

Your stay at Chelsea and Westminster

Welcome

Welcome to Chelsea and Westminster Hospital. We are dedicated to providing your care during your time here. If you have any questions about your stay, please speak to a member of staff. Your discharge is planned from the moment you are admitted, ensuring you are only in the hospital as long as necessary. Once you no longer require acute hospital care, you will be discharged home or to a suitable care setting—visit www.chelwest.nhs.uk/dischargeinfo for more information.



Our **Proud to Care** values guide our work—Putting patients first, **R**esponsive to patients and staff, **O**pen and honest, **U**nfailingly kind and **D**etermined to develop. We appreciate your feedback to help improve our services. Please share your comments with ward staff or at www.chelwest.nhs.uk. Thank you and best wishes.

Robert Bleasdale, Chief Nursing Officer

Practical information

Arrival to the ward: When you arrive, you will be welcomed by our staff who will check your details and explain important information. You will be given a wristband with your name, patient number and allergy details—tell us if this information isn't correct. Please wear your wristband at all times.

Your named nurse: A named nurse will look after you each day. They will introduce themselves in the morning and evening. If you don't know who your nurse is, please ask the team. This information should be displayed above your bed.

Your named consultant: You will be under the care of a named consultant and seen by them or a member of their team regularly during your stay. Their name should be displayed above your bed or you can ask a member of staff.

Visiting hours: Our visiting hours are 10am–9pm (carers can visit at any time). If you have any questions please speak to a member of ward staff. For more information you can read our Visitor's Charter at www.chelwest.nhs.uk/visitorcharter.

Mealtimes and nutrition: We observe protected mealtimes so patients can eat without unnecessary disturbance—8–9am (breakfast), 12:30–1:30pm (lunch) and 6–7pm (dinner).

Translation services: If you are more comfortable speaking in a language other than English, or you require a sign language interpreter, please speak to a member of staff.

Staying safe in hospital

Reducing the spread of infection: Follow ward staff guidance to help prevent the spread of infection. Wash your hands regularly and ask visitors to use hand gel. Avoid touching wounds, drips or other hospital equipment unless asked to. Ask staff about ward hygiene if you have questions.

Blood clot prevention: Illness or reduced mobility can cause painful and dangerous blood clots, which can break off and travel to the lung, causing breathing problems. Ward staff will assess your risk upon arrival—you may need medication, special stockings, and/or to move around as much as possible.

Slips, trips and falls: Please use the non slip socks provided or your own well-fitting footwear. You are encouraged to call a staff member if you need help—call, don't fall.

Your wellbeing

Your wellbeing: Your wellbeing is important to us. If you need support, please let a member of staff know. Our multifaith chaplaincy service offers support of all faiths (or no faith) to you and your visitors. You can find a quiet place to pray or reflect in the Chapel (1st Floor, Lift Bank C) or the Tent (4th Floor, Lift Bank D). If you would like to see a chaplain, please speak with a member of staff.

Deconditioning: Long periods of inactivity, bedrest and being removed from your normal routine can have a big impact on you. When possible, we encourage you to keep to some sort of normal routine—such as taking a short walk around the ward—and ask any relatives or visitors to bring in your own clothes, nightwear and toiletries for comfort.

Entertainment and facilities

Thanks to our charity CW+, we have artwork throughout our hospital and regular performances from local musicians in communal areas. You can listen to free radio at all times, and watch free television until noon on your bedside unit. On the 3rd Floor our CW+ MediCinema is free for patients, their families and carers, with a garden area nearby.

Cafés and restaurants: The hospital restaurant on the Lower Ground Floor is open from 7am–3pm. Costa Coffee on the Ground Floor is always open. You can buy gifts, snacks and toiletries at the Friends Shop or via their mobile trolley that comes round during the week.

On the ward

A typical day

8–9am	9am–12 noon	12:30–1:30pm	1:30–5pm	6–7pm	7pm–7:30am
					
Protected breakfast*	Ward rounds	Protected lunchtime*	Ward rounds	Protected dinnertime*	Nighttime
	See your doctor, receive medication, speak about your care plan		Rehabilitation, medical input, medication rounds		Downtime/quiet time, minimise screen time, reduce noise, prioritise sleep and recovery
If you cannot scan this code, speak to your nurse		If you cannot scan this code, speak to your nurse		If you cannot scan this code, speak to your nurse	

*If you have specific nutritional requirements, ward staff will provide you with an alternative menu

Who's who

			
Matron/lead nurse/lead midwife	Senior sister/charge nurse/senior midwife	Junior sister/charge nurse/midwife	Staff nurse
Responsible for several wards	Responsible for overall management of this area	Person in charge of this area today	General care, administering medications, monitoring vitals, liaising with doctors

			
Director of nursing	Healthcare assistant/maternity support worker	Occupational therapist	Physiotherapist
Responsible for overall hospital management	Assist with patient hygiene, meal service, mobility, vitals monitoring, and comfort	Assist patients in enhancing their daily activity participation and independence	Assist with movement, exercise, therapy, and advice for recovery from illness or injury

Tell us about your care

Your feedback: We encourage you to raise any questions or concerns with the ward manager in the first instance. If you do not feel comfortable doing this, the Patient Advice and Liaison Service (PALS) team can be contacted on 020 3315 6727 or at their office behind main reception. You will be asked to complete a short survey about your stay called the Friends and Family Test—if you do not receive the form during your stay, please ask a member of staff. This helps us to understand what we did well and what we can improve.

Patient info: Learn about conditions and procedures at www.chelwest.nhs.uk/patientinfo or scan the QR code below:



**PROUD
TO CARE**

NHS
Chelsea and Westminster Hospital
NHS Foundation Trust