

Welcome to Level 8 Tower

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Your Comfort and Safety are important to us. This leaflet will help your stay be both safe and comfortable. Safety issues are frequently audited: please tell us of any concerns you may have – you may speak to the ward manager, any nurse or to the Hospital Patient Advice and Liaison Service (P.A.L.S.).

Level 8 Tower – or ‘Level 8’ – often abbreviated to ‘L8T’ is a mixed-speciality surgical ward of 37 beds. Most of the patients on L8T are here with Vascular (blood vessel) or Urological (kidney and bladder) problems. Patients with other health problems are also cared for on L8T from time to time.

L8T has a team of Health Care Professionals involved in the care of patients. Each Group of wards is managed by a Matron. Matrons wear purple tunics.

Who is in charge of L8T?

The Ward Manager is Christine Arthur; she wears a dark blue tunic.

Who runs the ward?

Each shift is led by a Sister or Charge Nurse who also wear dark blue tunics

Who will deliver my care?

Each day you will have a Staff Nurse responsible for your care, they wear pale blue tunics and they are supported by Health Care Assistants in grey tunics.

Who else will I meet?

You will meet doctors, and pharmacists who do not wear uniforms, physiotherapists, occupational therapists and student nurses who all wear white tunics.

To help you identify the various people involved in your care and to assure you of your security all members of staff are required to wear a name badge with their photograph that you can see.

'Hotel services' (catering and cleaning staff and porters) are provided under contract by Sodexo whose staff also wear distinctive uniforms and carry name badges.

When may visitors come and see me?

Visiting times are from 3.00pm to 5.00pm and 7.00pm to 8.30pm every day. If these times are quite impossible for your visitors they should discuss this with the Ward Manager or the Sister or Charge Nurse on duty.

How many people may visit me at a time?

Space is very limited in the bed areas so we ask that no more than two visitors at a time attend each patient.

What can I bring with me?

Storage space too is very limited: please bring essential items only and ask your visitors to take unused items home.

To reduce the risk of infections we ask that visitors do not sit on the beds (chairs are available at the nurses' station) also that no flowers or soft toys are brought on to the ward.

May children visit?

L8T may not be a suitable environment for young children. Some of our patients are very poorly – if children do visit please ensure that patients are not disturbed.

Will I be in a mixed ward?

Level 8T has 7 bays of 4 or 5 beds and 4 single-bedded rooms. Each bay and room has 'en-suite' facilities. Bays and rooms may be allocated to either male or female patients. Very rarely a bay may have to be 'Mixed gender'. Patients are only cared for in 'Mixed bays' with their express consent, for the shortest time possible and with additional privacy measures in place.

Can I have a single room?

Single rooms are allocated on the basis of clinical need, not patient choice: if another patient has a clinical need (such as an infectious condition) of a single room you might be moved to a shared, single-gender bay.

Can I keep my bed screens closed?

Sick people need to be observed: this includes the patients around you – please leave the bed-screens open at all times except when direct care is being given: this could save lives!

What about privacy?

You have an absolute right to privacy! If you feel other people can inappropriately hear what's happening with you do please tell us.

Are there any other rules?

In line with the published hospital policy any patient or visitor who is offensive, threatening or violent will be referred to the Hospital Security Service, as will any person found to be smoking, drinking alcohol or using illicit drugs. **Offenders (including patients) may be removed from the hospital immediately.**

Can I use my phone?

Modern digital mobile telephones may be used with discretion – do not let them disturb others or interrupt your care.

Each bed has its own telephone, television, radio and internet connection – these are provided by Hospedia (not part of the NHS) radio is free of charge, charges apply to other services – press the ‘operator’ button on your telephone handset to find out more. Please do not allow your entertainment to disturb other patients or their carers.

How much should I do for myself?

Whilst in hospital you will be encouraged to do as much as possible for yourself (such as washing and bathing) and to try to mobilise as this is known to improve recovery from illness and to reduce the risks of surgery. If you are asked to do something that is for the moment beyond you do please tell your nurse.

When are meals served?

Meals are served at approximately 8.00am, 12.30pm and 6.15pm; hot drinks are served between meals. Water jugs are changed twice daily. If you have any special dietary requirements please let us know.

How are religious needs met?

Please tell us of any spiritual or religious needs you may have, whether personal or practical (such as diet, medical treatment or hygiene rules). Our multi-faith Chaplaincy services can provide comfort and support to all and will never force any religion upon you. We will put you in touch with them on request, or you may contact them on [Extension 4122](#).

On Level 8 Tower we strongly believe that YOU, the patient are the most important member of your health care team! We believe that **"...nothing should be said or done about you without you!"**

If you ever feel excluded in any way from our care planning we want you to tell us straight away! You can tell any nurse, or any other member of your care team.

How is care organised, how can I be involved?

'Nothing about you without you' means we need you and your carers to be active in your hospital experience.

Every morning and evening the nurses caring for you will hand over your care from one shift to the next by having a discussion at your bedside: you are part of these discussions! Please listen and contribute so that nothing is said about you without you!

Each day the medical staff will visit you on their 'ward rounds'. Once again please be part of the doctors' discussions, if anyone says something you do not completely understand say so and ask them to explain! There will be no treatment of you without your involvement and fully informed consent.

You can ask doctors or nurses about treatments and medicines, their effects and possible side-effects. We also have a Ward Pharmacist who will visit you and advise you about medicines you take, both in hospital and after you leave.

No two people, even with the same illness will have the same experiences: if you have any pain, symptom or problem we need you to tell us! **Remember: 'Nothing about you without you!'** We have specialist teams and services to help you deal with many of the problems that illness and a stay in hospital might bring. You can tell any of your nurses about any problem, if they can't help they will know who can!

What about going home?

Before you leave hospital we will plan your discharge with you and your carers. L8T has specialist Discharge Coordinators (Sheena and Emma) to help with this sometimes complex process.

As your discharge home approaches the doctor will prepare a letter for you and your GP which will state why you were in hospital, what happened whilst you were here, what is planned next and who to call for advice after you leave should it be necessary, as well as the prescription for any medicines to take with you.

If you qualify for hospital transport (see posters around the hospital) it cannot be arranged until all medicines to take home are ready to go.

We recommend that you should wear normal day clothes to go home in.

Before leaving the hospital you may be transferred to the Discharge Lounge adjacent to the hospital's main entrance. The Discharge Lounge can provide necessary treatments and meals and it has a designated short-stay parking bay for whoever is taking you home. Transfer to the Discharge Lounge (sometimes early in the day) will get you discharged more quickly!

We do try to provide care on an individual basis as much as possible within a busy clinical environment. **Please do let our staff know your needs – we will do all we can to help your stay be safe and comfortable.**

If you would like to read further information about Brighton and Sussex University Hospitals NHS Trust please visit our website at:

www.bsuh.nhs.uk

BSUH Level 8T (8th Floor, Thomas Kemp Tower)

To contact Christine Arthur and Team: **01273 523170**
Or **01273 696955** for switchboard **Ext. 4341/4342**

If you do not understand this leaflet, we can arrange for an interpreter.

إذا كنت لا تستطيع فهم محتويات هذه النشرة فيمكننا عمل الترتيبات لتوفير مترجم شفوي لك.

এই প্রচারপুস্তিকাকাটি যদি আপনি বুঝতে না পারেন, তবে আপনার জন্য আমরা একজন অনুবাদকের ব্যবস্থা করে দিতে পারি

如你不明白本單張的內容，我們可安排口譯員服務。

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اگر مندرجات این جزوه را نمیفهمید، ما می‌توانیم مترجم در اختیارتان بگذاریم.

Jeśli masz trudności w zrozumieniu tej ulotki, możemy zorganizować tłumacza.

This information sheet has been produced by the Gynaecology Ward Sister.

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Disclaimer

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

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carer and patient information group approved