Welcome to Level 4
Geratology
Information for relatives and visitors
The Geratology Ward provides specialist care for patients who are medically unwell and expect to spend a short time in hospital. We aim, where appropriate, to help our patients become as independent as possible when they recover.

**Geratology Ward**
Level 4, John Radcliffe Hospital  
Headley Way  
Headington  
Oxford OX3 9DU

- Adams end: 01865 572 501 / 01865 572 504  
- Bedford end: 01865 572 510 / 01865 572 508  
- Matron, Sarah Wheeler: 07779 677 418  
- Ward Manager, James Beale

A Consultant and a team of Junior Doctors care for our patients. The Consultant does a ward round twice a week, and a Junior Doctor is responsible for the day-to-day care of each patient.

Junior Doctors are on the ward 9.00am - 5.00pm daily. Physiotherapists, Occupational Therapists, Speech and Language Therapists, Social Workers and a Dietitian may also provide treatment and advice.

If you have any concerns or questions about a relative on the ward, please speak to the nurses looking after them. If you have consent from your relative to ask for detailed information about their medical condition, please speak to their doctor.
Telephone enquiries

We appreciate that family and friends will want to telephone the ward to ask about a patient’s wellbeing. We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward. Please could you also phone after 10.00am.

We are not able to give out detailed medical information over the telephone, but we can report on how your relative is progressing in a general way, and we can take a short message for them.

Mealtimes

Approximate mealtimes are:

- Breakfast 7.30am - 8.30am
- Lunch 12.00 - 1.00pm
- Supper 5.30pm - 6.30pm

We operate protected mealtimes so that patients are not disturbed by healthcare professionals while they are eating.

We can cater for people with special dietary needs. Drinks are served during the day, and biscuits, cakes and fruit are also offered.

If your relative has missed a meal or is hungry, please let the nurses know.

We support ‘John’s Campaign’ (www.johnscampaign.org.uk) for the right of people with dementia to be supported by their family carers.
Hairdresser

The hairdresser visits the ward on Tuesdays. Please ask the Ward Clerk to arrange an appointment.

Visiting

Visiting hours are 11.30am - 8.00pm.

We encourage visiting, but please remember that patients get tired quickly, so we allow only two visitors at the bedside at any one time. Chairs are available for visitors.

Children over five may visit (with supervision), and under-fives may visit if you arrange this with us first. Occasionally we may ask visitors to wait outside while we care for a patient.

Personal property and valuables

Please do not bring jewellery or valuables into hospital – a family member should take them home. If necessary, we can put items in the hospital safe.

Oxford University Hospitals NHS Foundation Trust cannot be held responsible for the loss of personal property or valuables.

Privacy, dignity and respect

It is best for patients to wear their own clothes or nightclothes where possible.

Please bring in clothes for them (ideally with name labels attached) and check their locker for laundry to take home. If clothing is soiled, we will rinse it out and put it in a plastic bag for you to take home.
Comforting items from home

Being in an unfamiliar environment can worsen a patient’s confusion (or delirium). Familiar and comforting items from home (family photographs, familiar blankets etc.) can be a great help, so please do bring them in.

Health and Wellbeing Lasting Power of Attorney (LPA)

If you, or another family member, hold a Lasting Power of Attorney for your relative, please let us know, and bring in a copy for our records as soon as possible.

If you think someone may hold one, please let us know so we can advise.

Many of our patients have conditions like dementia or delirium and are not always able to give informed consent to treatment; an LPA can help us make the best decisions about their care.

Preventing blood clots in hospital

Our patients may be at risk of developing a blood clot to the leg, or to the lung: these are known as venous thrombo-embolisms (VTE).

We routinely give our patients an injection of a blood thinner called dalteparin to reduce their risk of developing a blood clot. This slightly increases their risk of bleeding. We often prescribe this for patients who cannot give informed consent, but we are acting in their best interests.

If you have any concerns, please discuss this with us.
Medicines ‘To Take Out’ (TTO)

If a patient needs medicines to take home, we will supply them on the day of discharge, and explain what they are for.

We will record the details of their hospital admission, and any changes to their regular medication, on their discharge summary.

Leaving hospital

We will discuss discharge plans both with the patient, where appropriate, and their relatives.

If the patient is well on their day of discharge, we will ask them to move from their bed space to the Transfer Lounge early in the day; here nurses can provide their usual medications and help with meals, and they can wait in comfort for their transport and medicines to take home.

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

If a patient’s care needs can best be met in a community hospital, we will find and transfer them to the first available bed.

We expect patients or relatives to arrange their own transport home. Hospital transport is only for patients who meet strict medical criteria.

For more information please visit: www.ouh.nhs.uk/leavinghospital
Your views

Your views are important and help us to provide the best care for our patients. If you have any concerns please speak to the staff on the ward who may be able to solve the problem straight away. You can also speak to our Ward Manager or our Matron.

Alternatively you may contact our Patient Advice and Liaison Service. Tel: 01865 221 473
Monday to Friday, 9.00am - 5.00pm or email PALS@ouh.nhs.uk

For more information please see the booklet: ‘John Radcliffe Hospital - information for patients’ or visit www.ouh.nhs.uk

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call 01865 221 473 or email PALS@ouh.nhs.uk