Welcome to the Older Person’s Unit

9th floor, North Wing, St Thomas’ Hospital

This information sheet gives you information specific to the Older Person’s Unit. You should have received the leaflet, Welcome – information about your stay, which has useful information about your stay in hospital and the general services available. We hope your stay in the unit is as pleasant as possible.

The unit consists of three wards:
- Alexandra 020 7188 0586
- Anne 020 7188 0664
- Henry 020 7188 2883

Your care in the Older Person’s Unit

Your care will be provided by a number of different healthcare professionals depending on your health and social care needs.

Medical care

You will be given written information including the names and contact details of the doctors and senior nurses caring for you. This information is also available from leaflet racks on the wards.

Consultant ward rounds

There are two consultants on each ward. Depending who your consultant is, consultant ward rounds take place on Monday and Thursday mornings, or Tuesday and Friday mornings. This is when the consultant directing your care will visit you with their team of doctors and a nurse. The nurses or doctors on the ward can tell you when your consultant does their ward rounds.

The doctor will explain your medical condition, treatment and any investigations planned for you. Please ask questions and for further explanation if there is anything you do not understand.

A junior doctor working with your consultant will visit you on all other weekdays. At weekends you will be seen by a doctor if there is a medical need that cannot wait until the next weekday.

If you or your relatives or friends (with your consent) wish to speak to the consultant, please contact them using the contact details you have been given or that are available in the leaflet racks on the ward.

You may also receive care from physiotherapists (white and blue uniform), occupational therapists (white and green uniform), pharmacists, dietitians, speech and language therapists, social workers and podiatrists.
**Going home**
Together with you and your family or carer, we will start planning for your return home as early as possible during your hospital stay. This is to ensure that all the arrangements are in place by the time you are ready to leave hospital. For example, we will check if you need:
- transport
- social services (arranging or restarting)
- a special diet.

**Information for visitors**
Visiting hours are between **2pm** and **8pm**. Each patient is only allowed two visitors at one time.

Visiting outside of these hours is possible in special circumstances, but it must be discussed with the nurse in charge. Relatives or carers can continue to assist you while you are in hospital but they should make special arrangements to do so with the nursing staff. These restrictions are for patient comfort and infection control.

**Visitors must use hand rub to clean their hands when entering and leaving the ward.**

**Telephone calls**
We would be grateful if friends and relatives could phone the wards after 11am. This is to allow the nursing staff to provide uninterrupted patient care and attend to patients.

If possible, please nominate one person in your family to call us and act as a link for everyone else. To protect patient confidentiality, we can only give limited information over the phone.

**Valuables**
Please ensure 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.

**Clothing**
Please wear your own clothes. We encourage visitors to bring in clothing for patients, provided they are able to arrange the laundering. Hospital gowns are provided for those without clothes or those who choose not to wear their own clothes.

A limited laundry service is available for patients who do not have any help with their laundry.

**Protected mealtimes**
During meal times we try to make sure that patients are able to eat without interruption from staff or relatives. Visitors are welcome to stay during meals if they help or encourage you to eat.
- Breakfast – 7.30am-8am
- Lunch – 12.30pm-1pm
- Dinner – 5.30pm-6pm

Snacks and drinks are available throughout the day.
Other information

Day room
All the wards in the Older Person’s Unit have a day room which patients and their relatives are welcome to use.

Additional services are also available on request:
- hairdresser
- chaplain and other spiritual services
- laundry service for those patients who have no family or friends able to help.

There is also an ongoing programme of performing arts, including live musical performances and shows.

Volunteers assist with serving at meal times and provide activities for patients.

And finally
We hope your stay in the Older Person’s Unit is as pleasant as possible. We encourage your feedback so we can improve our services and care. If you have any questions or concerns during your stay, please speak to the nurse in charge. Alternatively, use the comments/suggestions box opposite the nurse’s station or contact our PALS service.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit w: www.guysandstthomas.nhs.uk/leaflets.

Further information

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, Monday to Friday, 9am-5pm

Your comments and concerns
For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.
t: 020 7188 8801 (PALS) e: pals@gstt.nhs.uk
t: 020 7188 3514 (complaints) e: complaints2@gstt.nhs.uk

Language and accessible support services
If you need an interpreter or information about your care in a different language or format, please get in touch.
t: 020 7188 8815 e: languagesupport@gstt.nhs.uk

Was this leaflet useful?
We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you. Fill in our simple online form, w: www.guysandstthomas.nhs.uk/leaflets, or e: patientinformationteam@gstt.nhs.uk