

Easy read

# Welcome to our hospital

## About this booklet



You are unwell and need to go to hospital to help you feel better.



This booklet tells you what happens when you stay in hospital.



If you stay in hospital overnight, you are called an **inpatient**.



You may need to stay in hospital for 1 or more nights.



This booklet tells you:

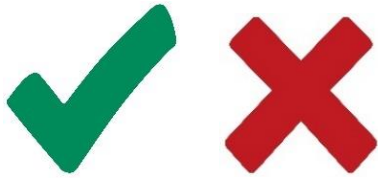
- who looks after you in hospital



- what happens on the **ward**, which is the hospital room where you stay



- how to keep safe



- what you can and cannot do in hospital



- what happens when you leave hospital and go home



- what you can expect from us



You may want us to give you this information in a different way or another language.

Please ask the department looking after you or email [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

## Telling us how you feel



We want you to help us make choices about your hospital care.



Please tell us if you:

- need us to explain something more clearly



- need more help or something feels painful



- feel scared or worried about something



- want to ask another doctor about your treatment

## Hospital staff looking after you



When you are in hospital, doctors, nurses and other staff look after you.



You can tell who the staff are by what type of uniform they wear.



You may meet some staff who do not wear uniforms.

Do not worry. All the hospital staff wear name badges and tell you who they are.



If you have any questions, you can ask one of the nurses or doctors.

## Who you may meet in hospital



### **Doctor**

You meet the doctor or someone in their team.

The doctor is responsible for your medical care.



### **Ward sister**

The ward sister makes sure that you are safe while you stay on the ward.



### **Staff nurses**

Staff nurses plan and give you nursing care.



### **Matron**

The matron is in charge of the team of nurses on your ward. They make sure that you are well cared for in hospital.



### **Physiotherapist or occupational therapist**

You see a physiotherapist or occupational therapist if you find it difficult to:

- look after yourself
- move around
- do everyday activities



### **Healthcare assistants**

Healthcare assistants help other members of the team to look after you.



### **Housekeepers**

We have a team of housekeepers. They keep the hospital clean and tidy.



## **Students**

Our hospital is a teaching hospital. Student doctors, nurses and therapists sometimes come here to learn.

Please tell us if you do not want students to help care for you. They will not mind and it will not affect how we look after you.



## **Security staff**

We have a team of security staff. They make sure that the hospital is a safe place.

## **Staying on a hospital ward**



You usually stay on a **ward**. This is a room with beds for people staying in hospital overnight. They may have a similar type of condition to you.





Your room usually has 4 or 6 beds in it. This means that other people stay in the same room with you.



If you are a woman, you will stay in a room with other women.



If you are a man, you will stay in a room with other men.

## When you arrive on the ward



Someone shows you how to use the call buttons next to your bed and in the bathroom.

You can press these buttons if you need to ask the nurse for help.



We give you a white wrist band with your name on it. This is how we know that you are a patient. Please tell us what you like to be called.



If you have an allergy, we will give you a red wrist band instead. We can then make sure that food or medicine is safe for you.



You need to wear your wrist band at all times. This helps you to stay safe.

## What to expect when you arrive



You can expect to be:

- shown around the ward



- shown where the bathroom and toilets are



- shown how to use the shower



- shown how to call for the nurse



- told about your mealtimes



- given a menu to choose your meals



- told which members of staff are working each day

## Bringing things into hospital



You can lock your things in the small cupboard next to your bed.



Please leave important or expensive items at home if you can.



You need to tell the doctor about any medicines or tablets that you take.



If you have brought your medicines into hospital, please give them to the nurse.



It is important to tell the nurse or doctor if you are allergic to anything.

**Easy read**

**Information about me**

 This information is to help hospital staff understand my needs and care for me.

It is important to keep the information up to date.

**About me**

 <b>Name</b>	My full name ..... I like to be called .....
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Please show the nurse or doctor your **Information about me** document if you have one. This gives the nurse or doctor important information about you and your needs.



Please ask the nurse if you can use your mobile phone on the ward.

## Visitors



Your family and friends can visit you in hospital.



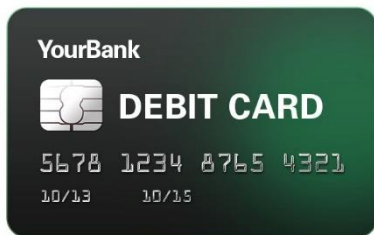
They can usually visit you between 2pm and 8pm on any day. Please check these times with the nurse on your ward.



You can only have 1 or 2 visitors at a time.



Every bed has a television, phone and radio. This is so that you do not get bored when your visitors go home.



You need to pay if you want to use the television next to your bed.



There is also a television room that you can use for free with other people.

## **Asking for your permission (consent)**



The doctors and nurses always ask for your permission before they treat you.



We call this **asking for your consent.**



You can say no to any treatment.



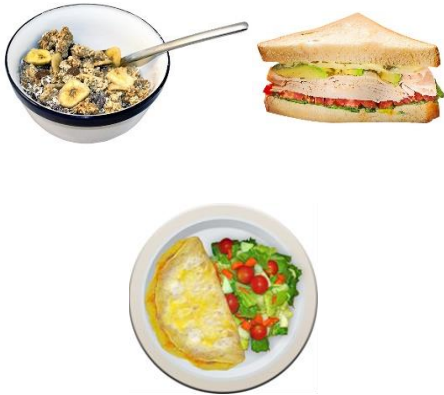
Even if you said yes to something before, you can change your mind.



The most important thing is that you understand what this means for you and your condition.



## Your meals



When you are in hospital, you have 3 meals a day.



Eating well helps you to feel better and get stronger.



Breakfast time is usually from 8am to 8:30am.



Lunchtime is usually from midday to 1pm.



Dinnertime is usually from 5pm to 6pm.



You can choose what you want to eat for each meal.

The menu changes every day.



If you do not like anything on the menu, please tell the nurse.

They will try to find you something else to eat.

## Keeping your hands clean



It is important to keep your hands clean when you are in hospital.



This helps to stop germs spreading around the hospital and making people ill.



The easiest way to keep your hands clean is to use hand gel. There is some hand gel at the end of your bed.



Rub the hand gel:

- into your palms, thumbs and nails
- between your fingers
- on the back of your hands

This makes your hands clean all over.



Do not wash off the hand gel. It dries on your hands within 20 seconds.

# Going home



When the doctor thinks you are well enough to leave hospital, you can go home.

A sample form titled "Your recovery plan". The text on the form reads: "Before you leave hospital, we want to make sure that you have the support and advice you need. Your healthcare team will help you complete this plan, and may give you other information about your procedure and what to do when you leave hospital. Please speak to them if you have any questions." The form has several sections with horizontal lines for writing: "Your ward", "Reason for hospital stay", "Your treatment", "Advice following your treatment/procedure", "General advice", and "Care for your wound, or dressings".

Before you leave, the nurses help you fill in a form to take home with you.

This form is called a **recovery plan**.



You might have to wait while the nurses get everything ready for you to leave.



Most people go home with a family member, friend or carer.



The patient transport service takes other people home.



Please ask us if you are not sure how you will get home.

## What to expect before you leave hospital



You can expect:

- the learning disabilities specialist nurse to come to see you



- to be given useful or important phone numbers in case you need help



- someone to explain what treatment you had in a way that you can understand



- to be told when you are going home and what care you might need after you leave hospital

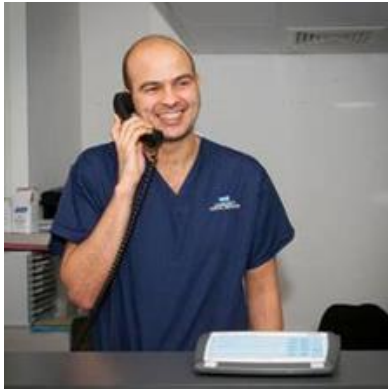


If any of these things have not happened, please tell one of the nurses.



The nurses are here to help and answer any questions.

## After you have gone home



If you are worried about your health after going home, you can call the ward.

The ward phone number is

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We might have given you some medicines to take home when you left hospital.



If you have any questions about your medicines, you can call the pharmacy medicines helpline on 020 7188 8748.



GP Surgery

If you need more medicines, you will need to make a GP appointment.

# Notes



You can use this page to write down anything you want to remember or questions you want to ask.

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A list of sources is available on request