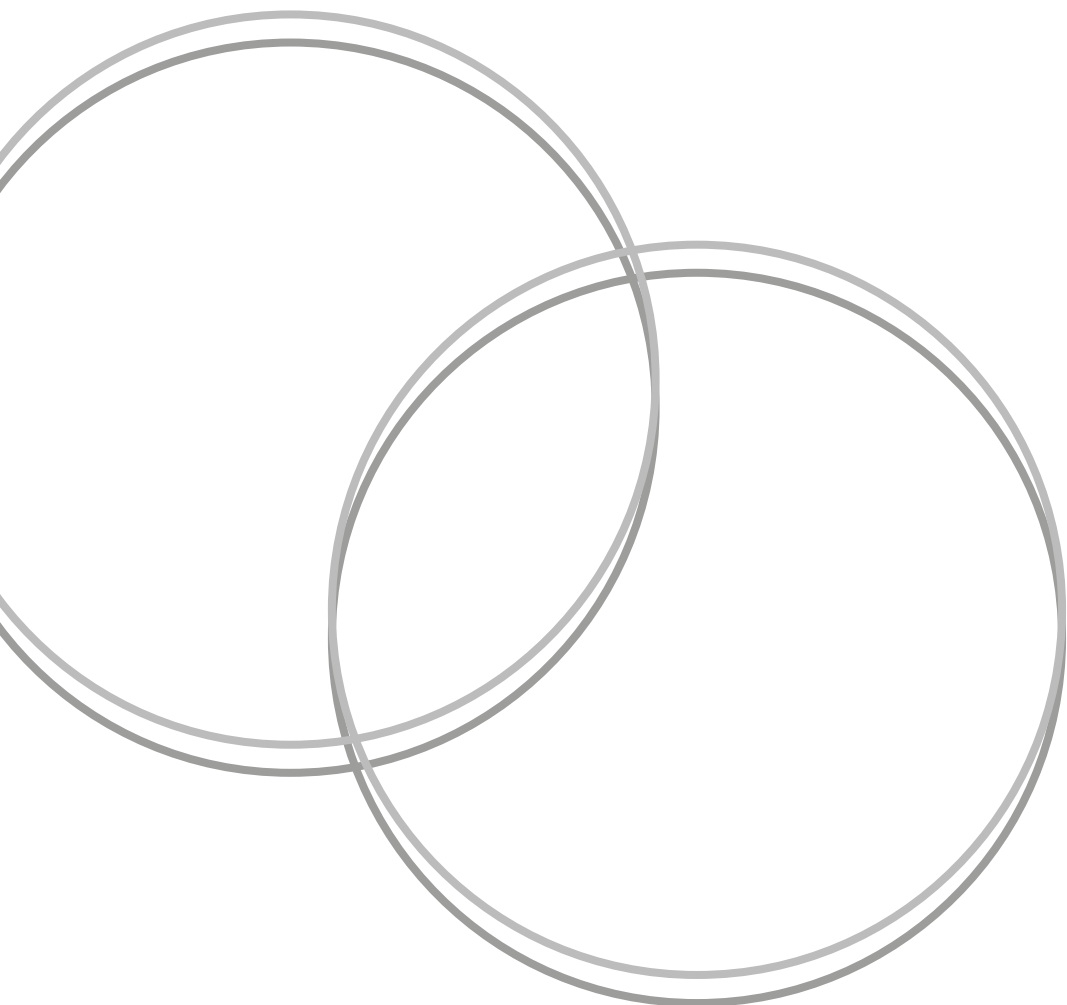




Oxford University Hospitals
NHS Foundation Trust

Neuroscience Ward Level 2

**Information for
patients and visitors**



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.

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The Neuroscience Ward

The Neuroscience Ward is a 75 bed ward divided into the following sub-specialties.

- **Neurosurgery**
(three ward areas)
 1. Blue area.
 2. Red / High care area.
 3. Green area.
- **Neurology**
- **Neurosciences Day Case Investigation Unit**

Who's who on the Neuroscience Ward

Uniforms

- Matron / Deputy Matron
Navy blue with red trim.
- Ward Sister or Manager / Charge Nurse
Navy blue with white trim.
- Deputy Sisters/ Deputy Charge Nurse
Navy Blue.
- Nurse Practitioner / Specialist Nurse / Lecture Practitioner
Navy blue with jade green trim.
- Staff Nurse
Blue top with Navy Trousers.
- Assistant Practitioner
White with teal trim / teal trousers.
- Nursing Assistant
Light blue with white trim.
- Housekeeper
Purple Scrubs and black trousers.
- Student Nurse
White with turquoise trim and turquoise trousers or turquoise dress.

- Phlebotomist
Gray Scrubs.
- 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
- OT / PT
- 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, Senior House Officers (SHOs) and Specialist Nurses.

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 is on duty Monday to Friday, 9.00am to 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

Telephone: 01865 226 427 or 01865 231 526

Monday to Friday, 8.00am to 6.00pm

Matron's Office

Telephone: 01865 234 103

Sisters' / Charge Nurses' Offices

- Blue area:
Telephone: 01865 223 032
- Red / High Care area:
Telephone: 01865 234 611
- Green area / Neurosciences Day Case Investigation Unit:
Telephone: 01865 231 644
- Neurology:
Telephone: 01865 234 696

Neuroscience Ward Blue area

Area A

Bay 1, Rooms 2, 3, 4, 5, 7, 8, 9

Telephone: 01864 234 912

Area B

Bay 6, Bay 21, Rooms 10, 11, 12, 13

Telephone: 01865 234 040 or 01865 231 718

Neuroscience Ward Red / High Care area

RED

Bay 34, and Bay 39

Room 33, 34, 35, 36, 37 and 38

High Care

Bay 29

Room 40, 41, 30 and 31

Telephone: 01865 231 777 or 01865 234 172

Neuro Green area

Bay 50 and 51

Room 46, 47, 48 and 49

Telephone: 01865 231 400 or 01865 234 317

Neuroscience Day Case Investigation Unit

Bay 27 and 28

Room 42, 43, 44 and 45

Telephone: 01865 231 643

Neurology Ward Purple Area

Bay 14, Bay 19, Bay 26

Room 15, 16, 17, 18, 24 and 25

Telephone: 01865 231 789

Telephone: 01865 231 790

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

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.

Electronic Whiteboards

All Patient details are kept anonymously, it's solely for staff huddles and future planning purposes.

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. We ask that you keep your curtains pulled back as much as possible to help with your safety. If you wish to be undisturbed, we can show you to a quiet room.

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

If you have been admitted to hospital as an emergency, we will ask your relatives to bring in the items you need for your stay. 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. We do not have laundry facilities on the ward. Please do not bring in excess clothing.

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 8.00am to 8.00pm.

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.

At all other times the doors are locked and entry is via a video intercom system. We are implementing a quiet time for patients to relax, its between 1pm to 2pm. Visiting if at all possible is not allowed.

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.

Information about local accommodation can be found via:
www.ouh.nhs.uk/patient-guide/pals.aspx#accommodation

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

Please do not drive unless you have **no other option**: parking space is very limited and there is **no on-street parking** nearby. If you have no alternative, please allow **one hour** to find a space. We strongly advise you to make **every possible effort** to travel by other means.

Car Park 3 is the main car park for the West Wing and Children's Hospital. More information is available in the booklet 'John Radcliffe Hospital: information for patients'.

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.

Nursing staff will help you with your meal if needed; however, if you have a main carer who helps you with your meals on a regular basis, we are happy for them to continue. If you need help with meals as part of your rehabilitation programme, we are happy for your relative or carer to help, but please discuss this with a senior nurse first.

Mealtimes

Breakfast: 8.00am to 9.00pm

Lunch: 12.30pm to 1.30pm

Dinner: 5.30pm to 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. Please bring food in on a daily basis so it is fresh. Unfortunately due to Health and Safety and Infection Control reasons we cannot heat your food up.

Infection control – 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

Hospital wi-fi is available with no passwords required, just to go OUH-GUEST

Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers.

Telephone: 01865 221 473 (Monday to Friday 9.00am to 5.00pm)
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 'Planning your Discharge' or visit: www.ouh.nhs.uk/leavinghospital

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 improve the service we provide. Please speak to the Matron, the Sisters or a Senior Nurse. Alternatively ask for a feedback form or email:feedback@ouh.nhs.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.

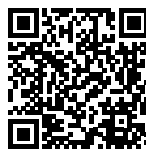
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Oxford University Hospitals NHS Foundation Trust

www.ouh.nhs.uk/information



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