

Patient information

Newmarket Hospital – Rosemary Ward

The 19 beds on Rosemary Ward are situated in Newmarket Community Hospital and is part of West Suffolk Hospital.

The ward staff includes: nurses, therapists, housekeepers and administration staff. There is also social worker who works very closely with the ward.

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 as soon as possible, with help and support if needed. If this is not possible, we will assist you and your family to make alternative plans such as residential or nursing homes. We do not provide long term care.

From your admission, we will be planning for your discharge and working towards getting you home as soon as you are able. We will discuss plans with you and your family.

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 or symptom control.

All acute medical problems require patient transfer to West Suffolk Hospital or Addenbrooke's Hospital.

Fire alarms

Fire alarm testing is weekly on a Wednesday 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.

Patient's personal laundry and toiletries

For your wellbeing, we recommend getting up and dressed each day, this helps promote your recovery. 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 and toiletries. Useful toiletries to bring are: soap, shampoo, hairbrush/comb, denture tablets, toothpaste and a toothbrush, a razor and shaving foam/gel.

Facilities

- **Spiritual needs:** We can access all clergy at your request, or you can arrange for your own to visit. There is a hospital Chaplain.
- **Television:** We have a day room with a television should you wish to watch TV.
- **Parking:** There is free on site parking.
- **White Lodge Café:** This is situated in main entrance and is open from 8.00am to 4.00pm Monday to Friday. Visitors are welcome to take patients from the ward to the café.

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 let us know. We will ask you to complete a survey on discharge about your stay.

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 manager 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 telephone number: **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.

Medical cover on rosemary ward

There is **not** a resident doctor permanently on site at this hospital. A GP visits daily and a consultant once a week. The nursing team has access to medical advice at all times.

Visiting

Visitors play an important part in a patient's recovery. Our visiting hours are 11.00am to 8.00pm. Please speak to the nurse in charge if you wish to visit outside these times.

Please use the hand gel provided on entering and leaving the ward.

Unfortunately we are unable to accept flowers and plants on the ward. Drinks, snacks and toiletries make welcome gifts if you wish to bring anything.

Please do not visit the ward if you or close family members have experienced vomiting or diarrhoea in last the 48 hours.

The patient areas are cleaned daily by the ward housekeeping team.

Valuables

The hospital/Trust 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.

What we do

- Provide a short period of assessment for individuals who need help to promote their independence.
- Give end of life care and support to individuals and their families in the local community.

How we do it

- Our team of health professionals will assess individual needs, using a holistic approach.
- Individuals will receive appropriate therapy in a timely manner which will maximise progress.
- We work closely with the local healthcare teams. Once a discharge date has been set, follow up care can be arranged if appropriate.

Our philosophy

- We work towards providing excellent standards of quality care by using audit to monitor our achievements which is open and transparent to the public view.
- We will treat individuals and each other with dignity, respect and empathy in a caring, clean and positive environment.
- We aim to act professionally and effectively as a team, ensuring that we have the right knowledge, skills and training to provide quality and productive service.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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