a member of staff if a Lasting Power of Attorney is in place and be prepared to provide a copy for the staff to retain in your medical records.

Everyone working in the NHS has a legal duty to keep information about you confidential. Please inform the nursing staff if you do not wish family and friends to be kept informed about your progress.

**Confidential information cannot be communicated over the telephone.**

## Meals and Mealtimes

All meals contain quality food and balanced nutrition to aid recovery. Snacks are also available at all times if you are unable to manage a full meal. Please speak to the nurse caring for you.

If you have additional dietary needs you may be referred to a Dietician or a Speech and Language Therapist for advice.

If you require assistance with eating your meals then please speak to the nurse caring for you and assistance will be provided.

You will be provided with three meals each day. You may choose from a menu each day which contains a variety of choices, both hot and cold and is designed to cater for different needs e.g. vegetarian, halal, diabetic.

Snacks are available 24 hours a day for family and friends who are visiting the hospital, via a vending machine located in the Restaurant, Level 2, at Royal Blackburn Teaching Hospital.

## Protected Meal Times

The Trust supports protected meal times to ensure an enjoyable eating experience, by providing our patients with the right meal, at the right time, with the right help.

This can be achieved by avoiding unnecessary interruptions during meal service; please speak to a member of staff for information about meal times on the ward.

However, we are flexible to meet the individual needs of patients who may require additional support. If you want to be involved in assisting your relative/friend with eating, please discuss this with a member of the ward staff.



## Smoking

The Trust operates a Smoke Free Policy. Smoking and the use of e-cigarettes is not allowed anywhere in the hospital or the grounds including car parks.

If you are a smoker and would like to be smoke free during your admission by using Nicotine Replacement, or would like to talk to someone about stopping smoking, the Trust has a Smoke Free Service to provide advice and support. Please speak to the ward staff if you would like to be referred for support.



## Radio and TV

There are facilities to watch TV or listen to the radio at your bedside.

Some of these services are free but some require payment which can be made at one of the vending machines around the hospital where there are also information leaflets regarding the service. The payment can also be made with a credit/debit card by following the on-screen instructions.

# Spiritual Information

Coming into hospital can sometimes be unsettling and stressful. Patients, relatives and carers may find it helpful to have someone to talk to.

## Chapels, Prayer Rooms and Quiet Spaces

The chapels and Muslim prayer rooms at Royal Blackburn Teaching Hospital and Burnley General Teaching Hospital are open 24/7. There is a Quiet Room (alongside the Chapel) at Royal Blackburn Teaching Hospital for private prayer and reflection.

The Chapel, Mosque and Quiet Room at Royal Blackburn Teaching Hospital are located on Level 3 in the Spiritual Care Centre (opposite Ward C14).

The Chapel and Muslim Prayer Room at Burnley General Teaching Hospital can be found in Area 4.

## How to get in touch

Chaplains regularly visit wards and can be called to visit individuals at any time. The Chaplaincy Team can be reached by calling:

**01254 733632 or 01254 733001**

A member of staff will also be able to help you contact this service.



## Preparing for your discharge

Preparation for your discharge will begin on admission to hospital. This is to avoid any unnecessary delay in getting you home when you are well enough. Any medication you may require will be ordered for you and a pharmacist or nurse will explain what they are for, how to take them and any potential side effects.

Use the checklist below to note the things that need to be done before you leave:

Have my family/carers been informed that I am being discharged?	<input type="checkbox"/>
Have I arranged my transport home?	<input type="checkbox"/>
Do I need a sick note? Where will I get it from?	<input type="checkbox"/>
Do I need a follow-up appointment? How will I get one?	<input type="checkbox"/>
Has any medication I may need been explained to me? Where will I get it?	<input type="checkbox"/>
Do I need any information leaflets about my condition/treatment?	<input type="checkbox"/>
Have I got everything in place for when I return home e.g. house keys, food, valuables, dressings, equipment?	<input type="checkbox"/>
Do I have the contact names and numbers for the follow-up services arranged? Have I been given the times when visits are expected?	<input type="checkbox"/>
Do I think I can manage my everyday activities when I get home?	<input type="checkbox"/>
Do I or my family/carer need advice or support regarding my discharge and future care?	<input type="checkbox"/>
Is everything in place for my family/carer to look after me when I go home?	<input type="checkbox"/>



We aim to get you back to your own home environment as soon as we possibly can - as we recognise that this is the best place for you to recover and for us to work with you to understand your on-going care needs. We have a team of professionals and support staff who will work together with you and your family/ carers to put the best care in place that meets your needs.

## Home First

Home First is available to all residents of East Lancashire and Blackburn with Darwen who have been in hospital and may require social care and support to enable their recovery and recuperation in their own home. This initiative has been introduced to allow patients who are admitted from their own home the opportunity to return safely to that home before any decisions are made about their long term care.

A professional will discuss this option with you prior to you being discharged.

You will receive a comprehensive assessment of your care needs by a trained therapist, within your own home on the day you are discharged from hospital. If you wish them to be, your family, carer or advocate can be involved in this assessment.

If required, we can provide equipment to aid your independence and social care for up to five days following your discharge. You will be visited again two days after you have been discharged to see how you have been getting on and to make an onward plan with you about your future care needs.





## **Rehabilitation**

We recognise that for some patients a more supportive environment may be required.

Rehabilitation is the process of helping an individual achieve the highest level of function, independence, and quality of life possible. The rehabilitation programme is designed to meet each person's specific needs, therefore each programme is different and person centred. You may be referred onwards for community based rehabilitation if it is felt that you no longer need to be in hospital.

The options for your recovery or rehabilitation will be fully discussed with you and your family or carers and you will be supported through the process.

Following the discussion with you, your family and carers, you will be referred to the appropriate ward and transferred when a bed becomes available.

### **Pendle Community Hospital**

Hartley Ward and Reedyford Ward are 24 bedded rehabilitation wards and Marsden Ward is a 24 bedded specialist stroke rehabilitation ward.

### **Accrington Victoria Hospital**

Ward 2 is a rehabilitation ward with 18 female beds.

### **Clitheroe Community Hospital**

Ribblesdale Ward is a 32 bedded rehabilitation ward.

### **Burnley General Teaching Hospital**

Ward 16 is a 28 bedded hospital ward for patients who have on-going health care needs but no longer require a bed on the acute hospital site, or for patients who have complex discharge needs.

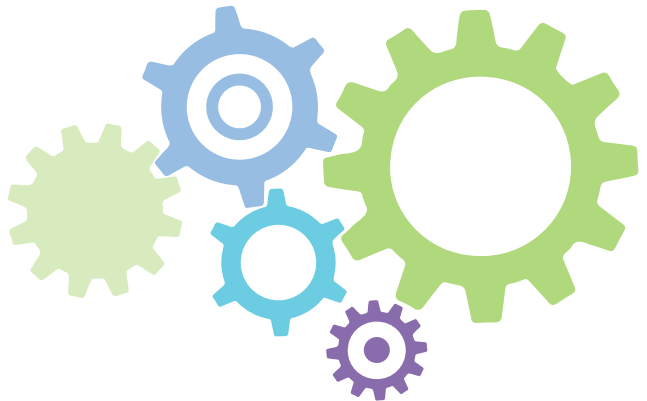
Rakehead Rehabilitation Unit is a 17 bedded specialist neuro rehabilitation unit for patients with specific rehabilitation needs.

## Discharge Lounge

On the day you leave hospital you may be transferred to our discharge lounge.

This is an area that is staffed by nurses specifically for patients who are going home or being transferred for community based rehabilitation. The discharge lounge provides a comfortable and safe environment for you to wait for transport or family to collect you.

Before you leave a member of staff will tell you about anything you should watch out for and whom to contact if you are worried about your condition or treatment after leaving hospital.



# Questions and Concerns?

## Who do I speak to if I have any questions or concerns?

We aim to always communicate and listen to our patients and to provide appropriate information at the right time. We want to involve you in decisions about your care and to understand what is important to you.

If there is anything you or your family/carer do not understand, or you have any questions or concerns during your stay do not be afraid to ask. Please speak to the nurse looking after you.

Some questions you may wish to consider are:

- What is the matter with me?
- What is going to happen today?
- When am I going home?
- What is needed to get me home?

If you, a relative or a friend would like to speak to one of the consultants about your care please ask a member of the ward team or the consultant's secretary at any time and they will do their best to help.

It can help to write a list of the questions you want answered and show it to a member of staff. Please use the form on page 22 of this booklet to write down any questions you, your family or carer may have.





If you remain concerned after speaking to the nurse looking after your care, please ask to speak with the Nurse in Charge or the Matron. Their details will be displayed on the notice boards at the ward entrance

If you would prefer to speak to somebody outside of the ward you can contact the Customer Relations Team. The Customer Relations Team can offer support, information and assistance to patients, relatives, carers and visitors, and will try to resolve problems quickly by talking to the people concerned. The Customer Relations Team can be contacted on telephone number 0800 587 2586, or ask a member of the ward team.

## THE NHS FRIENDS AND FAMILY TEST



We would like you to think about your recent experience of our service.  
How likely are you to recommend us to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't know	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
						

Thinking about your response to this question, what is the main reason why you feel this way?

### Friends and Family Test

Your feedback is important to us as it lets us know what we are doing well and not so well so we can improve care.

Before you leave the ward you will be given a feedback card to complete. Please ask a member of staff if you don't receive one. Once completed please post it in the box provided.

Our staff aim to deliver safe, personal and effective care to all our patients. Our Employee of the Month Award gives us the opportunity to acknowledge that hard work and commitment.

If a member of staff has really made a difference to your stay and you believe they have gone above and beyond what is expected, you can nominate them for an Employee of the Month award. Please speak to the Ward Sister.

## National Surveys

The NHS National Patient Survey Programme is part of the government's commitment to ensuring patient feedback informs the continued development and improvement of services. All NHS Trusts in England are legally obliged to participate in the National Survey Programme and carry out surveys of patients' views on their healthcare experience.

The National Inpatient Survey is carried out annually and patients admitted to hospital during July may be selected to take part. Taking part is voluntary and all answers are confidential. If you are selected to take part, your contact details will be used by researchers who are carrying out the survey on our behalf.

For further information about the National Patient Survey Programme please contact the Patient Experience Team on telephone number: 01254 733716 or via email at [patientexperience@elht.nhs.uk](mailto:patientexperience@elht.nhs.uk)

## Complaints

We realise that things can sometimes go wrong. If you need to make a formal complaint there are a number of ways you can contact the Customer Relations Team to do this.

Write:

Quality and Safety Unit  
Royal Blackburn Teaching Hospital  
Haslingden Road  
Blackburn  
BB2 3HH

Call:

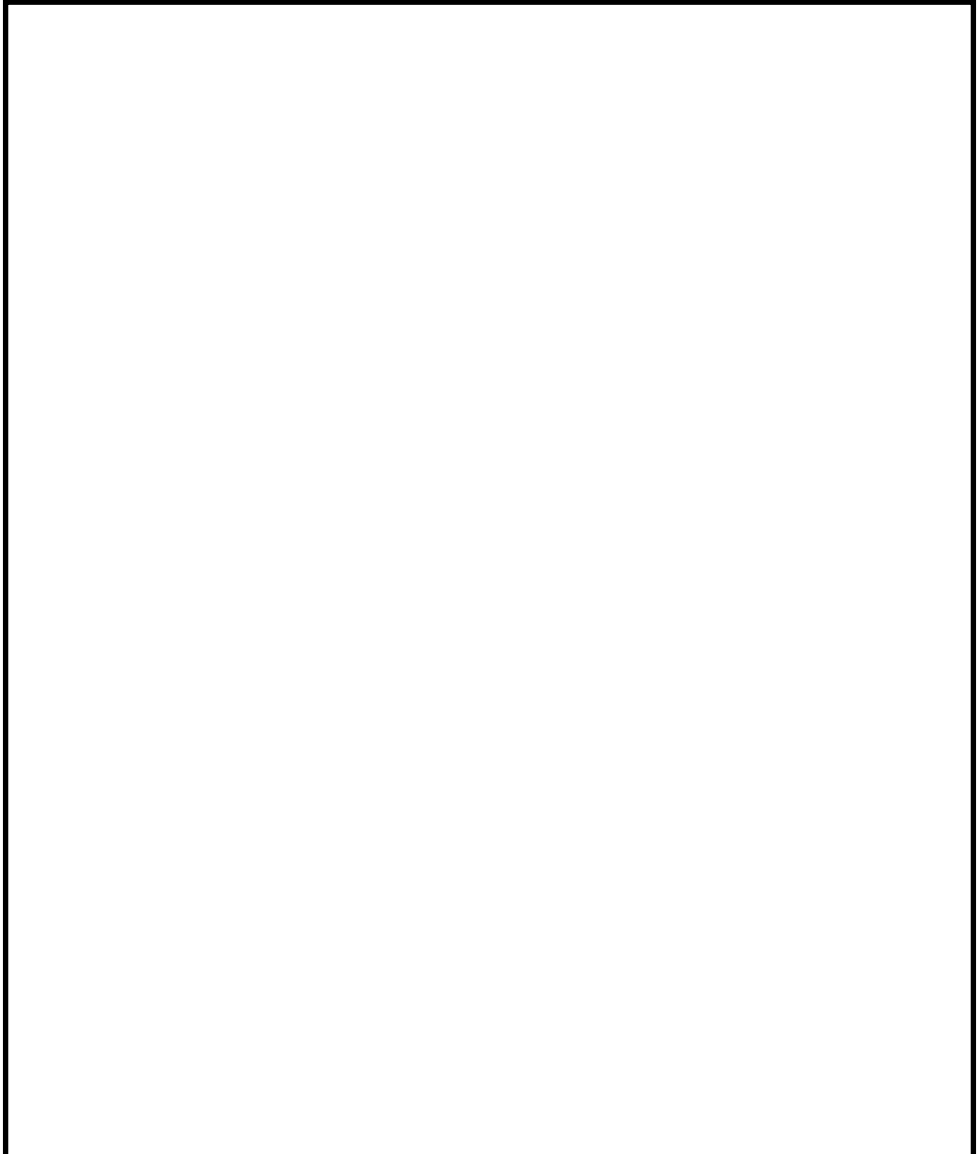
0800 587 2586 or 01254 733700

Email:

[complaints@elht.nhs.uk](mailto:complaints@elht.nhs.uk)

## Questions form

You can use the space below to write down any questions or concerns you may have about your care. You can show this to a member of staff who will be happy to answer your questions.

A large, empty rectangular box with a black border, intended for writing questions or concerns. The box is currently blank.

## Contact us

Each ward has a Welcome Board displaying their contact details and other important information.

For more information about East Lancashire Hospitals NHS Trust:

Visit our website: [www.elht.nhs.uk](http://www.elht.nhs.uk)

Like us on Facebook: [facebook.com/EastLancashireHospitals](https://facebook.com/EastLancashireHospitals)

Follow us on Twitter: [@EastLancsHosp](https://twitter.com/EastLancsHosp)

Call us: 01254 263555 or 01282 425071

**If you require this document in an alternative format or language, please contact 01254 733716**

**Polish**

W celu otrzymania tego dokumentu w innym formacie lub języku, prosimy o kontakt z

**Urdu**

اگر آپ کو اس دستاویز کی ایک متبادل شکل (فارمیٹ) یا زبان میں ضرورت ہے تو براہ مہربانی رابطہ کریں

**Bengali**

আপনি যদি এই প্রচারপত্রটি অন্য কোন আকারে বা অন্য ভাষায় চান, তাহলে যোগাযোগ করবেন

**Romanian**

Dacă aveți nevoie de acest document într-un format sau limbă alternativă, vă rugăm să contactați

**Lithuanian**

Norint gauti šį dokumentą kitu formatu ar kita kalba, prašome susisiekti su mumis

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