Introduction to the Neuroscience Ward

Welcome to the Neuroscience Ward. This booklet contains useful information about the ward. If you have any questions while you are with us, please do not hesitate to ask a member of staff.

Contents

The Neuroscience Ward 3
Uniforms 3
Doctors and the medical team 4
Medication 4
Telephone enquiries 5
Telephone numbers 5

Allocation of beds 7

Privacy and dignity 7

Coming into hospital 8
What to bring 8
Patients’ property 9
Visiting times 9
Flowers 10
Car parking 10
Meals 11
Food from home 11
Infection control 12
Barrier nursing 12
Mobile phones 12

Patient Advice and Liaison Service (PALS) 13

Leaving hospital 13
Medicines to take home (TTOs) 13

Your views 14
The Neuroscience Ward

Who’s who on the Neuroscience Ward – meet the team and get to know the uniforms.

**Uniforms**

**Matron / Deputy Matron**
Navy blue with red trim

**Ward Sister / Manager / Charge Nurse**
Navy blue with white trim

**Nurse Practitioner / Specialist Nurse / Lecture Practitioner**
Navy blue with jade green trim

**Staff Nurse**
White with royal blue trim and royal blue trousers

**Assistant Practitioner**
White with teal trim / teal trousers

**Clinical Support Worker**
Light blue with white trim

**Housekeeper**
White blouse / shirt and black trousers

**Student Nurse**
White with turquoise trim and turquoise trousers or turquoise dress

**Phlebotomist**
White tunic with black trim

**Radiographer / Radiologist**
White with burgundy trim

**Physiotherapist**
White tunic or polo shirt with navy trim and navy trousers

**Occupational Therapist**
White tunic or polo shirt with green trim and black trousers
Other members of the team on the Neuroscience Ward

- Medical Team
- Anaesthetist
- Catering Staff
- Domestic Staff
- Ward Clerks and Receptionists
- Porters
- Dietitian
- Speech and Language Therapist
- Medical Students
- Neuropsychologists
- EEG Technician

Doctors and the medical team

You will be under the care of a Consultant. Your Consultant will have other doctors working on his / her team, including a Registrar and Senior House Officers (SHOs).

Your medical team will review your care and talk to you daily. If you or your relatives would like to speak to one of the doctors in your medical team, please ask the doctors on the ward round to arrange this, or ask the nurse looking after you to arrange a time and date. The full medical team are on duty Monday to Friday from 9.00am - 5.30pm; however during these hours some of the doctors will be in clinics or in surgery.

Medication

Some of your medication will be stored in the lockable section of your bedside locker – known as the POD (patient’s own drugs) – and they will be dispensed from there. Other medication will be kept in the treatment room.
**Telephone enquiries**
We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We are happy to help but we do ask that these calls are kept to a minimum.

Unless it is urgent it would be very helpful if telephone enquiries are made after 11.00am. This allows for nurses to care for patients and for doctors to see patients and plan care. We suggest that one person is nominated to make enquiries and then share information with others, allowing nurses to use their time as efficiently as possible for the benefit of all patients on the ward.

**Telephone numbers**
On admission you will be allocated a bed. Each bed has a number and there is a Nurses’ Station nearby with a telephone for any enquiries.

**Main Reception**
01865 234166 or 231526
Monday to Friday 8am -6pm

**Matrons Office**
01865 234103

**Sisters/Charge Nurse Office**
01865 231644

**Neuroscience Inpatient Ward**

**Blue Area**
Bay 1 and 6
Room 2, 3, 4, 5, 7, 8, 9, 10 & 11
01865 234912

**Red Area**
Bay 34 and 39
Room 32, 33, 35, 36, 37 and 38
01865 234260
High Care Area  
Bay 29  
Room 30, 31, 40 and 41  
01865 231599  

Neuro Short Stay  
Bay 27 and 28  
Room 42, 43, 44 and 45  
01865 231400  

Neuroscience Day Case Investigation Unit  
Bay 50 and 51  
Room 46, 47, 48 and 49  
01865 231643  

Transfer Lounge – Level 2 main JR  
01865 228932  

Purple Area  
Area A  
Bay 14 and 21  
Room 12, 13, 15, 22 and 23  
01865 231718  

Area B  
Bay 19 and 26  
Room 16, 17, 18, 20, 24, and 25  
01865 231789  

All telephones will be answered as soon as possible. Please be patient if there is a delay as the nurses may be busy caring for patients.
Allocation of beds

There are 81 beds within the Neurosciences Unit. The Unit is divided into the:

- Neuroscience Inpatient Ward
- Neuroscience Short Stay Area
- Neuroscience Day case Investigation Unit

Each ward consists of a number of bays containing four beds, and side rooms. Each bay or side room has an ensuite shower room with wheelchair access and a seat to sit on whilst having a shower.

Occasionally we have to move patients to a different bed space or to another area on the Unit. We only do this when there is no other alternative.

Side rooms are usually allocated on the basis of medical need for patients who are at risk of infection or those who are critically ill. Side rooms cannot be requested or guaranteed on or before admission.

We try to have separate bays for men and women. In exceptional circumstances, when there is no alternative, we may put men and women in the same bay while waiting for an appropriate bed to become available. This should be for no more than 24 hours.

Privacy and dignity

We expect all staff to do their best for you and we expect them to treat you with dignity and respect and take steps to preserve your privacy.

Similarly we do not expect our staff to be subjected to any form of verbal abuse, threatening behaviour or violence in any way.

Male / female nurses

We have both male and female nurses. If you prefer to be cared for by a nurse of the same sex as yourself, please ask one of the nurses. We will try to meet your request.
**Whiteboards**
When you first arrive we will ask your permission to put your name on whiteboards near the nurses’ stations. This allows healthcare professionals to find you quickly on the ward. If you don’t want your name on the whiteboard, please tell us.

**Curtains**
There are curtains around each bed to maintain your privacy and dignity. It is possible for patients in the bay to overhear conversations between yourself and other people. If you wish, we can show you to a private room if you need to be undisturbed.

**Window blinds**
On all windows, including the doors, there are blinds that can be closed in order to maintain your privacy and dignity. Please remind healthcare professionals to close them if needed.

## Coming into hospital

### What to bring:

- **Medicines**
  Please bring with you all medicines you are taking, in their original containers, and any special cards that give details of your current treatment (e.g. steroid card). Please also bring any non-prescription medicines, ointment or supplements that you use regularly. Put all these things in the green medicines bag (supplied with your admission letter).

- **Nightdress / pyjamas, dressing-gown and slippers**
- **Comfortable day clothes (if needed, but not too many)**
- **Toiletries, towels and tissues**
- **Walking or dressing aid (if used)**
- **Denture cleaner / bowl (if used)**
- **Books, magazines, stationery, stamps and pens**
- **Loose change for newspapers etc.**
If you have been admitted to hospital as an emergency we will ask your relatives to bring in the above items. The ward will provide essential items in the meantime.

There is very little storage space for each patient on the ward so it would be helpful if relatives take home items for laundering on a regular basis. This is also in line with infection control regulations. We are unable to provide a laundry facility on the ward. Please do not bring in excess clothing.

**Patients’ property**

Please do not bring valuables with you. The Trust cannot take responsibility for such items. If you wish to keep valuable or personal possessions with you then we will ask you to sign a disclaimer accepting full responsibility for their safekeeping.

If necessary, money and jewellery may be stored in the hospital safe at the Cashiers’ Office on floor LG2 of the West Wing. The Cashiers’ Office is open Monday to Friday 9.00am and 4.00pm.

If for any reason you are transferred to the Intensive Care Unit, we will pack up your belongings on the ward and ask your relatives to collect them. We are unable to take responsibility for the safe keeping of your belongings.

**Visiting times**

Visiting times are daily between **3.00pm - 8.30pm**.

These visiting times allow our patients to receive the best possible care and to be seen by a variety of healthcare professionals. It also allows patients to have a rest period before visiting time.

Visiting outside these hours is only allowed in exceptional circumstances and needs to be agreed with a senior member of the nursing staff in advance. Anyone visiting outside these hours without prior arrangement will be asked to leave and wait in the reception area.
During visiting times the doors will be open and visitors are free to come and go. At all other times the doors are locked and entry is via a video intercom system.

We only allow two visitors at the bedside at any one time. If there are more than two visitors they are welcome to wait in our reception area until the first visitors have left the bedside.

If you are having surgery please check with the nurse for the most appropriate time for visitors. Some patients are scheduled for surgery in the late afternoon and therefore may not be well enough to have visitors the same day.

We are unable to accommodate relatives overnight. In exceptional circumstances permission for an overnight stay may be obtained from the most senior nurse on duty. This will be assessed daily on an individual basis. A list of local hotels and bed and breakfast accommodation is available from reception.

Flowers
Unfortunately we do not allow flowers or pot plants on the wards for reasons of health, safety and infection control. If relatives or friends bring in flowers we will ask them to take them home for you.

Car parking
Parking is available at the John Radcliffe Hospital but the car parks are often very busy on weekdays. The most convenient way of reaching the hospital is by Park and Ride or public transport.

Car Park 3 is the main car park for the West Wing and Children’s Hospital. More information is available in the booklet 'Information for patients: John Radcliffe Hospital'.
Meals
The Neuroscience Ward uses a system at mealtimes called ‘CHOW’. The initials outline how we prepare for mealtime:

• Clear and clean the table
• Hand wash
• Offer assistance
• Wear blue apron

A bell is rung before mealtimes to alert staff to help with CHOW before meals are served.

Mealtimes are expected to be ‘protected’. This means that, wherever possible, you will not be disturbed during your mealtimes to have investigations or tests. Please let your nurse know if you are disturbed during a mealtime and we will do our best to change the time of your investigation. If you miss your meal please ask the housekeeper or nurse to order you a snack box.

We will help you with your meal if you need it. We are happy for your relatives to help you with your meals if they would like to.

Mealtimes are:

Breakfast: 8.00am - 9.00pm
Lunch: 12.30pm - 1.30pm
Dinner: 5.30pm - 6.30pm

Drinks are served after meals and at 10.00am and 3.00pm. Biscuits and cakes are also offered.

Food from home
There is a fridge available for patients who require special dietary food items brought in from home. Due to limited space this cannot be extended to all patients. Extra food will need to be brought in on a daily basis to make sure that it’s fresh.

In accordance with Health and Safety regulations, the ward is not able to provide a microwave for patients’ / relatives’ use.
Infection control

Everyone can help prevent the spread of infection in the hospital. The single most effective measure in preventing the spread of infection is simple hand hygiene.

Please join in and ask the staff looking after you: “Have you cleaned your hands?”

Alcohol rub is by every bedside and at the entrance to the ward. It kills 99% of germs in 30 seconds. Hand washing with soap and warm water also kills germs so please remember to always wash your hands and ask relatives to do the same before and after visiting you. Both of these methods stop bacteria spreading, especially when our bodies’ natural defences are weaker due to illness, or after an operation. This will help prevent infections such as MRSA.

Barrier nursing

Barrier nursing means that all staff looking after you will wear gloves and an apron and will nurse you in a side room. Do not be alarmed if you are barrier nursed. Barrier nursing is used to protect you from other infections on the ward or to protect others if we suspect that you have an infection. There will be a notice on your door saying “please speak to the nurse before entering”. Your visitors will need to wash their hands before and after visiting you to prevent the spread of infection.

Although there is no Trust policy on young children visiting relatives, we advise that babies and young children do not come onto the ward, especially if they are known to have an infection. Please ask your nurse if you have any questions about this.

Mobile phones

In line with Trust Policy mobile phones must not be used within a 2 metre radius of medical devices. If you wish to use your mobile phone while in hospital please check with a member of staff that it is safe to do so.
Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. Staff will help with any queries or concerns. You can contact PALS Monday to Friday 9.00am - 4.00pm. Telephone 01865 221473 / 740868 or email PALSJR@ouh.nhs.uk

Leaving hospital

We will aim to get you ‘Home for Lunch’ on your day of discharge wherever possible. We will ask you to move from your bed space to the Transfer Lounge or day room early in the day; here you can wait in comfort for your medication and your transport home.

Most patients go back home when they leave hospital; if you need community support services these can be arranged.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are nine community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please see the leaflet ‘Leaving Hospital’.

Medicines to take home (TTOs)

When you are discharged you may be given medicines to take home – these are called TTOs (to take out). TTOs will be prescribed by your medical team and then ordered by the pharmacist the day before or on the day of your discharge. There can be up to a four hour wait for your medicines to be dispensed. We appreciate your patience. We will give you medicines to last you for 28 days.

The nurse looking after you will explain what your TTO medicines are for and how to take them.
Your views

Your views and feedback are important to us and help us to assess the service we provide. Please ask to speak to the matron, the sisters or a senior nurse. You may also complete a ‘Let us know your views’ form, available at the main ward reception, or email feedback@ouh.nhs.uk

We do appreciate all the “Thank-you” gifts that are given by patients. If you would like to show your appreciation please complete a 'Please make a donation' form, enclosing your donation. The form folds into an envelop and can be posted to us or taken to the Cashiers' Office. All donations help the ward to improve services for patients. NHS staff cannot accept personal gifts from patients.
If you need an interpreter or need a document in another language, large print, Braille or audio version, please call 01865 221473 or email PALSJR@ouh.nhs.uk.

**Albanian**
Nëse keni nevojë për një përktýhes ose doni një dokument në një gjuhë tjetër, me shkronja të mëdhë, Braille (alphabet për të verbërit) ose kasetë me zë, j’u lutemi telefononi në 01865 221473 ose e-mail PALSJR@ouh.nhs.uk.

**Arabic**
إذا كنت بحاجة إلى مترجم فوري أو إلى ترجمة إحدى مستنداتك إلى لغة أخرى، أو بالحروف الطباعية الكبيرة أو بطريقة برايل للمكفوفين أو بالصوت، يرجى الاتصال بالرقم 01865 221473 أو بالبريد الإلكتروني على العنوان: PALSJR@ouh.nhs.uk.

**Bengali**
আপনার মদ্দে কোন ইন্টারপ্রিটারের প্রয়োজন হয় অথবা অন্য কোন ভাষায়, ভার্স অক্ষার, ব্রিলে অথবা অতীত আকারে কোন ডকুমেন্টের প্রয়োজন হয়, তাহলে অনুরোধ করে 01865 221473 নম্বরে কোন কর্মন অথবা এই PALSJR@ouh.nhs.uk ইমেইল মেধাবী কর্মন।

**Mandarin**
如果您需要安排口译，或需要某文件翻译成另一种语言，或以大字体、盲文或音频格式提供，请致电：01865 221473，或发送电子邮件至：PALSJR@ouh.nhs.uk。

**Pashtu**
که ته یوه ترجمان ته ارتبات یا یه مایه، یه مغولنه، بریل (د رندو لیک) یا سمعی یه و یه سنغورنی هیله ده چی؟ PALSJR@ouh.nhs.uk

**Polish**
Jeśli potrzebne byłoby Państwu tłumaczenie ustne lub chcieliby Państwo otrzymać dokument w innym języku, w formacie dużym drukiem, w alfabecie Braille’a lub w postaci nagrania dźwiękowego prosimy zadzwonić pod numer telefonu 01865 221473 lub napisać na adres e-mail: PALSJR@ouh.nhs.uk.

**Portuguese**
Se precisar de um intérprete ou de um documento noutra língua, num formato ampliado, em Braille ou em áudio, deverá ligar para o 01865 221473 ou enviar um e-mail para PALSJR@ouh.nhs.uk.

**Kurdish Sorani**
نەگەڕ پێویستەت بە وەرگیەری زەرمانیکی ەیەکەیەکە دەخۆدەکە، کە زەمانتیکی تەنین بە پێییی دەیەکە، گەورە بە دەوڵەی بریل (بە ناویبەندە) بە دەوڵەی دەوڵەکە سەکا بە پەکەی بە زەمارەی 01865 221473 یا خۆدەیەکە بە نەیمێڵ بە پڕەر بۆز PALSJR@ouh.nhs.uk.

**Urdu**
اکراپ کو ترجمان (انترپری) چابی پا کنی دستاویز کسگرزرین، پزشک حروف کی چھپاکی، بریل پایانی و پرترکارمتو برابری PALSJR@ouh.nhs.uk مبینیانی نمبر 01865 221473 یا 01865 221473 کریک کاری ای میل پیچین.
If you need an interpreter or need a document in another language, large print, Braille or audio version, please call **01865 221473** or email **PALSJR@ouh.nhs.uk**

Nicola Findlay, P. Lawes, J. Cron, H. Coombs,
L. Gasmido, Z. Slovakova, C. Footit, M. Eghaghe and K. Worgan
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Oxford University Hospitals NHS Trust
Oxford OX3 9DU
www.ouh.nhs.uk

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