

MEDICAL COVER ON WARD

Aldeburgh GP's provide day to day cover.

There **is not** a resident doctor permanently on site at this hospital but the nursing team has access to medical advice.

INFECTION CONTROL MEASURES

Fruit should be kept to a minimum

Please keep flowers to a minimum

Visitors should use designated seating and not sit on patient's beds or chairs

Do not visit if you or close family members have either vomiting or diarrhoea

Discuss with ward staff if you wish to bring young children in to visit.

In accordance with our Infection Control Policy all patient's lockers and ward areas are thoroughly cleaned daily and before and after admission. Hand washing by all staff, patients and visitors is actively encouraged.

VALUABLES

The hospital cannot be held responsible for any valuables during your stay. There are facilities for temporary safe keeping of money/small items of value. Please ask your relatives to take any other valuables home.

PATIENT SURVEY

To help us continuously improve our services, we would be grateful if patients/relatives would take a few minute to complete a patient survey on discharge about using the community hospital.

A service delivered on behalf of the NHS by
SERCO, South Essex Partnership
University NHS Foundation Trust and
Community Dental Services CIC.

February 2014



ALDEBURGH COMMUNITY HOSPITAL

Park Road
Aldeburgh
Suffolk IP15 5ES

Telephone:
01728 451600

**For information about your relative
Please telephone between 10:00-12:00
or from 15:00 onwards.**

Patient Information Leaflet

WELCOME TO ALDEBURGH COMMUNITY HOSPITAL

The 20 beds at Aldeburgh Community Hospital are part of Suffolk Community Healthcare.

Other services include outpatient physiotherapy, x-ray, renal dialysis and a day centre.

The ward staff working as a team includes: Modern Matron and Sisters, Ward Clerk, Staff Nurses, Generic Workers, Health Care Assistants, Physiotherapists, Occupational Therapists and Therapy Assistants, Community Care Practitioner (from social care), Domestic and Catering Staff

Rehabilitation is based around everyday activities such as getting out of bed, washing, dressing and toileting. Mobility is practiced during these activities whilst moving around the unit. All staff in the team share in enabling you to become more mobile and be as independent as you are able.

Our aim is to get you well enough to go home but if this is not possible, to enable you and your family to make alternative plans such as residential or nursing home. We do not provide long term care.

If appropriate you may go to other areas for assessments and treatments, or on a home visit with staff to find out if there are any adaptations, equipment or care to make returning home safer.

We also provide end of life care and symptom control.

ALL ACUTE MEDICAL PROBLEMS REQUIRE PATIENT TRANSFER TO IPSWICH HOSPITAL

MEAL TIMES

We have protected meal times. Please avoid calling at these times.

Breakfast 08:15

Lunch 12:45 served in the conservatory

Supper 17:30

FIRE ALARMS

Fire alarm testing is weekly on a Tuesday morning. In the event of a real fire ALL STAFF are fully trained to respond accordingly.

The hospital and grounds are strictly **NO SMOKING AREAS**

PATIENTS PERSONAL LAUNDRY AND TOILETRIES

To facilitate your normal daily activities it is helpful to have suitable supplies of day/night clothes and footwear. We do not have a personal laundry service so it is expected that you and your family/carers will arrange for soiled laundry to be removed, washed and returned so you have a constant supply of clean clothes/toiletries. Useful toiletries to bring are soap, shampoo, hairbrush/comb, denture tablets, toothpaste and a toothbrush. A razor and shaving foam/gel. We are sorry but no electrical items are permitted.

SPIRITUAL NEEDS

We can access all clergy at your request, or you can arrange for your own to visit. There is a hospital chaplain, who usually visits on a Wednesday.

Television There is a TV in each room. No payment is required.

VISITING TIMES: 14.30–17.00 & 18.30–20.00

Visiting out of these hours can be arranged at the discretion of the Nurse in Charge. The Main doors are locked at 17.00 so if visiting after this time, please ring the doorbell. We have protected meal times, so please do not visit during these times. If you wish to speak to your relative, we have a ward mobile which we can take to their bedside. Please only phone during visiting times and phone the ward direct to check the patient is available to speak with.

PARKING: There is very limited free parking on site parking. The hospital is in a private residential road and consideration should be given to the local residents when parking.

NEWSPAPERS

These may be ordered direct from the local newsagents for delivery to the ward.

LIBRARY

A mobile library is run by St.John's Ambulance and visits usually weekly.

OTHER INFORMATION

During your stay every attempt will be made to meet the needs of you, your relatives and carers as promptly as possible. If you wish to discuss anything related to your stay or have any comments that will improve our service in the future please ask a member of the team who will assist in this.

COMPLAINTS OR CONCERNS

If you or your family have any worries, concerns, or even compliments, please speak to a member of staff so that they can help you alleviate or resolve them.

If necessary, the staff will pass your concerns on to the Ward Matron and she will be happy to meet with you.

If you feel any concerns have not been addressed to your satisfaction, you can seek further advice and support from the Patient Advice and Liaison Service (PALS) who can be contacted on Freephone No: **0800 389 6819**

You do not need to have a complaint to contact the PALS service. They will also be happy to listen to general concerns or worries and give advice if it is needed.

We welcome any suggestions you may have to improve the service offered.

Thank you.