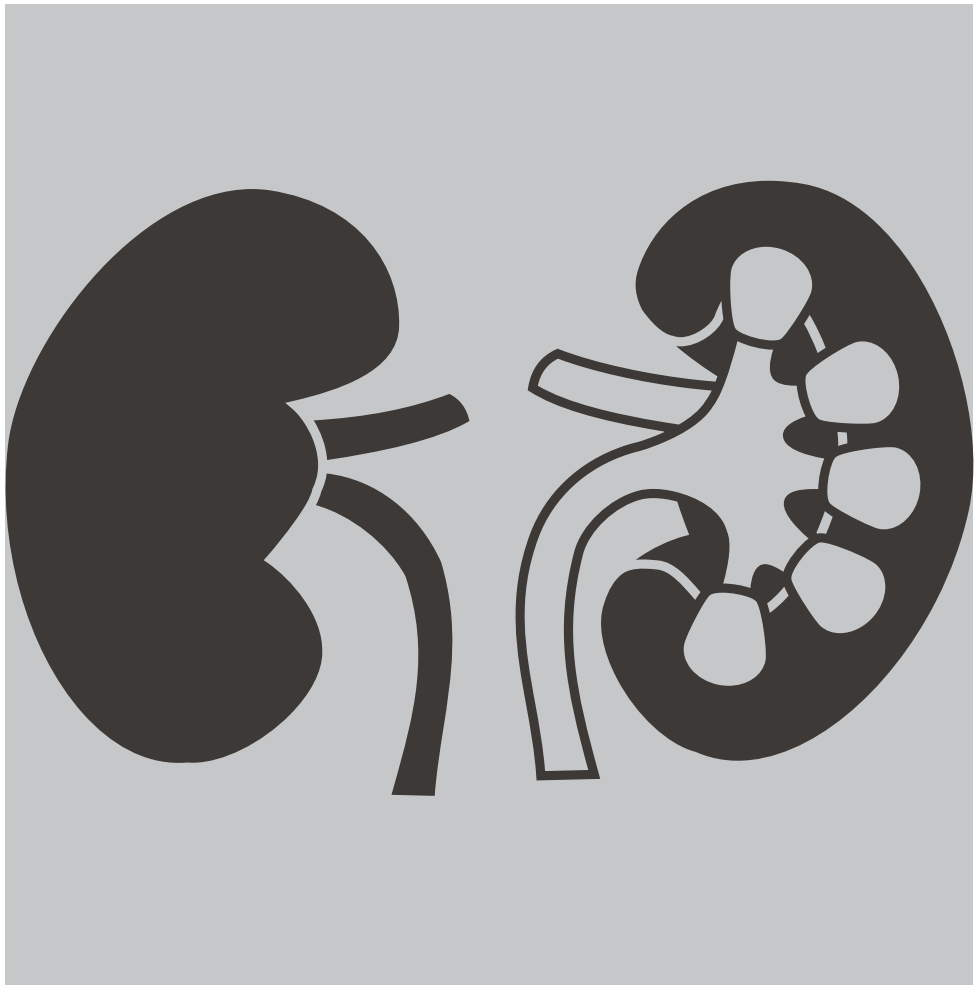


The Renal Ward

Information for patients and relatives



Welcome to the Renal Ward

Churchill Hospital
Old Road
Headington
Oxford OX3 7LJ

Telephone numbers:

Ward 01865 225780

Please avoid phoning during shift handover times: 7.30am-8.30am and 7.30pm-8.30pm, and also during the patients' rest period from 1.00pm-3.00pm.

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 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 times are: 3.00pm - 8.00pm

Rest and sleep are very important to patients' recovery, so we restrict visiting to these times. If you need to visit outside these times please contact the ward before coming. You will normally be asked to leave or asked to wait in the Day Room if you visit outside visiting hours. If you wish to help a patient with their midday meal, please speak to a member of staff.

No more than three visitors at the bedside at any one time please, as this can disturb other patients on the ward and may interfere with patient care.

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. We have some children's books and toys in the Day Room.

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 in the relatives' room. 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 or Day Room. 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. 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 MRSA in the past
- if you are allergic to anything
- if you or somebody you have had close contact with is suffering from diarrhoea or other infectious disease
- if you 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. The Renal Pharmacist visits the ward Monday to Friday.

Relatives' Room

There is a Relatives' Room for visitors to use during the day. There are facilities for making hot drinks, and a fridge to store food brought in from home. It is also used for private discussions with nursing and medical staff.

If your relative or friend is very unwell, or in other special circumstances, you can use this room to stay overnight. Please talk to a member of the nursing staff if you would like to stay overnight.

Day Room

The Day Room is for the use of patients, relatives and friends. Patients can have their meals in the Day Room if they wish – please ask the senior ward housekeeper or your nurse. The Day Room has a selection of books, DVDs and CDs for your use. Please help to keep this room clean and tidy.

Terrace

There is a 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 dietician, 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 2 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. Disabled parking within the Pay on Foot car parks is subject to charge. Free spaces are available, including within Car Park 4.

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.ouh.nhs.uk/charity

Feedback

We value your comments about the care you have received on the Renal Ward. Please complete our short questionnaire about your experience, so we can improve the service we offer. We will give you a Friends and Family Test survey to fill in: return it to the staff or put it in the red box in the Day Room.

If you have any concerns, please speak to the staff on the ward, who may be able to resolve the situation straightaway. Alternatively, please speak to our Patient Advice and Liaison Service (PALS) on 01865 221 473 / 235 855 Monday to Friday 9.00am - 5.00pm or email PALSCH@ouh.nhs.uk

You can also email feedback@ouh.nhs.uk

Useful contacts

Six Counties Kidney Patients' Association

Tel: 01628 482137

Email: John@tendimus.com

National Kidney Federation

Tel: 01909 487795

Helpline: 0845 6010209

www.kidney.org.uk

Email: nkf@kidney.org.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 **PALSJR@ouh.nhs.uk**

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www.ouh.nhs.uk/information

