



Guy's and St Thomas'  
NHS Foundation Trust

# Welcome to Sarah Swift Ward Vascular Unit

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## **Your care on Sarah Swift Ward**

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

It is a vascular ward with 33 beds. We care for people undergoing both planned and emergency vascular surgery.

You may be moved within the ward or to a different ward depending on clinical need.

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 visitors to 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:

- Matron – purple uniform
- Specialist nurses – dark grey uniform
- Ward sister – navy blue uniform
- Deputy ward manager – royal blue uniform
- Staff nurse – pale blue uniform
- Nursing assistant – pale grey uniform
- Catering staff – blue uniform.

## Nurse teams

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

We have three day time nursing teams: the Blue team, Red team and the Green team. The teams hand over your care to the next team at the start of each shift. This maybe done at your bedside, depending on infection control status, 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, podiatrists, physiotherapists, dietitians, social workers and occupational therapists may visit you 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 a name badge and ID badge. Your confidentiality will always be maintained.

There are a large number of vascular consultants. We operate a 'consultant of the week' system where each consultant is responsible for ward matters a week at a time. This means that you will see the same consultant / registrar team every day on the ward and they will be responsible for coordinating your care alongside the rest of the multidisciplinary team. Ward rounds happen daily, including at weekends.

## Information for your visitors

Visiting times are between 2pm and 8pm. Any visiting outside these hours is at the nurses' discretion.

This does not include during times of lockdown and COVID. At these times, please call in advance and speak with the nurse in charge.

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. Contact details for the ward are on page 11.

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 the 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 of the hospital 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. We also cannot re-heat food.

On admission, all patients undergo a nutritional assessment. This is because good nutrition is important for 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.**

If you would like help or information on giving up smoking, please speak to your nurse or call the Trust Stop Smoking Service on **020 7188 0995**, or call the NHS Smoking Helpline on **0300 123 1044**.

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 extension 85588 to ask about the services they can provide for you while you are in hospital.

## Other information

### Toiletries and nightwear

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

## **Fit note**

If you are receiving hospital treatment and it is assessed that you will not be able to work for more than seven days in a row, you are entitled to request a fit note (also called a sick note). Please speak to your nurse if you require a fit note. You will need to ask your GP for a fit note if you require one after discharge.

For more information see our leaflet, **Fit notes – did you know?**

<https://www.guysandstthomas.nhs.uk/resources/patient-information/all-patients/Fit-Note.pdf>

## **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 any concerns promptly. Alternatively, you can contact PALS (details on next page).

## Contact details

Sarah Swift Ward, **tel:** 020 7188 2262 or 020 7188 8842

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

## 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.

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

## 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.

**tel:** 020 7188 8801 (PALS)      **email:**

[pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**tel:** 020 7188 3514 (complaints)

**email:** [complaints2@gstt.nhs.uk](mailto: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.

**tel:** 020 7188 8815      **email:**

[languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

## **NHS 111**

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**tel:** 111

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

**web:** [www.nhs.uk](http://www.nhs.uk)

## **Get involved and have your say: become a member of the Trust**

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

**tel:** 0800 731 0319 **email:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)

**web:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

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