

Welcome to Guy's Hospital

Information about your stay



Hospital

An easy read guide

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About this booklet



Your doctor has given you this booklet because you are unwell and you are in hospital to help you feel better.

This booklet tells you about what happens when you come to stay in hospital.

This booklet tells you:



- who will look after you
- what will happen on the ward
- how to stay safe
- what you can and can't do
- what will happen when it's time to go home
- what to expect from us.

Telling us how you feel



We want you to be involved in all of the decisions about your care while you are in hospital.

Please tell us if you:

?



- need us to explain something more clearly



- need extra help or are in pain



- are scared or worried about your care or treatment



- would like to ask another doctor's advice about your treatment.

People looking after you



During your stay in hospital, you will be looked after by a team of nurses, doctors and other staff.



You can tell who's who by the type of uniform they are wearing.



You may also meet members of staff who do not wear uniforms.

Don't worry – all of the staff in the hospital wear name badges and will introduce themselves to you.



If you have any questions, you can speak to one of the nurses or doctors caring for you.

People you will meet



Doctor

You will see the doctor, or a member of his or her team. The doctor is responsible for all of your medical care.



Ward sister

The ward sister will make sure that you are safe while you are staying on the ward.



Staff nurses

Staff nurses are responsible for planning and carrying out your nursing care, and making sure that it is working for you.

People you will meet



Matron

The matron is in charge of the team of nurses on your ward.

He or she will make sure that you are well cared for while you are in hospital.



Physiotherapist or occupational therapist

A physiotherapist or an occupational therapist will see you if you have a problem that is stopping you from getting on with your life or making it difficult for you to look after yourself.



Nursing assistants

Nursing assistants will help the other members of the team to look after you.

People you will see



Housekeepers

We have a team of housekeepers to keep the hospital clean and tidy.



Students

St Thomas' Hospital is a teaching hospital. This means that we sometimes have student nurses and doctors on the ward to help them learn.

Please tell us if you do not want students to help care for you. They will not mind and it will not affect how we look after you.



Security

The hospital security team makes sure that the hospital is safe from threats, violence and aggressive behaviour.

Staying on a hospital ward



You will usually stay on a ward with patients who have an illness similar to the one you have.



Wards are made up of sections. Each section has 4 or 6 beds in it. This means that there will be other people being cared for in the same room as you.



There will be male and female patients on the ward, but everyone in your section of the ward will be the same sex as you.



If you are a man, you will be in a room with other men.

If you are a woman, you will be in a room with other women.

When you arrive on the ward



Someone will show you how to use the call buttons next to your bed and in the bathroom.

You can use these buttons if you need to get the nurse's attention.



You will be given a bracelet with your name on it. This is so we know that you are a patient and not a visitor. Please tell us what you like to be called.



If you have an allergy, you will also have a red band to wear. This is so we can be sure that any food or medicine you have is safe.



You should wear these bracelets at all times. They will help you to stay safe.

What you can expect from us

When you arrive on the ward



- Have you been shown around the ward?



- Have you been shown where the bathroom/toilets are?



- Have you been shown how to use the shower?



- Have you been shown how to call for the nurse?



- Have you been told about how and what time you will get your meals?



- Have you been shown the picture menu to help you choose your meals?



- Have you been shown which staff members are working today?

Bringing things into hospital



You can lock your things in the cupboard next to your bed.

Please leave important or expensive items at home if you can.



You should tell the doctor about any medicines or tablets that you are taking.

If you have brought your medicines into hospital, please give them to the nurse.



Please tell the nurse or doctor if you are allergic to anything – show them your **hospital passport** if you have one.



Mobile phones can sometimes stop hospital machines from working properly.

Please ask the nurse if are allowed to use your mobile phone on the ward.

Visitors



Your friends and family can visit you while you are in hospital.

They can come any time between 2pm and 8pm on any day.



You can only have 2 visitors at a time.

This is so that you and the other patients get enough rest while you are in hospital.



Every bed has a TV, telephone and radio. This is so that you are not bored when your visitors have gone home.



You will need to pay to use the bedside TV. If you do not want to pay, there is also a shared TV room that you can use.

Asking for your consent (permission)



The nurses and doctors will always ask for your permission before they treat you.



We call this **asking for your consent**.



You can say no to any treatment that is offered to you.



Even if you said yes to something before, you can change your mind.



The choice is yours.

The most important thing is that you understand what this means for you and your illness.

Your meals



While you are in hospital, you will have three meals every day.

Eating well will help you feel better and get stronger.



Breakfast time



Lunch time



Dinner time



For each meal, you can choose what you want to eat.

The menu changes every day.



If you do not like anything on the menu, please tell one of the nurses.

They will try to find something else for you to eat.

Keeping your hands clean



It is very important to keep your hands clean when you are in hospital.



The easiest way to keep your hands clean is to use hand gel at the end of your bed.

This helps to stop germs from spreading around the hospital.



The hand gel should be rubbed into your palms, thumbs, nails, in-between your fingers, and on the backs of your hands.

You need to make sure that your hands are clean all over.



Do not wash the hand gel off – it will dry on your hands within 20 seconds.

Going home



When the doctor thinks you are well enough to leave the ward, you can go home.



Your recovery plan

Before you leave hospital, we want to make sure that you have the support and advice you need. Your healthcare team will help you complete this plan, and may give you other information about your procedure and what to do when you leave hospital. Please speak to them if you have any questions.

Your ward

Tel: _____

Reason for hospital stay _____

Your treatment _____

Advice following your treatment/procedure

General advice _____

Care for your wound, or dressings _____

Before you go, the nurses will help you fill in a form to take home with you.

The form is called a **Recovery Plan**.



You might have to wait while the nurses get everything ready for you to leave.



Once you have done everything you need to do, you can go home.



Most people go home with a friend or family member. Some people will be taken home by the hospital transport service.

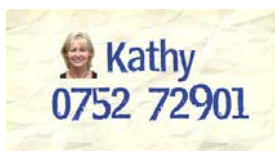
Please ask us if you are not sure how you are getting home.

What you can expect from us

Before you leave the ward



- Has the learning disabilities nurse specialist come to see you?



- Have you been given any useful or important telephone numbers to call?



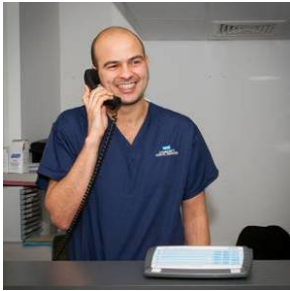
- Has someone explained what treatments you had in hospital in a way that you understand?



- Have you been told when you will be going home and what other care you might need when you leave the hospital?

If the answer to any of these questions is 'no', please tell one of the nurses. They are here to help and answer any questions you have.

After you have gone home



If you are worried about anything to do with your health after you have gone home you can call the ward.

The ward number is.....



You might have been given some medicines to take home with you when you left the hospital.



If you are worried about anything to do with your medicines you can call the **Pharmacy Medicines Helpline** on telephone number 020 7188 8748.



If you need more medicines you will need to make an appointment to see your GP.

Your GP's number is

[illegible]