

PARKING

There are a limited number of visitors' parking spaces available on the hospital site.

The nearest public car park is situated in Brownlow Road. There may be a charge to use this car park.

VALUABLES

Please do not bring any valuables onto the unit. If you do so due to an emergency admission, please inform a member of staff who will store them in the safe until they can be sent home.

MEDICATION

Please bring in the medication you are currently taking and any repeat prescription forms you have. These will be returned to you on discharge.

June 2019

COMPLAINTS OR CONCERNS

If you or your family have any worries, concerns, or even complaints, 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 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.

VISITING HOURS

The visiting hours have been carefully considered in order to allow nursing care and therapy to continue, maintain protected meal-times and rest periods whilst ensuring you still have time with your loved ones. We would be grateful if all visitors could abide by these times, unless agreed with the nurse in charge.



**East Suffolk and
North Essex
NHS Foundation Trust**

WELCOME TO THE CROYDON UNIT

**FELIXSTOWE COMMUNITY HOSPITAL
CONSTABLE ROAD
FELIXSTOWE
IP11 7HJ
01394 458820**



VISITING HOURS

The visiting hours are 2-8pm

WELCOME TO THE CROYDON UNIT

The Croydon Unit is a 16 bedded unit providing rehabilitation services. Our team consists of nurses, occupational therapists, physiotherapists, trust doctors, interface geriatricians, generic workers and independence and wellbeing practitioners. We can also access other services such as dieticians, pharmacists and stoma nurses to ensure we can meet all your needs.

Our aim is to work with you to maximise your independence and to identify what support you need to enable you to be successfully discharged to your home, or to a suitable alternative, with your approval.

This process will commence with a discussion between the team, yourself and your relatives to identify what you need to achieve for discharge.

INFECTION CONTROL

On entering and leaving the unit, all visitors are requested to use the hand gel situated at the entrance. Please assist children to wash their hands as gel is not recommended for young children.

June 2019

WHAT YOU NEED TO BRING TO THE UNIT WITH YOU

Please could you provide your own toiletries, flannels etc.

We appreciate it can be difficult to buy toiletries when you are in hospital so our unit has a limited stock of toiletries that are available for you to buy. Please ask the nursing staff for a list of items and the price list.

Please could you bring day clothes as well as night clothes, including shoes and well-fitting slippers.

In the interests of infection control, we need to be able to keep your bed space clean and dust free. Please consider this when bringing in personal belongings.

FOOD AND DRINK

There is a vending machine and a cold water dispenser in the dining room.

You and your visitors are welcome to use these facilities.

FIRE SAFETY

- In the interests of fire safety, relatives and friends are requested to inform the ward staff before taking patients off the Unit.
- Please return chairs to the allocated spaces after use

LAUNDRY

We do not provide a laundry service on the unit. Please could you arrange for relatives to collect your dirty laundry for you.

In *exceptional circumstances* we can wash items of clothing, but the NHS does not allocate any funding to allow us to provide this service routinely.

PATIENT TELEPHONE

A cordless telephone is available for incoming calls during visiting hours.

To use this facility the caller must ring the ward office on 01394 458887 in the first instance to ensure that the 'phone is free. The use of mobile 'phones is permitted as long as consideration is given to other patients in the ward. No plug in chargers are to be used.