

## Welcome to Leicester's Hospitals

### Privacy and dignity

We will always aim to provide either male or female sleeping accommodation, washing and toilet facilities.

On wards where there are both male and female patients, separate sleeping, washing and toilet facilities will be clearly signposted.

### Ward routines

Each ward has its own routine:

#### Ward rounds

Your doctor will visit daily. If you want an appointment at another time, or would like your family to be telephoned to be included in the discussion please ask a doctor or nurse.

#### Nurse shifts

Your nurses work on shifts and will introduce themselves to you when they arrive.

You will see nursing staff using mobile phones and iPads on the wards as they input into nursing care records such as blood pressure and pulse.

When you are in hospital, most staff will be wearing some protective clothing to stop the spread of infection and keep you safe. This may be a mask and plastic apron or may be 'full' protective clothing depending on the area. Full protective clothing can look alarming as much of the person's face is covered by a mask / hood or a visor / goggles. Please do not be worried by it and continue to talk to staff and ask questions as you normally would.

If you have hearing difficulties and if you rely on lip reading, please tell staff this so that they can make changes to the way they talk to you.

### Visitors and carers

Due to COVID-19, visiting is currently restricted in our hospitals. This is to keep patients, families, carers and staff safe and to help stop the spread of the virus. This can be very difficult for many patients and their families. There are a number of ways we are trying to help you keep in touch. If you have your own personal device (tablet or phone), you can use this to stay in touch with loved ones. Mobile reception is good across our

sites; as is free Wi-Fi coverage. The doctors, nurses and therapists can also contact your family regularly if this is something you would find helpful. Please nominate a single family member to be the contact who can then inform any extended family or friends.

A number of wards also have iPads that allow video calls to a nominated relative with the help of our ward staff. To make use of this service please speak to one of the nursing staff.

In a small number of cases it may be appropriate for your carer or family member to visit. This will be decided on an individual needs basis. Please talk to the medical team for advice on the risks for you and your family.

### Food and mealtimes

The hostess visits throughout the day to help you choose your meals. You should have a paper lunch and supper menu showing the range of dishes available. Please tell the hostess and ward staff if you have any special dietary needs, as additional menus are available. If you have a small appetite there is a smaller energy dense meal section on the menu.

You may also be advised to follow a restricted diet for medical reasons.

If you find the ordering system difficult a daily meal planner can be provided for you to fill in ready for the hostess. If you need help at mealtimes, you will be given your meals on a red tray to highlight this. Food from outside the hospital can be brought in, but please make sure it is carefully stored and not left uncovered at your bedside.

You will be served meals at breakfast, lunch and dinner. Refreshments and snacks are also available throughout the day – please see the snack menu for options available.

Good nutrition is important to help you recover, so please let staff know if you have any problems. Your intake may be recorded on food record charts, you /carers and relative may be shown how to help with this.

### Items you might need to have with you:

- Pyjamas or night clothes
- Glasses
- Dentures
- Toiletries
- Razor
- Brush or comb
- Toothbrush & toothpaste
- Mobile phone
- Watch
- House keys
- Small change
- Socks
- Slippers

### Important

If you have brought any medications into hospital please give them to your nurse along with contact numbers for your close relatives.

### Free Wi-Fi

We now provide Wi-Fi for our patients via WiFi SPARK.

Connect to 'NHS WiFi' - no password required.

You will have to re-register every 24 hours.

For more information go to:

[www.leicestershospitals.nhs.uk/patients/free-wi-fi-access-for-patients/](http://www.leicestershospitals.nhs.uk/patients/free-wi-fi-access-for-patients/)  
 or call 0344 848 9555

### Taking photos in hospital

You are not permitted to take photos or videos of staff, other patients and their visitors without getting consent first.

### Uniforms

These are the uniforms worn by the staff who will regularly be involved in your care, if you see a uniform you do not recognise, please ask the person about their role.



### Doctors' Lanyards

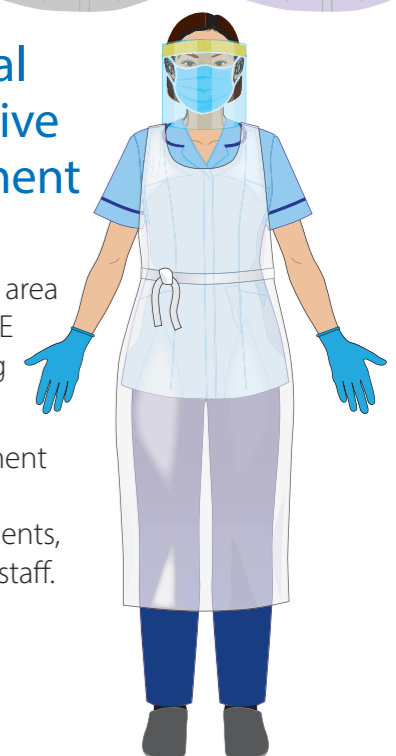
To help patients and colleagues identify the different levels of doctors providing patient care, our doctors wear colour-coded ID badges and lanyards



### Personal Protective Equipment (PPE)

Staff in your area will wear PPE when caring for you.

This equipment helps us to protect, patients, visitors and staff.



## Self Care

### Infection prevention

#### Please clean your hands

To reduce your risk of infection you have been given an antibacterial soap called Stellisept to be used daily.



You may also have been given an antibacterial cream called Bactroban, please use this three times a day.

To protect yourself please clean your hands before eating and after using the toilet.

### Pressure ulcers (bed sores)

Anyone, at any age, can develop a pressure ulcer if they become very ill and cannot move properly.

When you are admitted, nursing staff will ask to look closely at your pressure areas. A risk assessment is completed to let the staff know of any specific equipment or increased nursing care that you may need. Try and keep moving and change your position at least every couple of hours.

It is important that you get out of bed and moving as quickly as possible to help you recover quicker.

### Blood clots

Being in hospital can increase your risk of getting a blood clot in your leg or lungs. Although not common, they can be serious. Keeping your legs moving, either by walking around the ward, or gently exercising your ankles can help to reduce the risk. If you are not on a fluid restriction, drinking plenty of water will also help. For some patients, the risk will remain whilst you recover at home so ask your nurse for the *blood clots information leaflet* before leaving hospital.

## Travel information

### Car parking and travel

Our aim is to make sure that there are car parking spaces available for those who really need to use them. We encourage the use of alternatives where possible.

There are on site car parks at each of our hospitals for patients and visitors for which fees apply.

Certain qualifying benefits, as defined by the Department of Social Security, allow some patients to access free or reduced parking (for more information contact the Cashier Office). Free marked disabled bays are available outside the public car parks at Leicester Royal Infirmary.

At Glenfield Hospital and Leicester General Hospital if the free disabled car park is full blue badge holders can park in any public car park for free (as long as they display their blue badge).

Drop-off points are near to the main entrances. A range of season tickets are available for patients and prime carers.

### Hospital Hopper

Our hospital shuttle bus (Hopper) runs every 30 minutes and links Glenfield Hospital, General Hospital and Royal Infirmary with the Beaumont Leys Centre, Hamilton Centre and the railway station (with limited stops en route). All nationally recognised concessions are allowed on the bus.

### For more information:

Please ask ward staff for the *'car park information leaflet'* or visit:

[www.leicestershospitals.nhs.uk/patients/getting-to-hospital/](http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/)

For information on other bus routes and times contact Traveline on **0871 200 2233**

## The Chaplaincy

Coming into hospital for any sort of investigation or treatment can raise all kinds of questions, anxieties and fears. Sometimes it can be helpful to talk to someone who is not directly involved in your care.



Our chaplains are available to offer support to you and your relatives.

Our team includes Christian, Hindu, Muslim, Sikh and non-religious chaplains. There are also volunteers from various faiths and beliefs.

### Chapels and prayer rooms

There are chapels and prayer rooms at all three hospitals to provide a place for prayer or quiet reflection. Locations and times of prayers and services are displayed around the hospitals.

If you wish to attend a prayer service please speak to one of the chaplaincy team who will provide the relevant support.

### Requesting a visit

The chaplaincy team regularly visit the wards and nursing staff will also pass on requests for a chaplain to visit. Non-urgent messages can also be left on the chaplaincy answerphones:

**Glenfield Hospital: (0116) 258 3413**

**General Hospital: (0116) 258 4243**

**Royal Infirmary: (0116) 258 5487**

Or you can email us:

**chaplaincy@uhl-tr.nhs.uk**

If you wish, the team can also pass a request to visit you to your own religious or belief community.

## A Smoke Free Hospital

We are a smoke free hospital and smoking is not allowed in the buildings, entrances or gardens. This includes the use of e-cigarettes.

During your hospital stay you will be asked about whether you smoke. If you smoke you are more likely to suffer complications during your treatment.



Please call the Live Well Service on **0116 454 4000** for more details.

## Tell us what you think

To help us improve please give us some feedback by:

- Filling in a Message to Matron Card
- Filling in a Patient Experience Feedback Form

You can do this as many times as you like during your stay and the forms can be found on the ward.

If you have any concerns please speak to the nurse in charge, or you can contact our Patient Information and Liaison Service (PILS)

**Freephone: 08081 788 337** or visit: [www.leicestershospitals.nhs.uk/PILS](http://www.leicestershospitals.nhs.uk/PILS)



## Know your 'going home' plan

Whenever you are in hospital, you should know the answers to these questions:

- What is the matter with me?
- What is going to happen to me today?
- What is needed to get me home?
- When will I go home?

## Your Hospital Discharge / Going home

It is our priority to ensure that you are discharged safely from hospital to enable you to continue your recovery.

### Well in advance

- Arrange your transport and ensure you have your house keys
- Make sure you have suitable clothing to go home in
- Ask someone to be at home when you return

### On the day of your discharge

- It may take a few hours to make discharge arrangements after you have been told you can go home
- Make sure you have your medicines and know how to take them
- Ask for any certificates you need
- Check if you need a follow up appointment, more tests or a GP appointment
- Ask for your valuables back if we have stored them
- You may be asked to go to the discharge lounge to wait for your transport home

If you do not have the items you need to go home then please speak to a member of staff. A family member or friend can support you to provide a single drop off of items for you at our hospital receptions through the Patient Property Drop Off service.