

Welcome to Sarah Swift Ward

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Your care on Sara Swift Ward

Sarah Swift Ward is on the 9th floor, East Wing, St Thomas' Hospital.

It is a short-stay ward with 33 beds. We receive patients who require hospital inpatient treatment, mainly from A&E and the Emergency Medical Unit (EMU).

We aim to ensure that you are admitted to Sarah Swift Ward as quickly as possible so that you can recover comfortably and safely.

You may be moved within the ward, depending on the level of monitoring and observation you need.

Your stay on our ward may be as short as 8 hours. Once your medical condition is stable, it is likely that you will be transferred to a different ward that is relevant and appropriate to your treatment plan. This will in turn allow patients in A&E to be admitted to the ward and receive treatment without delay.

Please inform us immediately if you have any questions or concerns about your care so that we can address them promptly and effectively.

Your care in an isolation room

If your medical condition is potentially infectious, you may have to be isolated in a room on your own.

We take this precaution to ensure that other patients, hospital staff and anyone visiting the ward are not put at risk. Your visitors will be required to follow strict infection control procedures as well.

We will ensure that your nursing and medical care is not affected by this. Please do not hesitate to tell us if you have any concerns during this time.

Ward staff

You can identify most ward staff by their uniform:

- Ward sister – navy blue uniform
- Deputy ward manager – royal blue uniform
- Staff nurse – pale blue uniform
- Nursing assistant – pale grey uniform
- Doctors – white tunics
- Housekeepers – purple and black uniform
- Catering staff – white and black uniform

Nurse teams

During your stay you will be cared for in a single sex bay. It means that everyone in your bay will be the same sex as you.

We have two nursing teams: the Red team and the Blue team. The teams hand over your care at the start of each shift. It is done at your bedside so that you can take an active part in your care. Your confidentiality will be maintained at all times.

We aim to plan for your discharge as early as possible so please inform your nurses or the nurse in charge if you have any special requirements. These may include:

- transport
- social services input
- religious support
- a special diet
- adaptations to your home or aids.

Multidisciplinary team

Guy's and St Thomas' are teaching hospitals. We have nursing and medical students on Sarah Swift Ward who may be involved in your care. However, if you do not wish to be seen by students, please inform the nurse in charge. This will not affect your care or treatment.

We use a multidisciplinary approach in caring for you during your stay. Relevant staff from other disciplines such as pharmacists, physiotherapists, dietitians, social workers and occupational therapists may visit during your stay with us. They will identify themselves and explain their role with regards to your therapy, recovery and discharge.

All staff caring for you should introduce themselves and wear an ID badge. Your confidentiality will always be maintained.

There are usually four medical consultants who look after patients on the ward. When staying on Sarah Swift, one of the consultants will take responsibility for your care and coordinate the team looking after you. A member of your team will see you every day between 9am and 5pm. At the weekend and outside these hours, on-call doctors will be responsible for your care.

Depending on your clinical needs, you may be referred to a specialist team.

Information for your visitors

Visiting times are between 1.30 and 7.30 pm. Any visiting outside these hours is at the nurses' discretion.

Your family members or carers are welcome to undertake your personal care during your stay in hospital if they wish to do so.

Each patient is only allowed two visitors at a time. This is to make sure that you get the rest you need and that other patients are not disturbed.

We ask that all visitors are mindful of other patients' need for privacy and comfort, and keep the noise levels low.

Please note that babies and young children are not advised to visit the ward for health and safety reasons.

No potted plants or cut flowers are allowed due to allergy and infection risks.

Visitors must use the allocated disinfectant foams to clean their hands when entering and leaving the ward.

We have a zero tolerance policy to any form of abuse towards staff and patients. The offender will be removed from the premises by security as needed.

Telephone calls

We appreciate that family, friends and carers will want to call the ward and find out how you are. If possible, please nominate one person in your family to call us and act as a link for everyone else, so that the nursing staff can attend to patients. To protect patient confidentiality, we can only give limited information over the phone.

Sarah Swift Ward

Tel: 020 7188 5986/5981/9034

There are Hospedia units by each bed that have a telephone, television, radio and internet for your personal use. You can listen to the radio free of charge, but there is a charge for the other services. Your nurse can give you more information when you arrive on the ward.

Valuables

Please ensure that you leave valuables at home.

You will be asked to sign a disclaimer form on admission to state that you are responsible for your own belongings. Sarah Swift Ward will not take responsibility for personal items unless a request has been made to secure these items for you.

Money sent to cashiers for safekeeping will be returned in form of a cheque.

Mealtimes and nutrition

- Breakfast is served at 8.15am.
- Lunch is served at 12pm.
- Dinner is served at 5.30pm.
- Hot drinks are provided at 6.30am, 8.30am, 11am, 3pm and 8pm.
- Fresh water is always available in the jugs at the bedside.
- There are also restaurants and shops on the ground floor for other refreshments and snacks.
- Friends and relatives can bring in your favourite foods to ensure that you are well nourished during your stay on Sarah Swift Ward. Unfortunately, we are not allowed to store excess food in the fridge due to risk of contamination and infection. All food brought in will need to be consumed immediately or disposed of.

On admission, all patients undergo a nutritional assessment. This is because good nutrition is an important part of healing and helps you to recover more quickly.

Patients who require more information or advice about their nutrition will be referred to a dietitian.

Please speak to a member of staff if you have special requirements that are not met by our menu.

Smoking

We have a strict no smoking policy in our hospitals. Please **do not smoke** anywhere within the ward – **this includes the toilets and bathrooms**. You can only smoke at the designated smoking shelters and locations.

If you would like help or information on giving up smoking, please speak to your nurse, contact our smoking cessation service on 020 7188 0995, or call the NHS Stop Smoking helpline on 0800 022 4 332. We can also provide nicotine replacements, such as skin patches, to help you with cravings for a cigarette.

Spiritual healthcare team

The Trust's spiritual health care team supports people of all faiths, as well as people who do not have a particular religious belief. Please ask your nurse to contact the spiritual healthcare team on ext 85588 to ask about the services they can provide for you while in hospital.

Other information

Toiletries and bed clothes

We understand that your admission to the ward may be unexpected and unplanned. We are able to provide you with basic toiletries and bedclothes.

Sick certificate

Please speak to your nurse if you require a sick certificate for your stay in hospital.

You will need to ask your GP for a sick note if you require one after discharge.

And finally

We hope your stay on Sarah Swift Ward is as comfortable as possible.

We welcome your comments so we can improve our services and care.

If you have any questions or concerns during your stay, please do not hesitate to speak to your nurse or the nurse in charge. We will strive to rectify your concerns promptly.

Alternatively, contact our PALS service (see back page for details).

Contact details

Sara Swift Ward **020 7188 5986/5981/9034**

Notes

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Contact us

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

t: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

Knowledge & Information Centre (KIC)

For more information about health conditions, support groups and local services, or to search the internet and send emails, please visit the KIC on the Ground Floor, North Wing, St Thomas' Hospital.

t: 020 7188 3416

Language support services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

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