

The Haematology Ward

Information for patients,
family and friends



Cancer and
Haematology Centre

The Haematology Ward

Cancer & Haematology Centre,
Level 1

Churchill Hospital
Old Rd, Headington
Oxford OX3 7LE

Tel: 01865 235 048
01865 235 049

Useful Contacts

Haematology Ward, Churchill Hospital: **01865 235 048**
01865 235 049

Haematology Day Treatment Unit (DTU): **01865 235 554**

Outpatient Department, Level 0,
Churchill Hospital: **01865 235 566**

Oxford Triage Assessment Team:
(24hrs / 7 days a week) **01865 572 192**

If you have any worries or concerns about
your care please contact:

Hayley Smith, Matron: **01865 234 964**
or email: **hayley.smith@ouh.nhs.uk**

Monica Jefferson, Deputy Matron
email: **monica.jefferson@ouh.nhs.uk**

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Welcome to the Haematology Ward

We are located on Level 1 in the Cancer and Haematology Centre, Churchill Hospital. We care for people having tests and treatment for blood or bone marrow disorders.

Whether you are here for a day or a number of weeks or months the team wants you, your family and friends to feel comfortable and well informed.

This leaflet will provide you with information about what to expect when you come to stay.



Our commitment to you

During your time with us we aim to provide the highest standards of care and support you in your decisions regarding your treatment. We will respect your dignity and individuality at all times, and will do our best to accommodate your personal preferences.

The Haematology Ward Team

Nurses

On each shift you can expect to be cared for by a Registered Nurse who will be supported by a Clinical Support Worker or Student Nurse. There will always be a nurse managing the ward. Most nurses work 7.30am to 8pm. Some staff work early shifts 7.30am to 2pm, or late shifts 2pm to 8pm. The night shift is from 7.30pm to 8am.

Ward Sister

The Ward Sister and deputies manage the ward and team of nurses. If you have any comments, concerns or queries please ask to speak to the Sister or Deputy. They regularly speak to patients on the ward to ensure patients are happy with the care they are receiving and make changes as a result of feedback.

Senior Housekeeper and Nutritional Assistant

Our Senior Ward Housekeeper, working alongside our domestic staff, maintains the patient environment to ensure it is safe and that cleanliness is kept to a high standard. Our Nutritional Assistant supports patients in completing menu choices, and provides additional foods including high calorie drinks.

Ward Clerk

The Ward Clerk will welcome you to the ward and will be able to direct you to appropriate services. Please always let the Ward Clerk know if you are leaving the ward.

Doctors

You will be under the care of a Consultant Haematologist. The consultant will see you on the ward round on Monday and Thursday morning.

The consultants supervise a team of doctors who are responsible for prescribing and supervising your treatment and checking you regularly during your stay. OUH is also a teaching hospital for doctors, nurses and therapists, so you might be asked to give permission to see a student to ask you questions or examine you.

You are entitled to give or withdraw your consent as you wish, which will not affect your care in any way.

If you wish to speak to your registrar or consultant, please let someone know and it can be arranged for them to come and see you.

Therapists

You may see physiotherapists or occupational therapists as required during your admission. They can help with your mobility and ensure you can manage daily activities, as appropriate for each person.

Hospital Palliative Care Team

The Hospital Palliative Care Team is a specialist group of doctors and nurses that offers support and advice on managing symptoms, such as hard-to-manage pain or sickness.

Research

World class research is carried out in all our hospitals. During your visit, you may be approached about clinical trials and research studies that your treatment team believes would be suitable for you. Participation in research is voluntary. You do not have to take part, and this will not affect your care.

Discharge co-ordinator

The discharge co-ordinator will speak to you when you begin your stay with us to identify the support you might need after you go home.

Chaplaincy

A Chaplain is always available for personal support to patients and families. Please ask a member of staff if you want to speak to them.

Interpreter Services

Interpreting and translation services are provided by the NHS.

It is very important that you understand and are fully involved in making decisions about your care and treatment.

Please ask ward staff if you or your relative need help with:

- language interpreting
- British Sign Language
- communication assistance for people who are deaf.

Ward Layout and Facilities

The ward has five rooms with two beds in each, and 15 single rooms. All rooms have an en-suite shower room and toilet.

You will be allocated to a shared or single room. Sometimes you may be asked to move during your stay on the ward. The single rooms are given to the patients that need them most because of their illness or treatment.

Relaxation and Quiet areas

We have a comfortable Day Room with tea and coffee making facilities for patients and visitors, plus fridge, microwave, toaster, dishwasher, television, DVDs, books and games. DVD players are available for use at the bedside.

There is a small roof top terrace accessible for wheelchairs. The terrace is open during the day but is closed in the evenings to reduce noise to the patient rooms.

Teenage and Young Adults Area (TYA)

Our Teenage and Young Adults Area, funded by the Teenage Cancer Trust, is a place to relax in, watch TV or play computer games. Please ask staff for more information.

Visitor's accommodation

There is a visitors' flat located a few minutes' walk from the Cancer and Haematology Centre for relatives who find it difficult to travel to the hospital. Please contact the Ward Clerk or Housekeeper if you would like to discuss the accommodation.

What to bring with you

Medicines

Please bring your current medications in their original containers with you, and any information you might have about your current treatment.

Bedding & personal items

You are welcome to bring your own pillows, duvet and bed linen. You can also bring in pictures of your family to personalise your room. We do provide soap and hand wash but you are welcome to bring your own, as well as your own shampoo and toothpaste.

Clothing

You are encouraged to bring in your own clothes and nightwear. Bring whatever is comfortable. Please bear in mind that clothing with long tight sleeves might make it difficult to access intravenous lines, so loose-fitting or short sleeves are preferred.

The ward is not equipped with a washing machine and tumble dryer therefore you should make arrangements for someone to take your clothing home for washing.

Entertainment

You can bring devices like mobile phones, tablets and lap tops with you. The television available on the ward is quite expensive, so you are advised to bring your own device to watch films and television programmes. The wifi is free to use.

You might also want to bring a book or something that you usually do to pass the time. There are books, games and puzzles available to borrow from the day room.

We ask that you do not bring too much with you to ensure that your bed area is easy to keep clean.

TV and Wi-Fi

Every bed has a Hospedia system to access television, radio and telephone. The TV (channel 1-5) is free between 8am-12noon. Telephone is free to call UK landline and UK mobile phones. Radio is free to listen at all times. You can buy a day pass or a 3 days pass by calling the number provided or using your mobile phone.

The Hospedia system can be expensive. If possible, bring your own laptop or mobile device so that you can watch films or television using the hospital wifi.

There is a television in the dayroom which you are free to use at any time of the day or night.

Internet

To access free WiFi:

- on your tablet or smartphone go into '**Settings**'
- click on '**OUP Guest**' and then on '**Connect**'

Things to bring with you:

- your medications
- your own pillow, duvet and linen if you wish
- tablet or laptop
- phone and charger
- comfortable clothing, socks and slippers
- something to read

Daily routine

The day begins early at 6am, and sometimes earlier.

Our patients need care and medications throughout the day and we try and end routine activities by around midnight. We try and keep the ward as quiet as possible overnight, but there are likely be some disturbances in the early hours due to the round-the-clock nature of the work we do.

The long day can be tiring, and you are advised to nap when you can.

We will encourage you to get out of bed and take gentle exercise as regularly as you can, but you can also rest whenever you need to. Many people say that it helps to establish a routine during your hospital stay. Try and get up and dressed in the morning as you would if you were at home.

Ward rounds / patient review

You will see a consultant or registrar every day. Nurses and ward doctors will check on you regularly.

Each Monday we have a multidisciplinary team meeting where each patient is discussed with the whole team.

If you would like to speak to a member of the team please let us know and we will arrange it for you.

The daily routine

- Get up and dressed in regular clothes if you can
- Take gentle exercise if you can, but get plenty of rest too
- You will see a doctor each day
- You may see student nurses and doctors, too
- Let us know if you would like to speak to your medical team.

Visiting

The Haematology Ward is open for visiting at any time, but we ask that visitors respect your need to rest and sleep. Children are welcome, but visiting families should be aware that children can be tiring for people who are not well.

Please use the hand rub at the ward entrance on entering and leaving the ward, and hang outdoor coats outside patient rooms.

There are visitor toilets in the corridor. Your visitors may be asked to sit in the Day Room while you or someone in your bay is being attended to.

Fresh flowers and plants are not allowed on the ward as they can be a source of infection.

Visitor restrictions

Many people on our ward are at high risk of infection. We ask that visitors do not come to the ward if they have recently been unwell with a cold, diarrhoea or vomiting. We also ask visitors not to come if they have been exposed to an infection, especially chicken pox.

Please talk to a nurse if you need advice about this.

For information about visitor restrictions because of COVID 19:

<https://www.ouh.nhs.uk/covid-19/faqs.aspx>

Important Information!

As many patients on the ward are susceptible to infection, please can your visitors avoid coming to the ward if they may have, or have been recently exposed to an infection, especially chicken pox.

Please ask the nurses if you are unsure.

Meals

Meals are served at the following times:

- Breakfast - 8.00am
- Lunch - 12.00 noon
- Supper - 5.00pm - 6.00pm

We try to ensure that meal times are not disturbed by scan appointments and ward rounds. We serve hot drinks several times a day and snack boxes are available if you miss a meal. We can also provide food and drink supplements if you have poor appetite.

We try to make sure that patients can eat at a time convenient for them. Relatives are welcome to bring in food for patients. You will have a fridge to store your own food and drinks. We are not able to heat up meals that are brought in from home, but there are facilities for you or your family member to do this for you.

Snacks

We keep lots of snacks in the day room for you to help yourself. These include ice-cream, soup, iced lollies, tinned fruit and noodles. We regularly stock up on snacks so let us know if there is something you would like us to purchase for you.

There are tea and coffee making facilities, a microwave and a toaster in the dayroom, which you and your visitors are welcome to use at any time.

Eating during your stay

- You can bring food in from home
- You can heat up home-cooked meals
- We have lots of snacks - tell us what you like
- We have regular milk-shake rounds
- Our Nutritional Assistant will help with your meals.

After you go home

Follow-up Appointment

If you need a follow-up appointment or further investigations, we will arrange this before you leave, or you will receive a letter after discharge from hospital. If you are due to attend any outpatient appointments during your admission, please let us know so we can rearrange it or, if appropriate, you may still be able to attend it.

Day Treatment Unit (DTU)

You may be asked to come back for further treatment such as chemotherapy, as an outpatient in our Day Treatment Unit (DTU). It is located on Level 0 of the Cancer and Haematology Centre at the Churchill Hospital, near the Outpatient Department. Your Nurse or Doctor will explain more about what this involves.

Triage

If you experience problems after discharge from the ward please contact Oxford Triage Assessment Team on **01865 572 192** (24 hours, seven days a week). Alternatively, please contact the Haematology Ward on **01865 235 048 / 01865 235 049**.

Feedback

We will ask for your feedback about your experience on our ward. Please raise any concerns you may have with staff at the time, and ask to speak to the Sister or Deputy who will be happy to listen and resolve any issues wherever possible, or contact our Patient Advice and Liaison Service (PALS) on 01865 221 473. Please also complete a 'Friends and Family Test' feedback form when you are discharged, and place it in the red box provided at the nurse's station.

The Oxford Blood Group

The Oxford Blood Group is a group of patients and family members that get involved in the development of our service. Using their experience of care, group members act as colleagues and advisors to health professionals to improve services, contribute to training, help with new initiatives and help with patient feedback. They also get involved with designing research trials in haematology. For more information email OxfordBloodGroup@ouh.nhs.uk

Contacting the ward

Your family and friends can call the ward for information.

Tel: **01865 235 048**

Tel: **01865 235 049**

If possible, please designate **one person** to contact the ward who can then relay messages to others, as the ward phones can be very busy.

We do have a mobile phone which we can take to your room. Personal mobile phones can be used on the ward so friends and family can call you directly.

We also have a few tablets that are available for individual video-calls to family and friends, or for entertainment. We unfortunately don't have one for all patients so you are advised to bring your own device if possible.

Each bed has a Hospedia phone and TV system too where you can use the telephone for free to call UK landlines and mobiles.

Finding us

The haematology ward is located on Level 1 of the Cancer and Haematology Centre.

To find us, enter through the Main Entrance and pass the shops on your right. You will find lifts on the left by the base of the stairway. Take the lift to Level 1, then turn left and left again and follow the signs. There is an intercom with a button to press to gain entry to the ward.

If you are coming up the stairs, head left at the top of the stairs and follow the signs.

For information on car parking please see:

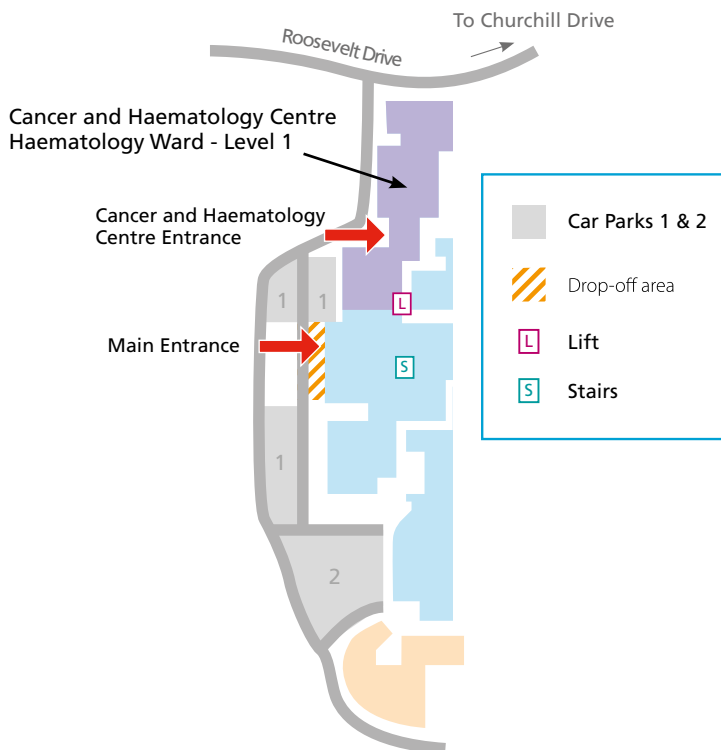
Car travel and parking

www.ouh.nhs.uk/hospitals/churchill/find-us/car.aspx

Parking charges / concessions

www.ouh.nhs.uk/patient-guide/transport-costs/parking-concessions.aspx

Site map



Further Support & Information

There are various patient and carers' information booklets around the ward for you or your family to take away and read. Please also look at the noticeboards for details on where to access additional support.

Maggie's Centre, Churchill Hospital

Tel: **01865 225 690**

www.maggiescentres.org

Maggie's Centre provides information and support to address every aspect of living with cancer – from the practicalities of claiming benefits, to the physical and emotional effects that people might be experiencing.

Open Monday to Friday 9am - 5pm.

No appointment necessary, just pop in for a cup of tea.

Carers Oxfordshire

Tel: **0845 050 7666**

www.carersoxfordshire.org.uk

Carers Oxfordshire listens to carers and provides information and advice. It also aims to help carers get the support they may need.

Macmillan Cancer Support

www.macmillan.org.uk

Macmillan Cancer Support is a UK charity supporting people with cancer and their families with specialist information, treatment and care.

Macmillan Support Line

Tel: **0808 808 0000**

For answers, support or just a chat.

Monday to Friday, 9am - 8pm (Free call).

Cancer Research UK

www.cancerresearchuk.org

Cancer Research UK provides patients and health professionals with information on lifestyle, cancer and current research.

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: Haematology Ward Senior Nurses with input from members of the Oxford Blood Group.

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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)

