

Welcome to Mark Ward

Stroke and Neurological Rehabilitation Unit

You should have received the Welcome Pack which contains useful information about your stay in hospital and the general services available. This information sheet gives you information specific to Mark Ward. We hope your stay on Mark Ward is as pleasant as possible.

Your care on Mark Ward

Mark Ward is a rehabilitation unit. It is for people who have had a stroke or a brain injury, or who are experiencing other neurological difficulties (to do with the nervous system). The ward has 28 beds sectioned into five bays, with four side rooms.

Having a stroke or neurological condition may cause difficulties with:

- walking
- swallowing
- talking
- going to the toilet
- other everyday activities.

The aim of rehabilitation is to help you become as independent as possible. Specialist nurses, doctors and therapists provide care on the ward. The doctor will see you every day from Monday to Friday. The team will give information about your condition. You will have a key worker. Their role is to provide information and to help you set goals for your rehabilitation.

You will be allocated a named nurse at the start of every shift. If you have any questions or problems, please talk to your named nurse. If they are unable to help, ask the nurse in charge or the sister that day. If you would like to speak to the sister, matron or the medical team, please ask the nurse in charge to organise this for you.

Ward rounds generally start at 9.15am. Use the notes page in your welcome booklet to write down any questions you want to ask during ward rounds.

Visitors

We encourage relatives and friends to visit between 2pm and 8pm. Please let the ward sister know if your family would like to visit outside of these hours. Family may sometimes visit at other times in order to attend therapy sessions or receive training from the therapists.

There is a dayroom available for you to watch TV or sit with your visitors. Please be respectful and keep this area clean.

On Mark Ward we encourage families to bring in patients' own clothes, as getting dressed is a skill we focus on in rehabilitation. You will also need your own clothes for travelling home on the day of discharge. Please note the ward does not have a laundry service so your family will need to wash your clothes.

Meal times

- Breakfast 7.30am
- Lunch 12.30pm
- Dinner 5.30pm

Hot drinks are available at all times from the tea trolley, which is in the corridor by the kitchen. This is free for patients. Our catering assistant will also do a tea round in the morning and in the afternoon. If you would like a hot drink at other times, please ask a member of staff to make one for you.

Flowers

Because of the complex equipment we use and the risk of water spillages, we ask that relatives do not bring or send flowers. However, if you do receive flowers it is your responsibility to change the water.

Discharge

When it is time to leave hospital, we will make sure that you get home safely. If you still need help with everyday activities, we will make sure that you have carers to help you. If you require ongoing therapy, we will organise for therapists to visit you at home.

Further information

A range of information leaflets are available at the entrance to the ward.

We would like to know what you think about the care on Mark Ward. You will be asked to fill out a survey on the day that you leave or once you go home. Please ask a member of staff if you would like to talk to the doctor or the nurse in charge. Please let us know if you have any comments or feedback so we can improve our service.

Contact us

Mark Ward

t: 020 7188 3612

Leaflet number: 4209/VER1

Date published: February 2016

Review date: February 2019

© 2016 Guy's and St Thomas' NHS Foundation Trust