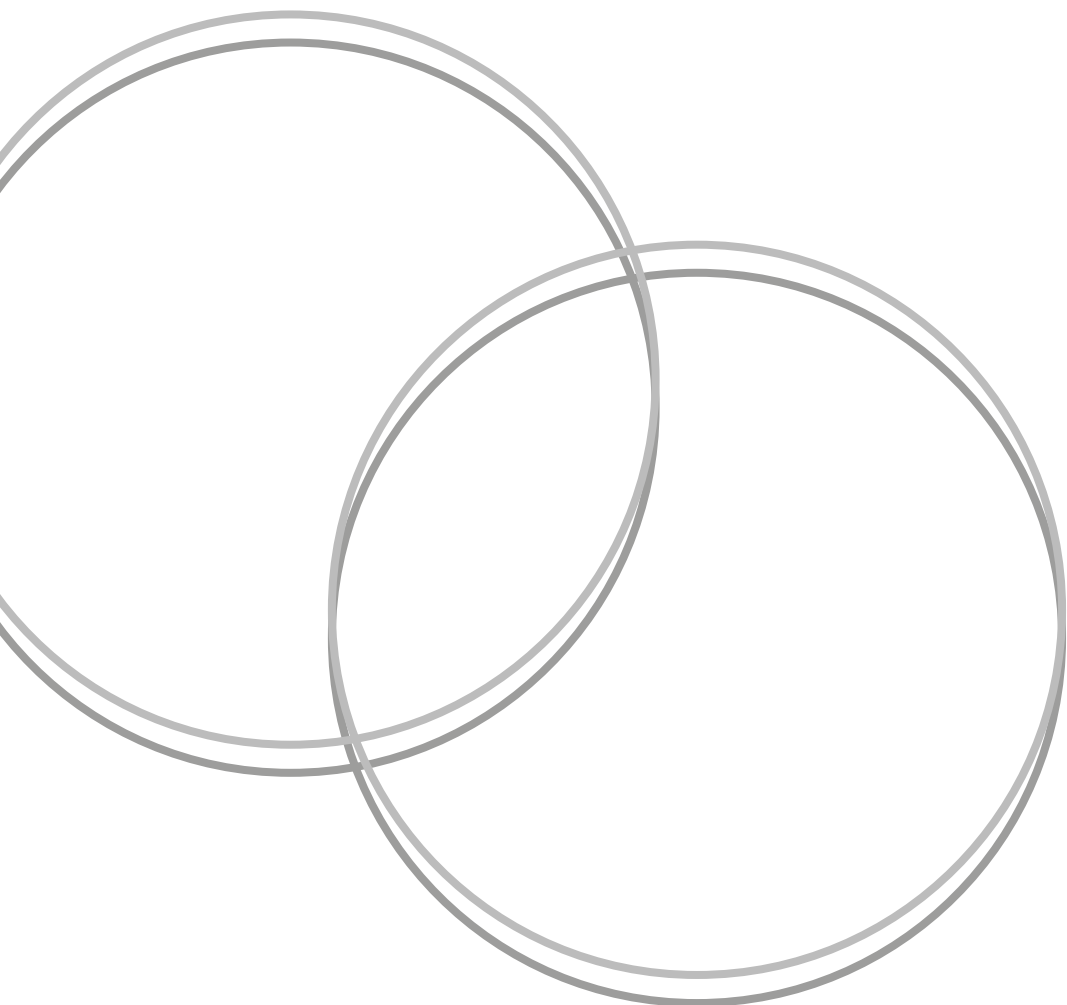




Oxford University Hospitals
NHS Foundation Trust

The Renal Ward

**Information for
patients and relatives**



Welcome to the Renal Ward

Churchill Hospital
Old Road
Headington
Oxford OX3 7LJ

Telephone number:

Ward **01865 225 780**

Please avoid phoning during shift handover times:
7.30am - 8.30am and 7.30pm - 8.30pm.

Ward routine

There are two shifts on the ward providing 24 hour nursing care.

Day shift 7.30am - 8.00pm

Night shift 7.30pm - 8.00am

The doctors see all patients every day to assess and plan their medical care. The doctors' ward round aims to start at 9.00am and may take up to two hours to complete. A consultant ward round takes place twice a week.

If you wish to see a doctor about a patient, please speak to the nurse looking after them about an appointment time. Due to patient confidentiality we are limited in the amount of information that we can give you without the consent of the patient.

Making enquiries about a patient

We understand that you are concerned about your relative or friend, but please phone the ward after 11.00am once most of the patients have been seen on the ward round. This will allow us to give you the most up to date information. We will contact the next of kin if we feel information needs to be passed on before this time. We would be grateful if one designated friend or family member could be responsible for phoning the ward and then relaying the information to others. This gives us more time to care for all our patients.

Visiting

Visiting is constantly changing. For the most up to date information please speak to the Ward Manager, Nurse in Charge or visit the OUH website.

Website: www.ouh.nhs.uk

Please use the alcohol hand gel provided on entering and leaving the ward. If you have a cough, cold, stomach upset or any infectious disease please do **not** visit the ward.

Children may visit but need to be under adult supervision at all times.

If your relative or friend is very unwell, or in other special circumstances, it may be possible to stay overnight. Please talk to a member of the nursing staff.

Meals and nutrition

Meals are ordered from a menu. All choices are suitable for patients on a renal diet.

Mealtimes

Breakfast 8.00am

Lunch 12.30pm

Dinner 5.30pm

Tea and biscuits and a selection of fruit are served mid morning and mid afternoon. Snack boxes and light bites are also available if you miss a meal. If you need food or drink at other times please ask a member of staff.

During your stay you may be seen by a renal dietitian who will talk to you about nutrition.

Renal patients have certain dietary and fluid restrictions. Please speak with a dietitian or nurse before bringing in any food or drink for your relative. All food that is brought in needs to be properly wrapped, labelled and dated and can be stored in the fridge. This fridge is checked daily and out of date food will be thrown away.

We regret that we are unable to reheat any food on the ward, and only ward staff may use the ward kitchen. If you have any queries, please ask.

Dress code

Please wear a dressing gown over nightclothes when visiting the bathroom. The ward can supply a theatre gown for this purpose if you don't have your own. Do dress in day clothes if you prefer, but there is no laundry service available on the ward.

Privacy and dignity

We will always give you a bed in a bay with people of the same sex.

It is sometimes necessary to move patients within the ward, and on rare occasions, to another ward. If we need to move you, we will always give you the reason, but we will not always be able to tell your next of kin about moves within the ward or at unsocial hours. We try our hardest to limit bed moves.

Infection control and staying safe on the ward

All patients will be screened for MRSA, COVID-19, CPE and/or other infections on arrival and then weekly. All patients who need dialysis will be screened for Hepatitis and HIV. Please ask for an information leaflet about this if you would like one, or speak to a member of nursing staff.

Please tell your nurse if you:

- have had any infectious diseases in the past, such as MRSA, CPE, VRE, COVID-19
- are allergic to anything
- have been in hospital or abroad in the last 12 months
- or somebody you have had close contact with is suffering from COVID-19, diarrhoea or other infectious disease
- are pregnant or think that you may be.

Alcohol hand rub is available at every bedside and at the ward entrance and exits – please do use it.

Medication

Please bring all your medications from home. It is helpful for us to check the medication that you are currently taking. All medication will need to be locked away. In some circumstances patients may keep medications such as inhalers by their bedside. A Renal Pharmacist visits the ward Monday to Friday.

Roof terrace

There is a roof terrace just outside the ward. **Please remember that smoking is not allowed anywhere on the Churchill Hospital site.**

Mobile phones

You may use mobile phones as long as you do not disturb other patients. Please do not use them within two metres of any electrical medical equipment.

Staff caring for you

Many different staff (the 'multidisciplinary team') will contribute to your care. As well as the doctors, this includes the dietitian, social worker, occupational therapist, pre-dialysis nurse, pharmacist and physiotherapist. The large number of staff can be a bit confusing. All staff wear a clear name badge and photo ID.

Members of the team visit the ward at different times during the day. Please tell the nursing staff if you wish to speak to any of the team about your care. If you feel at any time that you need further explanation please just ask.

It is important to tell a member of staff if you are leaving the ward for any reason, so that we can find you if we need to.

Parking

Car Park 1 is closest to the ward. Visitors to long-stay patients may be entitled to discounted or free parking. Please see the posters on site or call the Parking Office on **01865 225 466 / 223 044**.

There is parking for disabled Blue Badge holders. Automatic Number Plate Recognition (ANPR) is now in place at the John Radcliffe and Churchill hospitals.

The ANPR system means a camera photographs all vehicles entering and leaving the car park. The camera is linked to the on-site pay machines and a payment website.

ANPR will not impact current exceptions or concessions for visitors and Blue Badge users.

Leaving hospital

When you leave hospital please:

- take everything with you, including any valuables
- make sure you have all the medications you need, and that you know how to take them
- check you know when you are returning to hospital for an appointment or dialysis.

We will give you a letter about your care in hospital. This is for you to show to anyone who has to care for you in an emergency. A copy of this letter will be sent to your GP.

Donations

If you wish to make a donation there are several funds that you can choose to benefit: for more details please visit

www.hospitalcharity.co.uk

The Renal Ward also has its own charity, please ask a member of the ward staff for more information.

The Six Counties Kidney Patients Association also supports our Renal and Transplant departments. More information is on page 9.

Feedback

We value your comments about the care you have received on the Renal Ward. You can also speak to a member of staff who can support you to complete a survey on the ward tablet.

If you have any concerns, please speak to the staff on the ward, who may be able to resolve the situation straightaway. Please also visit **ouh.nhs.uk/patient-guide/feedback**

Useful websites

Oxford Kidney Unit

Lots of information about the Oxford Kidney Unit for patients and carers.

Website: www.ouh.nhs.uk/oku

Kidney Patient Guide

Information for patients with kidney failure and those who care for them.

Website: www.kidneypatientguide.org.uk

Kidney Care UK

A charity which has lots of practical support and information for people with kidney disease.

Website: www.kidneycareuk.org

Six Counties Kidney Patients Association

The SCKPA is run for patients by patients or family members.

They offer support to people suffering from kidney disease or who are on dialysis. They work closely with the Oxford Kidney Unit and have branches in Oxfordshire, Northamptonshire, Buckinghamshire, and Milton Keynes, and parts of Wiltshire, Gloucestershire and Berkshire.

Website: www.sixcountieskpa.org.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Natalie Picken, Renal Ward Manager
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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



Making a difference across our hospitals

charity@ouh.nhs.uk | 01865 743 444 | hospitalcharity.co.uk

OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

