



Patient information booklet

Adult inpatients:
Chelsea and Westminster Hospital

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My nurse's name is

My consultant's name is

My expected discharge date is

Welcome

Welcome to Chelsea and Westminster Hospital, part of a Trust that includes West Middlesex University Hospital.

We are committed to providing you, your friends and family with safe, effective care in good surroundings, ensuring you have the best possible experience while you are here.

Our work is underpinned by our values. We are proud to be:

Putting patients first

Responsive to, and supportive of, patients and staff

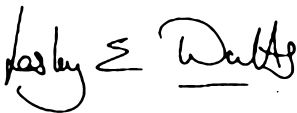
Open, welcoming and honest

Unfailingly kind, treating everyone with respect, compassion and dignity

Determined to develop our skills and continuously improve the quality of care

We want you to 'Choose Wisely'. This means discussing your care with your doctors and nurses so the right decisions are made about your care. This might mean you get home earlier, or it might reduce the inconvenience and discomfort of more tests or treatments. In this leaflet we have suggested some questions you may wish to ask, but if you have more please talk to a nurse, or write them down, so we can discuss them with you.

I hope that you have a pleasant stay and wish you a speedy recovery.



Lesley Watts, Chief Executive
@LesleyWattsCEO



proud
to care

Arrival: welcome from your team

On arrival you will be greeted by a nurse or the ward clerk, who will check your details and explain the ward's routines. The nurse will give you a wristband with your name, patient number and any known allergy details. Please check your details are correct and inform ward staff if they are not. You must wear the wristband at all times for your safety.

All health professionals will introduce themselves. You will have a named nurse responsible for your nursing care during your stay. Other nurses and healthcare assistants will look after you when your named nurse is off duty. At the start of every shift you can expect the nurse who will be looking after you to come and introduce themselves, so you always know who to call.

Every ward has a Sister/Charge Nurse who is responsible for the overall management of the area. Please ask to see them if you have any questions or concerns. Their names and photos are displayed on the ward.

Whenever a healthcare professional comes to see you during your stay, they should explain what they are doing or plan to do. If they don't or you don't understand what they have said, please ask them to explain again.



When you arrive please:

- Hand any medicines to your nurse. They will be stored safely and returned to you unless they are no longer appropriate. This would be discussed with you
- Let your nurse know if you have any outpatient appointments
- Ask to speak to someone from social care if you need advice about support when going home
- Give your valuables to your nurse for secure storage in the ward safe. If you decide to keep your valuables with you, you will be asked to sign a disclaimer accepting liability for any loss incurred. We advise you to leave your valuables at home where possible.

Keeping safe and well

Hand and personal hygiene

Good hand hygiene is the best way to stop infections from spreading.



To keep yourself and all our patients safe, it is important to:

- wash your hands with soap and water before and after going to the toilet, and before meals
- use the alcohol gel provided in the hospital throughout your stay
- ask your visitors to clean their hands with the alcohol gel provided when entering and leaving the ward
- avoid touching wounds, drips, and other equipment.

Please speak to your nurse if you have concerns about your wound healing.

If we need to take any special precautions such as isolation rooms, gowns or gloves, your nurse will answer any questions that you might have. If you need any help with your personal hygiene, please speak to your nurse, who will be able to help.

If you think a member of staff has not washed their hands prior to attending you, please ask them to do so.

Blood clots

Sometimes, when you are unwell or less mobile than normal, a blood clot can form in deep veins, causing pain, swelling and disability. This clot can sometimes break off and travel to the lung, causing problems with breathing. When you arrive at hospital your risk of these clots will be assessed and you may be asked to:

- take medicine to help thin the blood, either as injections or as tablets
- wear tight stockings to help the blood flow back from your legs
- move around as much as you are able.

Pressure ulcers

A pressure ulcer is damage to the skin and underlying tissue, often caused by poor nutrition and staying in one position. You will be assessed on admission by one of the nursing team as to your risk of developing pressure ulcers and you may need a special mattress.

Safeguarding

Safeguarding means supporting everybody's right to live in safety, free from abuse and neglect. The Trust has a dedicated safeguarding team which works in partnership with local authority safeguarding teams to protect children and help adults who are experiencing, or are at risk of experiencing, abuse or neglect. If you have any safeguarding concerns you will be able to discuss these confidentially with a senior member of staff or PALS who will be able to put you in contact with a member of the safeguarding team.

Domestic violence

Does someone you're close to make you feel afraid or isolated? You are not alone. It's safe to talk about this at our hospital. You can speak confidentially to a member of staff. Email: idva@chelwest.nhs.uk or call 07583 172 928.

Slips, trips and falls

Please use the non-slip socks provided. You are encouraged to call a nurse if you need help. Call, don't fall.

Smoking

As smoking can cause fatal diseases for smokers and those around them, visitors, patients and staff are not permitted to smoke (including e-cigarettes) anywhere in the hospital. If you would like help to stop smoking, or a nicotine replacement prescription, please speak to your doctor.

Multi-faith chaplaincy and spiritual care

The multi-faith chaplaincy offers support to patients and visitors of all faiths or none, to help with their spiritual and religious needs. For a place of quiet, prayer and reflection, the chapel is on Level 1 Lift bank C, the Tent is on Level 4. Please speak to a member of staff if you wish to see a chaplain.

Hearing loop

Please ask a member of staff if you would like to use our portable hearing loop.

The Macmillan Information and Support Centre

The Macmillan information and support centre is on the ground floor. Our team of experienced NHS staff and trained volunteers offer information, support, counselling and complementary therapies in a welcoming and informal environment to anyone affected by cancer – this includes patients and their families.

For those staying in hospital, a complementary therapist can visit your bedside. Please contact the centre or ask your nurse to arrange this.

The centre is open Monday to Friday from 10am to 4pm. You do not need an appointment – just drop-in.

Tel: 020 3315 2386

Email: macmillan@chelwest.nhs.uk

Visitors



**For most areas, visiting time is between
2pm and 8pm**

We have visiting times so that we can care for all our patients, and other patients have a restful and recuperative time. However, we understand that people have travel, work, or personal commitments, and cannot always visit during set visiting times. We aim to be flexible, so please speak to your nurse if you would like visitors outside of the normal hours. We are less flexible about visits during lunchtime (usually 12 noon to 1:30pm).

Most wards ask that you have no more than two visitors at your bedside at any one time. Please also ask your visitors not to sit on the bed. Visitors should not visit if they have coughs or colds or have had an infection, vomiting or diarrhoea in the last two days. Visitors should not bring in flowers.

If you wish young children to visit, it is helpful to speak to your nurse to ensure suitable arrangements are in place.

If your relative, friend or loved one has dementia or is nearing the end of their life, we value your role in caring for them. Please speak to the nurse-in-charge who will make sure that allowances are made for you to continue to support their care.

Please note that smoking (including e-cigarettes) is not permitted anywhere in the hospital.

Transport

There are public transport options and a car park under the hospital. See www.chelwest.nhs.uk/get-to-cw

Access to the car park is subject to a maximum continuous stay of 24 hours. Please speak to ward staff about subsidised fee forms if you wish to take advantage of:

- £10 concessionary rate for parents of inpatient children on Jupiter, Mercury, Saturn, Neptune and Mars Wards.
- Free parking for patients undergoing chemotherapy; palliative care; treatment in the burns unit; Intensive Treatment Unit (ITU) visitors or parents of children in long-term care or the Neonatal Intensive Care Unit (NICU).

You pay for the car park before returning to your car. The machines are located at the side of the main reception area and accept cash and credit/debit cards.

Disabled parking is available in the underground car park, free of charge to drivers who have a hospital appointment and are displaying a valid disabled driver's permit. The bays are located near the car park lifts. If you need assistance, please ask at the main reception desk.



Fact file In 2016/17 we:

- ◆ welcomed an outpatient every 40 seconds (767,000)
- ◆ treated someone in A&E every two minutes (282,000)
- ◆ admitted a patient every four minutes (137,000)
- ◆ operated on a patient every 15 minutes (34,000)
- ◆ delivered a baby every 50 minutes (10,000)

Consent, privacy and confidentiality

Consent



You have a right:

- **to understand the treatment being offered**
- **to accept or refuse treatment that is offered**
- **not to be given any examination or treatment unless you agree to it.**

We must ask for your written consent to carry out any surgery or treatment. Your doctor will talk you through your treatment or surgery, explaining the risks, benefits, and any alternatives.

As a teaching hospital, we may introduce a student to you. We ask that you allow them to be present during ward rounds and at consultations. We will always ask for your consent for students to be present during your stay. Refusing this will not affect your care in any way.

If you have any questions, or you do not understand something, do not sign the consent form until you are satisfied.

If you do not have the capacity to give consent, we must ask a person legally able to act on your behalf, or the treatment must be in your best interests. Please ask for a leaflet if you would like more information.



Five questions to ask my doctor or nurse to make better decisions together

- 1 Do I really need this test, treatment or procedure?
- 2 What are the risks or downsides?
- 3 What are the possible side effects?
- 4 Are there simpler, safer options?
- 5 What will happen if I do nothing?

Follow @UKchoosewisely on Twitter
www.choosingwisely.co.uk



Privacy

We take your privacy very seriously. We ensure that sleeping areas, toilets and bathrooms are always kept separate between male and female patients, although there may be members of both sexes on the ward.

Visitors may be of any gender, and both male and female doctors, nurses, and other staff may enter a patient's bed space and ward areas. But when curtains are drawn, staff will always check with you before entering your bay.

If you or your family are taking photographs – nothing should be recorded (photo or video) that can identify a member of staff or a patient without their permission.

Confidentiality

All staff are instructed on handling information confidentially and our computer systems are designed with security features meaning that your information will be stored, managed and used with great care.

If we are unable to contact you, we will only share information where we can demonstrate it is in the best interest of yourself or your appointed representative or next of kin.

We will share information about your treatment with your GP. Please speak to your nurse if you do not want your GP informed.

Research

We may invite you to take part in a research project. We will always fully explain what this will involve. Taking part in research is voluntary and you are free to say no. This will not impact the care you receive in any way. You can find out more about the research we do on our website:

www.chelwest.nhs.uk/research

Students and researchers often undertake research projects and audits, which help us to improve the care we deliver. This means that students have access to patient data, but you can't be identified from the information.

Eating, shopping and entertainment

It is very important that you eat and drink well during your stay with us (unless your condition means that you can't) as this helps you get better.

There is a patient menu by your bed. Your meal choices will be taken by your ward hostess prior to each meal. In addition to our main menu we have a range of meals to suit different faith, ethnic and dietary requirements – please ask one of the staff for details.

All special dietary requirements are managed by the hospital dietician, with the assistance of the catering department. Meal times are displayed in each ward as they vary slightly, but the times are generally:



Breakfast	8am to 9am
Lunch	12 noon to 1:30pm
Supper	5pm to 6:30pm

Hot drinks and water are available at any time and snacks are provided outside of regular mealtimes.

If you miss your meal time please speak to a member of staff so we can order a meal for you. Your visitors are welcome to bring in snacks from home which we can store in the ward fridge, but it must be in sealable containers with your name, and date the food was delivered.

Food will be thrown away two days after it is opened or when it is past its use-by date even if unopened. We are unable to re-heat food.

Café Qualita (ground floor)



Open seven days a week, 7am to 7pm.

From 15 January 2018 the coffee shop will be open 24 hours a day, seven days a week.

Restaurant (lower ground floor)



Open Monday to Friday, 7am to 2:30pm
(New York Deli open till 5pm).

From 15 January 2018 the restaurant will be open Monday to Friday, 7am to 8pm and Saturday and Sunday 8am to 2pm.

Friends services



The Friends shop on the ground floor near the entrance is open Monday to Friday, 9am to 5:30pm, selling newspapers, magazines, cards, stamps, sweets and toiletries.

The Friends also provide mobile services to the wards:

- a shop trolley which visits every morning (10am to 12:30pm) and afternoon (1:45pm to 4:30pm)
- a library trolley on Tuesdays, Wednesdays and Fridays: 10:30am to 12:30pm
- a craft trolley on Wednesdays: 10:30am to 12:30pm
- a mobile hair salon. Open Monday to Friday from 10am to 6pm. Call for an appointment on **07565 108 045** Extension 58681.

The Friends also run a library on the lower ground floor. Open Tuesdays, Wednesdays and Fridays: 9:30am to 4:30pm. For more information

- Call **020 3315 8825**
- Email friends.office@chelwest.nhs.uk
- Visit us at www.cwfriends.org.uk
- Follow on us Twitter [@Chelwestfriends](https://twitter.com/Chelwestfriends)



The CW+ indoor garden

This is a calm and relaxing space for patients and their visitors to enjoy away from the wards without leaving the hospital. It is on the third floor towards the back of the hospital (lift bank D).

The CW+ outdoor garden

Our charity CW+ has created an outdoor garden. It is above the hospital car park on Nightingale Place.

Pharmacy



There is a Boots pharmacy on the ground floor selling a range of snacks, toiletries and health products. You can also collect your hospital prescription from here. Opening times:

Monday	9am to 6pm
Tuesday	8am to 6pm
Wednesday	9am to 7:30pm
Thursday/Friday	9am to 6pm
Saturday/Sunday	10am to 4pm

Entertainment and noise

We aim to provide a restful night's sleep but we know a hospital is an unfamiliar environment and you may also be near other patients. Nurses will ensure that noise is kept to a minimum overnight. Please be considerate of other patients: ensure your mobile phone is switched to silent after 10pm and use the overhead lights for reading.

Laptops, tablets and mobile phones are allowed on most wards. However ward safes are small and are unable to store most laptops and the Trust cannot be held liable for belongings not in the safe.

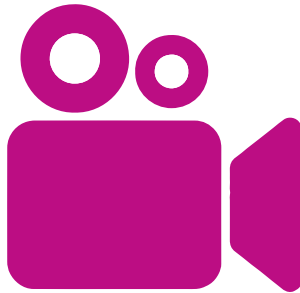
There is limited free WiFi available in the hospital.

Some wards have access to a bedside entertainment unit run by a company called Hospedia which charges for some services. You can buy a smart card from a Hospedia machine. In other areas there are shared-use TVs.

Wifi and bedside entertainment services will be changing in April 2018. Ask a member of staff for details.



If you want free entertainment, the hospital's very own '**Radio Chelsea and Westminster**', broadcasts relaxing music 24 hours a day, and every evening hosts a request show on which you can submit requests for yourself or others via www.radiocw.org as well as listening online from your phone, tablet or laptop.



CW+ MediCinema

We have our very own cinema on the third floor of the hospital. The CW+ MediCinema is here to give you and your loved ones the chance to escape the ward and be captivated by the best movies the film industry has to offer.

Admission is free of charge for patients, families and carers. The cinema is designed specifically for a hospital setting, with dedicated nursing staff at each screening and plenty of space for hospital beds and wheelchairs.

To find out what is showing and to book a place, simply email your name, ward and bed number to simon.hickson@medicinema.org.uk or ask your nurse to do so for you. Alternatively you or your nurse can call **020 3315 3826** (internal extension 53826).

Details of what films are showing, and when, can be found at:
www.chelwest.nhs.uk/medicinema



Uniforms guide



All staff and volunteers wear identity badges telling you who they are and what they do. Some staff will have their badge on a ribbon round their neck, which can also help you identify people. Please ask if you are unsure about who somebody is.



Director of Nursing
(red/navy blue)



Healthcare Assistant/Maternity Support Worker (aqua/white)



**Matron/Lead Nurse/
Lead Midwife**
(navy blue/red)



**Senior Sister/Charge Nurse/
Senior Midwife**
(navy blue/white)



Education Team
(navy blue/yellow)



Junior Sister/Charge Nurse/Midwife
(royal blue/white)



Occupational Therapist
(white/dark green)



Specialist Nurse
(purple/white)



Physiotherapist
(white/navy blue)



Staff Nurse
(light blue/white)

Going home



Planning for your discharge home needs to start as soon as possible so there are no delays once you are fit to leave. The information below is based on our research of the most commonly asked questions.

Your doctor or nurse should tell you how long they expect you to remain in hospital – this is a guide as patients recover at different rates but we review the discharge date at least once a day and you will be kept informed of any changes. From the day you are admitted to hospital, the staff involved in your care will work with you and your carers to assess your health and social care needs. You may want to think about what help you might need when you leave hospital. For instance will you need social services? Will you need a Fitness for Work certificate? We aim to discharge you to your home as soon as you are medically ready, with the appropriate community services where required.



Some questions patients have found useful to ask staff before going home:

- What is wrong with me? What is my diagnosis?
- Can the nurse or doctor explain my care to my family/partner?
- I don't understand my medication: Please can you explain what it is for and when I need to take it? How will it benefit me? What happens if I forget to take it? What happens if I take too much? Are there any side effects?
- Should I make any changes to my lifestyle?
- What investigations might I need after I go home? What do they involve and what will they show? How will I get results?
- Who should I call if I have any concerns after I go home?
- When I get home what support will there be if I need it?
- What do I do if I am not feeling well?
- What do I do if I get the same symptoms as those which brought me to hospital?

You will need to take home all of your medicines, equipment or dressings; valuables you handed in for safe keeping and your personal belongings.

We will write to your GP the day you go home, explaining why you have been in hospital and we will list any prescribed medication.

Patients are responsible for their own transport home. Staff will be able to let you know your discharge date in advance so that you can arrange for a relative, friend or taxi to collect you in the morning. If you are discharged but are waiting for transport or medications you may be asked to wait in the day room or the discharge lounge. Please let staff know if you are experiencing difficulties with transport.

Patients wishing to claim travel costs must prove they are eligible to do so by providing relevant benefit documentation and travel receipt.

PALS (Patient Advice and Liaison Service)

The Patient Advice and Liaison Service (PALS) team offers information and advice to patients and visitors about our services. We help you deal with any issues you may have, in complete confidence, with understanding and compassion.

We will:

- Listen to your concerns, suggestions, questions and comments and help resolve any problems
- Provide information about NHS services and other sources of help
- Support you through an anxious time
- Explain the NHS complaints process
- Ensure you have a voice to help influence positive changes.

We can:

- Arrange for you to meet members of staff responsible for your care
- Liaise with other organisations on your behalf
- Put you in touch with other support services, for instance arrange an interpreter for you
- Arrange for a department or clinical area manager to talk to you about your concerns. PALS will accompany you for support if required.



How do I contact PALS?

- Complete a feedback form on our website
- Email the PALS Team at PALS@chelwest.nhs.uk
- Call the PALS Team on **020 3315 6727**
- Visit the PALS office just behind main reception.
Monday to Friday, 9am to 5pm.

Getting involved

Donate

CWPLUS Registered Charity No.1169897

CW+ is the Trust's charity supporting our hospital and community services. Our generous supporters and partners enable us to:



- build new facilities, invest in health innovations and bring the latest technologies to our hospitals
- deliver a unique art and design programme to transform the patient experience and clinical environment
- support research to help improve treatments and care for patients.

You can donate by visiting www.cwplus.org.uk/donate or contact us on **020 3315 6600** or charity@cwplus.org.uk to discuss other ways to support your hospital, such as fundraising or taking part in a sponsored event.

Become a member

Members are a driving force behind NHS Foundation Trusts. Members play a vital role in the way we develop our services. You can just receive information about the Trust's plans and progress or:

- stand for election and vote for the Council of Governors
- take part in developing and improving services
- enjoy discounts at health, fitness and lifestyle providers.

Joining is free. So if you would like to represent the communities we serve, please ask for a leaflet or call our helpline on **0800 731 0319**.

Volunteer

Volunteers are vital to the running of our hospital and we need more of them. They improve patient experiences and make it friendlier and more comfortable for our patients, relatives and visitors. Our volunteers learn new skills and even advance their career. If you would like to take this interesting opportunity and most importantly, to make a difference to people's lives, please phone **07388 998 426**.

Compliments and complaints

Tell us how we can improve – the Friends and Family Test

We are constantly improving our services, so when you are discharged you will be asked to complete a short questionnaire called the Friends and Family test. Your responses cannot identify you and will not impact on your current care, but they will help us improve our service. So please do help us and respond.

You can find out about the Friends and Family Test on NHS Choices www.nhs.uk/friendsandfamilytest

It is really important to us that you take the time to answer the one question and make comments if you wish. The survey will be offered to you by a member of staff (on paper or on-line) or by text message. You only need to answer once per stay.



Talk to us! We would love to hear your views

www.facebook.com/chelwest
www.twitter.com/chelwest

The tear off page at the back of this booklet gives you the opportunity to write a message to a member of staff or volunteer you think has gone the extra mile and delivered great care.

Complaints

If you are not satisfied with any aspect of your stay, please speak to the person in charge of your care or ward or talk to PALS and we will try to resolve the issue. If you feel this has not resolved your concern, please contact:

Complaints Department, Chelsea and Westminster Hospital,
369 Fulham Road, London, SW10 9NH

Email: complaints.team@chelwest.nhs.uk
Tel: 020 3315 8817 or 020 3315 6704

Space to make your own notes

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Questions you might like to ask:

- What can I do to improve my condition? Can I get out of bed and walk around? Can I sit in the chair?
- What is stopping me from going home? Could I have this treatment at home?
- How can I reduce or stop some of my medications?
- What else could I do to keep healthy?
- Can you help me to stop smoking?

This tear off page provides you with the opportunity to write a message to a member of staff or volunteer you think has gone the extra mile and delivered great care.

Please do not feel obliged to use the page.

Staff name(s)

(optional)

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Your name

(optional)

Your message

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This response page does not replace the Friends and Family Test, a national scheme that is used to compare the performance of different hospitals – so please do respond when you are asked.

TEAR HERE

Translations



If you would like to receive this leaflet in Easy Read, a different language or format of your choice, please contact: PALs@chelwest.nhs.uk or call **020 3315 6727**

Arabic

إذا كنت ترغب بتلقى هذا المنشور بصيغة انجليزية سهلة القراءة أو بلغة أخرى أو بشكل آخر حسب ما تختاره أنت فيرجى الكتابة إلى PALs@chelwest.nhs.uk أو الاتصال على هاتف رقم: 020 3315 6727

Spanish

Si desea recibir este folleto en el formato de lectura simplificada, en otro formato o en otro idioma, envíe un correo electrónico a PALs@chelwest.nhs.uk o llame por teléfono al 020 3315 6727.

Portuguese

Se desejar receber este folheto num formato de leitura fácil, idioma ou formato à sua escolha, entre em contacto através de: PALs@chelwest.nhs.uk ou ligue para 020 3315 6727.

Polish

Jeśli chcieliby Państwo otrzymać tę ulotkę w formacie Easy Read bądź też w innym języku lub wybranym przez Państwa formacie, prosimy o kontakt pisząc na adres: PALs@chelwest.nhs.uk lub dzwoniąc pod numer 020 3315 6727.

Romanian

Dacă doriți să primiți acest pliant în format Easy Read, într-un format sau într-o limbă la alegerea dvs., vă rugăm să contactați: PALs@chelwest.nhs.uk sau să apelați 020 3315 6727.

Farsi

اگر می خواهید این بروشور را به صورت آسان خوان، به یک زبان یا شکل دیگر به انتخاب خود دریافت کنید، لطفاً با آدرس ایمیل PALs@chelwest.nhs.uk یا شماره 020 3315 6727 تماس بگیرید.

Bengali

আপনি যদি এই প্রচারপত্রটি ইজি রীড-এ (সহজ পাঠ-এ), আপনার পছন্দের ভাষা বা শৈলীতে পেতে চান, তাহলে দয়া করে PALs@chelwest.nhs.uk ঠিকানায়ে যোগাযোগ করবেন অথবা 020 3315 6727 (০২০ ৮৩২১ ৬২৬১) নম্বরে টেলিফোন করবেন।

Urdu

اگر آپ کو یہ معلوماتی پرچہ ایزی ریڈ یعنی آسانی سے پڑھی جا سکنے والی عبارت یا اپنی پسند کی زبان یا صورت میں چاہیے تو برائے مہربانی ہم سے رابطہ کریں! ای میل: PALs@chelwest.nhs.uk 020 3315 6727 پر فون کریں۔