If you wish to speak to the Lead Nurse or Matron during your stay please ask a member of staff.

If you have concerns about your care or the service you receive, it is best to first speak to the Lead Nurse or Matron. However, if the matter is not resolved, you can contact our Customer Service and Complaints Department on Freephone 0800 073 0510.

Ward staff

Julie Pain

Sara Parkes

Ward contact numbers

It is helpful if you can arrange with your friends and relatives for one person to phone the ward for information and then let the rest of the family know.

Ward C1 telephone number

› 01384 456111
› Station 1 Ext 3151/3154
› Station 2 Ext 3753/4327
› Station 3 Ext 3750/1297
› Station 4 Ext 1722/3752

Please remember: We are here to look after you so don’t be afraid to ask for help and advice.

Welcome to your ward C1

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you to Russells Hall Hospital. We aim to make your stay as short and as comfortable as possible. To help you settle in the following information may be useful.

Visiting times

2.00pm – 4.00pm and 6.30pm – 8.00pm.

Sorry no children under 12 years old unless agreed with the nurse in charge of the area and only two visitors per patient at any one time.

Flowers are not allowed on the wards.

Meals and Drinks

› Breakfast 8am
› Lunch 12noon
› Dinner 5pm

Hot and cold drinks are served mid morning, mid afternoon and in the evening after dinner. They can also be obtained at other times at individual request. If you have any special dietary requirements please advise the nurse, e.g. gluten free, vegetarian or halal meals.

This leaflet can be made available in large print, audio version and in other languages, if you would like this please call 0800 0730510

Ward C1 telephone number

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Please remember: We are here to look after you so don’t be afraid to ask for help and advice.
Nurses carry out regular ward rounds to ensure that you are receiving quality care. During their rounds the nurse will check that everything is within your reach, assess your pain and comfort and this is also a good time for you to discuss any worries or concerns you may have with the nurse. Nurses also undertake regular drug rounds.

If you wish to leave the ward you will be asked to complete a disclaimer form.

The ward is separated into four bedded bays with some individual side rooms. The nurse will show you where your nearest bathroom facilities are located.

You will share your four bedded bay only with people of the same gender as you – women only bays and men only bays – however there may be patients of the opposite sex on the same ward.

Layout of the ward

Ward routine

Nurses carry out regular ward rounds to ensure that you are receiving quality care. During their rounds the nurse will check that everything is within your reach, assess your pain and comfort and this is also a good time for you to discuss any worries or concerns you may have with the nurse. Nurses also undertake regular drug rounds.

If you wish to leave the ward you will be asked to complete a disclaimer form.

Moving to another ward

While we make every effort for you to remain on the ward you are admitted to for the whole of your stay, sometimes it is necessary to move to another ward. If this happens someone will explain why you are moving and where you are moving to.

Leaving hospital

It is in your best interest not to stay in a hospital bed any longer than you need to.

On your admission to hospital we will have already started planning for your discharge. Discharge planning is essential to make sure you are discharged home safely once you are medically fit and no longer need to be in hospital.

Your nurse will explain your discharge to you and discuss with you (and your family/carers) the options available. They will make referrals to social services, local community services or step down care as required.

You may be moved to the discharge lounge on the day of your discharge.

Transport

You will need to arrange your own transport home as this will usually be quicker and more comfortable for you. Please check with the nurse about your own circumstances if you have any queries.

Important

Once you are home, if you have any concerns about your condition please telephone us on the ward for advice.

We are asking all patients to rate the service we have provided before they leave hospital based on whether the service was good enough to recommend to friends and family if they needed similar care or treatment. This helps us to learn about what we do well and where we can make improvements.

Tell us what you think...

We will be given a confidential postcard to give us this feedback, please take a moment to complete it and post it into the comment box.

There may be an opportunity for you to take part in a more detailed survey when you are on the ward – if you feel up to it please take part as we really do value your feedback.

Uniforms you might see on the ward

Many people are involved in caring for you while you are in hospital and they all wear a uniform and a name badge. Staff will introduce themselves but if you are in doubt about who they are, please ask them to explain.

Uniform depending on the colour of the Epaulettes

- **Shift Lead/Ward Sister**
- **Staff Nurse**
- **Junior Staff Nurse**
- **Higher Clinical Support Worker**
- **Standard Clinical Support Worker**

Uniforms you might see on the ward

- **Discharge Facilitator**
- **Clerical Staff**
- **Volunteer**
- **Student Nurse**
- **Physiotherapist**
- **Pharmacy Technician/Student Technician**
- **Occupational Therapist**
- **Therapy Assistant**
- **Consultant Nurse**
- **Theatre Staff**