

## Further Information

For further information contact:

Western Isles Hospital  
Macaulay Road  
Stornoway  
Isle of Lewis HS1 2AF

Tel. 01851 704704  
[www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)



Bòrd SSN nan Eilean Siar  
NHS Western Isles

## We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide.  
If you would like to tell us about your experience:

- speak to a member of staff
- visit our website [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at - [www.careopinion.org.uk](http://www.careopinion.org.uk) or 0800 122 31 35
- Tel. 01851 704704 (ext 2408) on a Tuesday and Friday afternoon between 1pm and 4pm.

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Produced by: Medical Ward 1, Western Isles Hospital, NHS Western Isles.

### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

## Welcome to the Ward



# Welcome to Hospital

This booklet is to help keep you, your relatives and carers informed about services available within the hospital. When you are admitted to hospital, you will be given an expected date of discharge.

We rehabilitate, re-enable and encourage patients to have normal daily routines, such as getting up, washed and dressed in comfortable day clothes and closed-back sensible footwear.

## Additional Support

If you feel that you would benefit from some additional support to make your stay more comfortable, or to help you communicate, please ask a member of staff. We offer:

- communication tools through the Speech & Language Therapy department
- Playlist for Life, the personalised music playlist, via Chaplaincy
- What Matters To You, highlighting the most important things to you
- alternative support (such as hearing loops)
- Languageline, for those who need support in other languages
- Tuesday Ceilidh, visiting away from the bedside.

## Smoking policy

All NHS Western Isles premises and grounds are no smoking. E-cigarettes are also not allowed in NHS buildings or on NHS grounds. If appropriate, when you're admitted to hospital a Quit Your Way Hebrides Smoking Cessation Advisor can come to see you, and chat through the best options to help you manage. If you require this service please ask your named nurse to arrange it for you.

# Named Personal Contact

Due to patient confidentiality, we are unable to give out information about your health to individuals - unless they are your named personal contact.

We ask that you identify one personal contact that with your permission,

# Welcome to family and carers

## Helping the patient

When someone gets ill, visits and support from family and carers are important. If your relative or friend wishes it, you may be able to play a more active role during their stay in hospital.

If you have concerns about the patient, please tell the doctor or nurse. You know how the patient normally is, trust your feelings and tell staff if you are concerned about their condition.

We would also encourage patients to use the ward's day room/ sitting room, when appropriate. They can also watch television or use their mobile or tablet away from the bedside within this room. Simply ask a member of staff where this is located.

There is also additional information contained within the Admission and Discharge pack on staying active within hospital.

## Taking care of practicalities

When a person is ill, it is difficult for them to handle both the illness and everything else. Your personal contact can be of help by taking care of practical things such as, with your consent:

- keeping track of appointments
- knowing which medicines to take and when
- advising about allergies
- asking questions and ensure the patient understands the information received
- offering support for important discussions and when difficult decisions are to be made.

Some staff are unable to use the hand gel due to irritation of the skin, but will wash their hands instead.

There are various leaflets available for your information e.g. healthcare associated infections, caring for your cannula, etc. Please ask your nurse if you wish to read them.

## Discharge information

If you are aware of anything as to how we can aid your discharge such as transport, organising a suitable care package, occupational therapy assessment e.g. enabling access to your home and facilities (steps around door, handrails, toilet, etc), please let us know in advance.

We aim to discharge you pre-noon. This will ensure that should you require any additional service support, you will be able to contact the services required.

## Benefits

If you are in receipt of benefits or pension payments, these may be affected by the length of time you are in hospital.

For further information contact the Department of Work & Pensions, tel. 0800 7310469 or visit [www.gov.uk](http://www.gov.uk)

## Post Discharge

If you have any concerns following your discharge, please contact your GP or, if out of hours, contact NHS24 on freephone 111.

your progress can be shared with. This may be a member of your family, carer, or a friend.

## Contact and Visiting

### Telephoning the Ward

Due to activity within the ward, it would be helpful if you could inform your personal contact to avoid phoning before 11am. If your condition changes, we will contact your personal contact direct.

### Visiting Times

It is important to note that our standard daily visiting times are Monday-Sunday between 11am-8pm.

*Note. If you require visiting outwith this time we aim to be flexible where possible. This can be discussed with the Senior Charge Nurse.*

### Protected Mealtimes

Protected Mealtimes ensure you will not be disturbed by a clinician. Family members are welcome during protected mealtimes to assist or encourage eating.

The following times are approximate, please check times on your ward's patient information board:



Breakfast  
8am-9am



Evening Meal  
5pm-6pm



Main Meal  
12pm-1pm



Refreshments & Snacks  
available (e.g. beverages  
at various times between  
meals)

## About the hospital

The hospital consists of medical and surgical beds, a high dependency area, medical assessment unit and a children's bay.

### Shift Changes

There are two main shift handovers – one in the morning between 7am-8am and one in the evening between 7pm-8pm.

### Uniform recognition

The images above show our staff uniforms, but in general:

- staff nurses wear dark blue uniforms
- auxiliary nurses wear light blue uniforms
- domestic staff wear green uniforms



Junior Doctor



Senior Charge Nurse



Nurse/Midwife



Clinical support staff



Other healthcare professionals



Allied Health Professional (AHP)



Non-clinical staff



Nursing/Midwifery AHP student

### Ward Rounds/Medical Consultants

You will be visited by a clinician daily. An appointment can be made for you and/or your family to speak with your clinician, if you wish.

Within Western Isles Hospital you will be looked after by the clinician

that is on duty at the time you are admitted. During ward rounds consultants will have a team of junior doctors with them. Ward rounds take place daily. The consultant may not be present on each occasion but the clinical team will see you and if they have any concerns they will seek advice from your consultant.

### Junior Medical Staff

Within Western Isles Hospital, Out of Hours Junior Medical staff are supported by Clinical Support Nurses (CSN) who can assess and treat you and if required, will seek advice from the consultant on call.

### Referral

While in hospital you may need to be referred to various members of the hospital team to help with your recovery.

### Personal Assistance

If for any reason you feel you need a family member or care worker with you, please let us know and we will work together on your care plan to ease your stay in hospital. (See page 7 'Welcome to Family and Carers' section)

## Infection Control

**Please do not hesitate to ask staff to wash their hands or use the hand gel if they have forgotten.**

### Advice for patients and relatives

Think about keeping your relatives or friends safe before you visit someone in hospital.

If you or someone you live with has a cold or diarrhoea, or if you feel unwell, try to stay away until you're better. We also ask visitors to:

- use the hand gel provided on entering and leaving the ward
- ask staff for advice before bringing in food or drinks for patients
- not to sit on beds or touch dressings, drips, etc, around the bed.