

Media devices



WiFi - Free public WiFi is available within NHS Western Isles premises.



Mobile, Tablet and Laptop - Mobile, tablet and laptops are permitted in many areas of the hospital. Some exceptions may apply. Check with a member of staff if you are unsure. Please be considerate to others:

- switch your device to silent, vibrate or use headphones
- video recording and photography is forbidden.

Confidentiality

Patients and their visitors are asked to please respect the privacy of other patients and their families.

Leaving Hospital

Discharge from hospital

We will discuss any discharge arrangements with the patient and carer in advance. Before the patient leaves hospital, we will ensure they have:

- their discharge letter
- their medicines and an explanation of what they are and how to take them
- information on who to contact for any questions or concerns they may have
- know details of any future hospital, GP or community nurse appointments
- have all of their personal belongings.

If you have a concern or query about a patient's care, please ask to speak to the Senior Charge Nurse in the first instance.

Home Care and useful links

A useful section offering information on Home Care, Faire, money and benefits, support links and Power of Attorney can be viewed within the NHS Western Isles Home Care webpage at:
www.wihb.scot.nhs.uk/our-services/home-care/

No Smoking Perimeter

The Scottish Government has made it an offence to smoke within 15 metres of an NHS hospital building.

This includes awnings, canopies or any other overhanging structure attached to the building. For further information visit: gov.scot/nosmokingzones

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 feedback section at: www.wihb.scot.nhs.uk or share your story at - www.careopinion.org.uk or tel. 0800 122 31 35
- tel. 01851 704704 (ext 2236) or 0797 770 8701 Monday-Friday 10am-4pm (answerphone available).

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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.

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Bòrd SSN nan Eilean Siar
NHS Western Isles

Hospital information A guide for carers



Helping to answer your common questions
and find out about ward routines

#hello my name is...

Welcome to hospital

This leaflet will help to raise awareness of hospital routines.

If you have any further questions about your relative's stay please do not hesitate to ask a member of staff.

Ward Rounds

Patients will be visited by a clinician daily. An appointment can be made for them and/or you (the carer) to speak with the clinician if you wish.

Nurse Rounds

Nurses will check on patients regularly, based on their own particular needs.

Visitors

Check our website on what the latest visiting arrangements are.

Protected Mealtimes

Protected Mealtimes ensure patients are not disturbed during mealtimes. Carers can assist or encourage eating, if required and agreed with the Senior Charge Nurse. The following times are approximate, please check times with the ward.



Breakfast
8am-9am



Evening Meal
5pm-6pm



Main Meal
12pm-1pm



Refreshments
- beverages
between meals

About your care

During the patient's stay we encourage patients and their carer to be fully involved with doctors, nurses and other staff in decisions about care. Please ask if you don't understand any plans or decisions.

Patients and their visitors are asked to please respect the privacy of other patients and their families.

Nominated Nurse

The name of the patient's nurse is the person who can be asked for immediate information and they will know about the patient's circumstances and care. Information will be provided only with the patient's consent.

Simple Steps to Stay Safe



Infection Prevention - Before entering a bay or side room please wash your hands and/or apply alcohol hand gel from a dispenser. Please ask our staff if they have washed their hands.



Falls - Wear hospital socks, laced up or snug fitting shoes, or slippers with rubber soles. Use your usual walking aids. Please tell us if you need any assistance.



Blood Clots - Wear hospital stockings if advised, moving as often as you can. Do simple leg and ankle exercises. Drink fluids and take blood-thinning medications as advised.



Pressure Ulcers - Try to keep mobile, even in bed, and tell us if you are uncomfortable. We are happy to help you change position. We can provide a special mattress or cushion for support.



Medicines - Tell us if you have an allergy, or if you do not understand what your medicines are for. Ask about possible side effects.

Who's who 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

Chaplaincy

Should the patient or you require the services of a Chaplain, they are always available on request. Ask the patient's nominated nurse for further information.

Laundry

Some of our hospitals offer hospital laundry services. If using this service, please mark clothing clearly with the patient's name and area or village they come from. This helps to prevent clothes getting lost.