Your Stay in Hospital
Bedside Folder

Please do not remove this folder from the ward
Please ask a member of staff if you need:

• This folder in large print, Braille, CD or in another language

• An interpreter

Należy zwrócić się do członka personelu, jeśli potrzebuje Pan(i):
• Ten folder dużą czcionką, alfabetem Braille’a, na płycie CD lub w innym języku
• Tłumacza

নিম্নোক্ত পরিষেবার কোনটি আপনার দরকার হলে অনুগ্রহ পূর্বক আমাদের একজন কর্মীকে সেটি বলুনঃ
• এই ফোনডারিটি বড় হরফের মুদ্রণে, ব্রেইল, সিডিতে বা অন্য কোন ভাষাতে দরকার হলে
• একজন দোভাষীর (ইন্টারপ্রেটার) দরকার হলে

Contacte um funcionário, se necessitar do seguinte:
• Esta pasta em formato de caracteres grandes, braille, CD ou outra língua
• Um intérprete

如果你需要下列事项，请向職員提出請求：
• 本文書夾的採用大字印刷、盲文、CD 光碟等版式或另外一種語言的版本
• 一名口譯員

如果你需要下列事项，请向工作人员提出请求：
• 本文件夹的采用大字印刷、盲文、CD 光盘等格式或另外一种语言的版本
• 一名口译员
Welcome from the Director of Nursing and Quality

Hello, welcome to Blackpool Victoria Hospital.

We understand that it can be a daunting time when you are admitted into hospital. There is often much to organise, mixed with the anxiety of what is happening around you.

We want your stay here to be as pleasant as possible and for you to feel safe and cared for throughout your time with us.

This bedside folder is designed to provide you with lots of useful information that will help you adjust to this new environment. From ward routines, to the location of our shops, and safety tips this folder should help answer any questions you may have.

You can also approach a member of staff or the Ward Manager if you need assistance with any personal matters during your stay.

With very best wishes

Marie Thompson
Director of Nursing and Quality

www.bfwh.nhs.uk
facebook.com/BlackpoolTeachingHospitals
@BlackpoolHosp
Mobile Phones
You can use your mobile phone on this ward, please ensure you keep it on silent to not disturb other patients who may be resting.

PLEASE DO NOT take any pictures or recordings of staff or other people unless you have their personal consent as you are breaching the Human Rights Act.

Free Wi-Fi
Select Wireless Blackpool in your Wi-Fi-settings.
Using your own web browser search for portal.wirelessblackpool.com.
You will be redirected to the Wireless Blackpool website.
Tick the confirmation box and choose to activate the account with a text message or via your social media profile.
If you receive a text message enter the pin code received into the box.
Then you are in!
Access to free Wi-Fi is for 48 hours only. To gain access after that time you will need to follow the same procedure.
Service supplied by Blackpool Council

If you rely on Motability, rely on us for great offers.
Exchange your higher rate mobility allowance for a brand-new car and enjoy worry-free motoring. A Motability vehicle from Lookers Volkswagen often comes with NIL Advance Payment* and typically includes:

- Brand new car every 3 years
- Insurance and personal accident cover
- Road tax included
- Servicing, maintenance and repairs included
- Breakdown assistance from RAC

*Offer available on new Golf SE 1.0 TSI 110PS 5-door, manual and Polo S and Match models. Offers available until July 2nd, 2017. Subject to availability. To qualify for the Motability Scheme, you must be in receipt of the Higher Rate Mobility Component of the Disability Living Allowance, the Enhanced Rate of the Mobility Component of the Personal Independence Payment (PIP), War Pensioners’ Mobility Supplement or the Armed Forces Independence Payment (AFIP). Standard EU Test figures for comparative purposes and may not reflect real driving results. Official fuel consumption figures for the Volkswagen model range in mpg (litres/100km): urban 25.4 (11.1) – 68.9 (4.1); extra urban 44.1 (6.4) - 85.6 (3.3); combined 35.3 (8.0) - 76.3 (3.7). Combined CO2 emissions 95 – 180g/km. Excludes battery, electric and plug-in hybrid vehicles.
Daily Ward Timetable

<table>
<thead>
<tr>
<th>Approximate time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am - 8:30am</td>
<td>Early morning tea</td>
</tr>
<tr>
<td>8:30am - 9:30am</td>
<td>Breakfast</td>
</tr>
<tr>
<td>9:00am onwards</td>
<td>You will be encouraged to complete your personal care (i.e. getting washed and dressed) independently or given appropriate assistance</td>
</tr>
<tr>
<td>10:00am -12:00pm</td>
<td>Consultant ward round on selected days</td>
</tr>
<tr>
<td>10:30am - 11:00am</td>
<td>Mid-morning coffee</td>
</tr>
<tr>
<td>12noon - 1:00pm</td>
<td>Lunch is served (protected meal time)</td>
</tr>
<tr>
<td>3:00pm</td>
<td>Afternoon tea</td>
</tr>
<tr>
<td>4:00pm - 5:30pm</td>
<td>Supper (protected meal time)</td>
</tr>
<tr>
<td>Evening</td>
<td>Preparation for bedtime</td>
</tr>
<tr>
<td>8:30pm</td>
<td>Night time drinks - snacks available if requested</td>
</tr>
<tr>
<td>Night</td>
<td>There are staff nurses and health care assistants on duty overnight. Use the call button if you need their assistance.</td>
</tr>
</tbody>
</table>

Visiting:

There may be set visiting hours for this ward, they will be displayed on the Ward Entrance Doors. You can also ask a member of staff who will be able to provide you with this information.

If you have a family carer they may be able to visit this ward flexibly during your stay, please notify the ward manager of this or about any instances when friends or relatives want to visit you outside of the set times.

During protected mealtimes, visitors are not permitted, unless specifically helping with your eating requirements. This allows you time to eat in peace.

Please ask your visitors to be aware of the points below:

- **Do not** sit on the bed, use the patients bathrooms or bring in any flowers, this helps us manage infection control.
- All children must be supervised by a adult visitor and should not crawl on the ward floor.
- Any potential hazard such as spills or liquid on the floor, trailing cables or obstacles around the bed should be reported to our staff.
- Please return any bed tables or chairs to their original position before leaving.
- Please clean their hands before and after visiting you using the hand sanitisers and sinks available.
Food and drink

The housekeeper will provide you with a menu for you to choose what you would like to eat that day, please ask for assistance if you need support filling this in.

If you have a food allergy or eat a special diet, such as halal, kosher, gluten-free, vegetarian or vegan, please tell a member of staff as soon as possible so that we can cater for you suitably throughout your stay. If you need assistance please inform a member of staff and please also inform us if you are not getting the meal you requested, or if the food temperature is not to your satisfaction.

Try to eat a balanced diet in the hospital – containing meat, fish, poultry or a vegetarian alternative; fruit and vegetables; bread; potatoes; cereals; milk and dairy products. You should try to eat regularly ensuring you eat something at each mealtime and perhaps snack in-between as eating and drinking well whilst you are ill, is important to your recovery.

If you don’t feel much like eating, milky drinks can be a very helpful way of getting extra energy and protein. If you don’t have an appetite you could order a snack bag via the housekeeper. It is not possible for wards to reheat or store foods brought in.

There is also a snack trolley operated by volunteers which visits the wards regularly if you wish to purchase food outside of meal times. Visitors are welcome to bring in snacks for you, but these must be non-perishable to avoid the risk of food poisoning.

To stay hydrated, you should try and drink between 8-10 glasses of fluid a day. You should be offered several hot drinks every day such as tea, coffee or hot chocolate. In addition you will have a jug of cold water available at all times. Decaffeinated tea and coffee and soya milk are available on request. In certain circumstances the clinicians may decide to restrict or record your fluid intake. If this happens don’t worry, ask a member of staff to explain this reason to you.

Retail outlets

Staff and Visitor Restaurant

The Restaurant is situated on the second floor of the main entrance of the hospital, providing a catering service for all staff and visitors. You are most welcome to use this facility during your stay.

A variety of hot food and drinks are available as well as deli sandwiches, jacket potatoes, salad, fruit and cold meals and snacks.

The opening hours are:

<table>
<thead>
<tr>
<th></th>
<th>Meal start time</th>
<th>Meal end time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7:30am</td>
<td>10:30am</td>
</tr>
<tr>
<td>Lunch</td>
<td>11:45am</td>
<td>2:00pm</td>
</tr>
<tr>
<td>Evening Meal (Monday to Friday)</td>
<td>5:00pm</td>
<td>7:00pm</td>
</tr>
<tr>
<td>Coffee shop</td>
<td>10:30am</td>
<td>4:00pm</td>
</tr>
</tbody>
</table>
Fragles café

Fragles café is situated in the Lancashire Cardiac Centre on the ground floor. It offers hot and cold drinks, cake and sandwiches and confectionary. The opening hours are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>9:30am</td>
<td>3:30pm</td>
</tr>
</tbody>
</table>

Costa Coffee

There are two shops on site. Both cafés have a large seating area and sell hot and cold snacks, cakes and a variety of hot beverages. Open seven days a week, the opening hours are:

**Main entrance**

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>7:30am</td>
<td>8:00pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>8:00am</td>
<td>6:00pm</td>
</tr>
</tbody>
</table>

**Outpatient’s entrance**

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>7:30am</td>
<td>6:00pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>9:00am</td>
<td>4:00pm</td>
</tr>
</tbody>
</table>

Hedges House Residential Care Home

37/39 Church Road, Lytham, Lancashire. FY8 5LL

Tel: 01253 739930 www.hedgeshouse.co.uk

“I’ve had a lovely life and I’m still having a lovely life here”

Source: CQC Inspection report

- Same family ownership since 2002
- Caring, experienced and long-serving staff committed to providing a comfortable, safe yet stimulating environment for all residents irrespective of their level of dependency
- 32 bedrooms all with en-suite facilities
- Excellent home cooked food (5 star rating)
- Air conditioned garden room
- Private courtyard to rear of property
- Hairdressing and chiropody services
- Passenger lift
- Music, reading and activities
- Beautifully presented gardens and floral displays
- (5 times winners of Lytham in Bloom, and RHS Level 4 National Gold Award)

For more information, please contact:
Michelle Neville (Manager) - michelle@hedgeshouse.co.uk
Alternatively, please call in for an informal chat.
Blue Skies Shop

Located in the Outpatients entrance, this shop sells magazines, newspapers, sandwiches, drinks and confectionary. It is run by volunteers and the funds raised go to the hospital’s charity Blue Skies who financially support the hospital areas that are not covered or fully supported by central NHS funds. The opening hours are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>8:00am</td>
<td>4:30pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>9:00am</td>
<td>12:00pm</td>
</tr>
</tbody>
</table>

WHSmith

Located in the main entrance, this shop sells books, magazines, newspapers, sandwiches, drinks and confectionary. The opening hours are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>7:30am</td>
<td>9:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:00am</td>
<td>9:00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>8:00am</td>
<td>8:00pm</td>
</tr>
</tbody>
</table>

Marks and Spencer

Located in the main entrance, this shop sells hosiery, milk, bread, sandwiches, drinks and confectionary. The opening hours are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Opens</th>
<th>Closes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Sunday</td>
<td>7:00am</td>
<td>9:00pm</td>
</tr>
</tbody>
</table>
Care & Repair (Wyre and Fylde)

Care & Repair (Wyre and Fylde) provides help, advice and support with repairs, maintenance, adaptations and improvements to your home for householders aged 65 and over, or adults with a disability, living in Wyre and Fylde. We also deliver a handyperson service to keep you safe and secure in your home and prevent the risk of trips and falls.

Telephone: 01253 887569

Civic Centre, Breck Road, Poulton-le-Fylde FY6 7PU  E-mail: careandrepair@wyre.gov.uk

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**Car Parking and concessions**

Parking charges apply for 24 hours, seven days a week. The hourly rates in the main entrance car park for all visitors are:

<table>
<thead>
<tr>
<th>Hours</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2 hours</td>
<td>£2.50</td>
</tr>
<tr>
<td>2-3 hours</td>
<td>£3.00</td>
</tr>
<tr>
<td>3-6 hours</td>
<td>£4.00</td>
</tr>
<tr>
<td>6-24 hours</td>
<td>£6.00</td>
</tr>
</tbody>
</table>

If you lose your car parking token you will have to pay a daily rate of £6.00 to obtain another.

Disabled badge holders can park in designated disabled bays with their blue badge clearly on display. Normal parking charges apply.

We offer a lot of concessions in the Hospital for car parking, these include:

- Reduced parking at a fee of £3 per day for parents of a child in hospital for the first two weeks of their stay and free thereafter
- Free parking for Haematology / Oncology patients undergoing regular treatment / appointments
- Free parking for a carer or relative of a patient who has been in hospital for over two weeks
- Patients who are receiving benefits may reclaim their travel expenses through the NHS Healthcare Travel Costs Scheme

Please ask a member of staff for details on how to obtain concessionary parking.
**Staff uniforms**

You will see lots of different people on the ward throughout your stay. All staff wear a photo identifying badge and should introduce themselves by their name when they come to speak with you.

Here is a quick guide as to who they are.

- **Ward Clerk**
  Navy patterned blouse and trousers or skirt.
  A ward clerk provides general administrative, clerical, and support services to the ward.

- **Housekeeper**
  White blouse and navy trousers with a navy waistcoat.
  A housekeeper can assist you with ordering your meals and manages their distribution, prepares snacks and drinks and coordinates the ward maintenance.

- **Domestic**
  Cyan / blue tunic with navy trim and navy trousers.
  Domestic services staff make sure the ward is clean, hygienic and comfortable for patients.

- **Healthcare Assistant (HCA)**
  White tunic / dress with navy trousers.
  A HCA works under the supervision of a sister or staff nurse assisting with your personal care and monitoring and recording your vital signs.

- **Assistant Practitioner**
  Blue Stripe tunic / dress – with navy trousers.
  An Assistant Practitioner has undertaken further training and assists the registered nurses in their roles.

- **Staff nurse**
  Sky blue tunic or dress, navy trousers
  A registered nurse who manages your condition and recovery in hospital, recording and assessing vital signs, reporting the findings to the doctors.

- **Sister**
  Navy tunic or dress, navy trousers.
  A registered nurse who manages your condition and recovery in hospital and oversees the day to day running’s of the ward. Specialist Nurse Practitioners also wear this uniform.

- **Ward Manager**
  Navy tunic or dress, navy trousers
  A registered nurse who provides clinical and managerial leadership to the nursing team on the ward and has overall responsibility for the running of the hospital ward.

- **Matron**
  Charcoal pinstripe tunic or dress, white trim and black trousers.
  An experienced Senior Registered Nurse who has the overall responsibility for staffing the wards, and improving the standards of clinical care being offered on the ward.

**Other staff you may see on the ward include:**

- **Occupational Therapists** - They wear a white tunic with green trim and green trousers.
  Occupational therapists take a “whole-person approach” to both mental and physical health and wellbeing and will help you to achieve your full potential and regain your independence, where possible. They may be involved in the planning of your discharge from hospital.
Physiotherapists - They wear a white polo shirt or tunic with navy trim and navy trousers. A physiotherapist assesses your physical wellbeing after you have had surgery or to see if you need assistance with moving and walking.

Advanced Practitioners - They wear a burgundy tunic/dress – Cream trim and burgundy trousers. An Advanced Practitioner is a registered nurse or physio who has acquired the expert knowledge base to offer care complementary to that offered by doctors and other health care professionals.

Pharmacists - They wear smart clothing of their choice, they liaise with GP services to ensure that the medication prescribed is continued whilst in hospital, work with clinicians when commencing new medication, monitor for interactions alongside coordinating safe discharge.

Pharmacy Technicians - They wear a turquoise tunic / dress with a white trim and navy trousers. The pharmacists will check your drug therapy to ensure you are taking the right medication as well as plan for your discharge.

Dieticians - They wear a lilac tunic with a white trim and black trousers. A dietician will assess, diagnose and treat diet and nutrition problems for you ordering special meals if required.

Porters - They wear light blue shirts and navy trousers. A porter will transfer you around the hospital.

Doctor's and Consultants - they wear their own clothes as do the following staff:
- Social workers
- Administrative staff who may be there for auditing or survey purposes
- Volunteers - They wear orange polo shirts or their own clothing. They perform various supportive roles within the hospital including navigation and patient feedback

Privacy and dignity
Throughout your stay, we will respect your privacy and dignity. You will be cared for in a single-sex bay within a ward. The only time you may be cared for in a mixed-sex area is if it is in your best interests to do so, for example, in an emergency or if you need critical care.

If you have any concerns about your privacy and dignity, please talk to a member of staff.

Equality and diversity
We aim to ensure our services are accessible to all and that all your individual values and beliefs are respected. If you have particular requirements or needs, please raise these with a member of staff.

Leaving the ward during your stay
The nurses caring for you are responsible for your safety and wellbeing during your stay. If you wish to leave the ward, please tell a nurse where you are going.
Accessing the Ward Out of Hours
At night most entrances are locked and are not accessible to patients and visitors. You will need to use the A&E entrance to access wards within the hospital during out of hours.

Moving to another bed or ward area
We are sorry, but sometimes it may be necessary to move you to another bed on the same ward or from one ward to another or even to another hospital for further care and specialist treatment. We will always endeavour to discuss this with you and your family first.

Smoking
Blackpool Teaching Hospitals is a Smoke free site which includes all car parks, gardens and footpaths and includes electronic cigarettes. We ask that you respect this and do not smoke on site as it can affect the health and wellbeing of others. Patients can access Nicotine Replacement Therapy (NRT) as part of their care package which can help reduce nicotine withdrawal effects and make you stay in hospital more comfortable. The benefits of stopping smoking begin very quickly.

For more information speak to your clinician. They can also refer you for stop smoking support using the e-referral link on the intranet, alternatively you can call the National Helpline on; 0300 123 1044.

Valuables
If you have any valuables with you, it is best to ask a relative or friend to take them home for you. If you would like to keep them with you please list the items with a member of staff. We would remind you that you are responsible for your own property and belongings whilst on Trust premises. Please report any losses of property to a member of staff.

Post
Any letters being sent to you should have your full name and the name of the ward on them. Post is delivered and collected throughout the day.

Television
Television services are provided by an external company and are available at a cost at your bedside on most wards. Radio is free 24 hours a day with a choice of many stations.
Vitaline offers a range of services that are designed to keep you safe in your own home.

- For anybody to summon help 24 hour per day for whatever reason.
- Tailored packages for individuals.
- Any age, single or couples.
- Personal safety.
- For people at risk of falls.
- For reassurance.

From the most basic pendant alarm right through to the most sophisticated environmental/person centred sensors, we have a package to suit all needs.

For more information, please contact us to speak to one of our friendly staff.

01253 477678
vitaline@blackpool.gov.uk

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**Spiritual, Religious and Pastoral Care**

Being in Hospital can be a difficult and stressful time. All of us can experience needs or anxieties that are spiritually and emotionally unsettling. In this hospital there is a Spiritual Care and Chaplaincy Team who are open and inclusive and can offer a confidential listening ear, talking through issues with you, offering prayer or the receiving of sacraments.

In the Spiritual Care and Chaplaincy Team there are chaplains from the main Christian denominations, a Muslim Iman and a Roman Catholic and Anglican Priest. The team are on site throughout the week and offer an out of hour’s service where appropriate. During your stay they will happily make contact with your own faith leaders should you wish them too.

There is a Hospital Chapel situated half way down the main corridor. It is a special place for quiet prayer, contemplation and reflective thought. Services are held each week for Roman Catholic Mass, Anglican / Free Church Holy Communion and Muslim Jumma Prayers. Next to the Chapel is a separate multi faith prayer room. We also provide a multi faith prayer room with ritual washing facilities in the Lancashire Cardiac Centre.

Please ask a member of staff if you would like to access the Spiritual Care and Chaplaincy Team. Alternatively you can speak to the team directly on 01253 956299.
Simple steps to keep yourself safe in hospital

1. Preventing falls - A fall can happen when you lose balance unintentionally and it causes you to fall to the floor. If you’ve fallen recently, or feel unsteady on your feet and have a fear of falling, seek advice from your nurse or Doctor. You should also follow the steps below:

- Make sure you can see clearly at all times (lighting should be good). You should have your eyes tested every two years. If you wear glasses keep them clear of dust and smudges in hospital.
- Check for obstacles or clutter that might trip you and report any liquid spillages straight away to the staff.
- Clothes should fit you well – check trousers and nightdresses are the right length and dressing gown belts aren’t dangling.
- Footwear needs to be low heeled, fastened to the foot and the correct size. If you do not have slippers the staff will provide you with slipper socks that have grips on the sole to stop you slipping.
- Take your time when moving especially if you’ve just woken up or are getting up from a sitting position. Always ensure what you need is within reach such as the nurse call button.

2. Preventing blood clots - Blood clots can happen to anyone but are more likely if you are unwell, less active or dehydrated. Blood becomes more ‘sticky’ and can form a clot. You cannot see it because it is deep within the veins, often in the legs.

   This is known as a deep vein thrombosis (DVT). If a piece of the clot breaks away, travels through the bloodstream and lodges in the lung it is known as a pulmonary embolism (PE). This is serious and can be fatal.

   If you are known to be at risk of developing a blood clot you may have been:
   - prescribed medicines to help prevent a clot forming.
   - given special stockings to help the circulation in your calves and legs.

Make sure you have the most appropriate equipment (for example, walking aids and grab rails). Ask your therapist, nurse or Doctor that you have been provided with for more information.

Exercises can improve your strength, balance and confidence. Chair-based exercises can help if you cannot walk at the moment. If you are worried about walking on your own, ask someone to go with you until you feel confident again.

If you do have a fall, don’t panic. Call for help and do not try to get up straight away.
You should take your medicine and wear the stockings as you’ve been directed.

Let staff know immediately if you have any pain or swelling in your leg or if you suddenly experience a shortness of breath in hospital which is not normal for you.

It is very important to keep as active as you can to keep the circulation moving in your lower legs in hospital, please follow the steps below:

Smoking can increase the risk of a blood clot. If you do smoke you can get help to stop. Ask a healthcare professional for information.

If you are less mobile it is a good idea to do gentle leg exercises. Try moving your ankles around in a circular motion and moving your toes up and down especially if you are chair bound.

If bed bound flex your feet so you can feel your calf muscles stretching every few hours.

Do not roll down the stockings or fold them over.

Make sure you drink enough fluids as this will aid your urine output and reduce the risk of constipation.

You may be given an injection in hospital to prevent blood clots.

This will be a small needle that will deliver medicine just under your skin.

The injection can be given in your stomach, thigh or any fatty tissue.

You may be asked to do this yourself; the nurses will show you or maybe your carer how to do this.

You may need to continue this when you go home for a few weeks.

3. Preventing pressure ulcers - A pressure ulcer, sometimes called a pressure sore or bed sore, is an area of damage to the skin and underlying tissue caused by prolonged pressure to any part of the body.

The first signs that pressure damage may be developing is usually discoloured skin, blisters, swelling or hot / cold patches which may become progressively worse.
People who sit for long periods, have long term conditions or are recovering from an illness or surgery can be more at risk of developing a pressure ulcer. To prevent this from happening in hospital:

Change your position as often as you can from common pressure areas such as elbows, hips, bottom and heels. For example, when in bed alternate between lying on your back and side and if you can, when sitting, stand for at least one minute every half an hour. If you have pain, ask for pain medication.

Sit or lie on clean, dry, crinkle free sheets.

Check your skin for signs of pressure damage as required during the day or night. If skin is darker, redder or more sore than usual, do not continue to lie or sit on that area and tell your carer, nurse or GP. People with darker skin tones are less likely to have visible reddening of the skin.

Use mild and baby soaps (as these are pH balanced), that do not dry out the skin. Dry carefully, without rubbing hard, especially between the toes, groin and under the breasts. Keep your skin moisturised by applying a simple moisturiser. Avoid talcum powder. If you have sore areas seek advice.

If you suffer from incontinence it is important to wash your skin with a gentle soap.

4. Preventing infection - Many germs can live on the skin of healthy people. Usually they do not cause any problems, but if they get into a wound or the blood they can cause infection.

Cleaning your hands is one of the simplest, cheapest and most effective ways to prevent bacteria being passed from person to person in hospital. A third of infections can be prevented with effective hand hygiene, which means washing your hands thoroughly with soap and water or using the alcohol hand gel provided throughout your stay.

Please follow the steps below to prevent you from getting a hospital acquired infection:

Tell us if you or any of your visitors have had diarrhoea or vomiting, or have been in contact with someone who has chicken pox, coughs and colds etc.

If your visitors bring in babies or young children – please note they are more at risk of picking up and passing on infections. Please do not let them visit any other patients or wander around the ward.

Ensure you always wash your hands before eating and after using the toilet. If you use a commode ask for a bowl of water to wash your hands, or use a moist hand-wipe afterwards.
If you visit the toilet / bathroom and you are concerned that it does not look clean, report this immediately to the nurse in charge of the ward.

Do not share your personal toiletries including soap, razors, and a clean flannel with other patients.

Your bed area should be cleaned regularly, if you see something which has been missed during cleaning, report it to the nurse in charge and request it is cleaned.

Remind staff to wash their hands before they examine you or perform a procedure. Please challenge staff if you do not see them wash their hands.

If you have a wound or a drain or drip, or urinary catheter try to avoid touching it. If your dressing is loose or soiled, tell one of the nursing staff.

5. **Preventing medication errors** - When coming into hospital you should bring a recent copy of your repeat prescription and inform the doctor or nursing staff of the medicines that you are taking (including Vitamins or supplements). You will be visited by a Pharmacist or Pharmacy Technician during your stay in hospital. They will ask you questions about your medicines and advise you to take your medication at specific times to make sure they are digested and absorbed at the right time.

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You can ask the Pharmacist, nurse or doctor if you do not know what the medicine is for and if there are side effects of the medicines you are using.

To assist in good medicines management you should:

- Inform your Doctor, Nurse or Pharmacist if you are not taking the medicines that you have been prescribed. This will have an effect on the rate at which you recover or how well your condition is managed.

- If you use your own medicines in hospital you MUST keep them securely as advised and out of sight. NEVER leave medicines on your lockers or bedside table.

- Always take medicines as advised e.g. “with food or at night”. If you use needles for any medicine whilst in hospital you MUST dispose of the needles in sharps waste containers provided.

- If you are given a medicine that is new ask what it is for before taking it.

- When the staff give you your medicines, ensure that they check your wrist band and ask for you to verify who you are and your date of birth before you take them.

- Only take medicine’s given to you by the nursing staff.
6. Safe Blood Tests - While you are in hospital you may require blood tests. The blood tests will tell the Doctor or nurse a lot of information about how you are and how your body is managing your condition.

When you have a blood test check the following happens:

<table>
<thead>
<tr>
<th>Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask the Doctor or nurse what the test is for.</td>
</tr>
<tr>
<td>The nurse or Doctor washes their hand thoroughly and applies gloves.</td>
</tr>
<tr>
<td>Make sure that the Doctor or Nurse writes your name on ALL the blood bottles before they leave your bedside or chair.</td>
</tr>
<tr>
<td>Inform the Doctor or nurse if you have fainted in the past when having blood taken before the test.</td>
</tr>
<tr>
<td><strong>TELL</strong> your Doctor or nurse if you are allergic to plasters or tape used to secure the cotton pad.</td>
</tr>
<tr>
<td><strong>TELL</strong> your Doctor or nurse if you take anticoagulants like warfarin or heparin, watch the site for bleeding after you blood test, you may experience bruising at the site due to the blood thinning medication that you are taking.</td>
</tr>
<tr>
<td>Confirm with the staff what will happen with the results and when you will be given them.</td>
</tr>
</tbody>
</table>

**Tests and investigations**

There are many tests and investigations that you may be offered whilst you are in hospital. The investigations you are offered will depend on the reason why you are in hospital or what the Doctor or Nurse are trying to exclude.

BEFORE you have your investigation / test ask the Doctor or Nurse what the investigation is for. The staff should read out your name, date of birth and sometimes the name of your GP to check that you are in the correct place and undergoing the test requested by your Doctor or Nurse.

Make sure you listen and fully understand what they are telling you about the test or investigation. If you are not clear ASK AGAIN, and confirm with the staff what will happen with the results and when you will be given them.
Get the best from your NHS - Tell us your feedback!

If you would like to discuss the quality of your care on the ward or about another area you have transferred from please request to speak to the ward manager or the sister in charge.

**The Patient Relations Team** - If you have a concern or complaint and do not wish to speak to the staff about it, you can speak to the Patient Relations Team. They will liaise with the health professionals on your behalf, even supporting you in consultations if required. The team are located on the first floor in the main entrance foyer of Blackpool Victoria Hospital and are open from 10am to 4pm Monday to Fridays. They can also be reached by telephone on 01253 95 5588 or e-mail: patient.relations@bfwh.nhs.uk.

**The Listeners** - Patient Experience Volunteers, known as “the Listener’s” may visit you on the ward throughout your stay to chat with you about your experience. Speaking to the Listeners is optional and confidential. They will ensure your feedback goes straight back to the Patient Experience Department for review so they know how this ward is performing.

**The NHS Friends and Family Test** - You can rate and leave a review of our services by filling in one of our anonymous NHS Friends and Family Test surveys on the ward and posting it in the comments box on the ward, or providing details about your care anytime online at: www.bfwh.nhs.uk

**Patient Stories Programme** - You can discuss your hospital experience on camera, short films are made for training sessions and in board meetings to improve quality and promote and share good practice of our areas. If you would be interested in discussing your experience on camera in the future, please contact the Patient Experience Department on 01253 955520.

**Join our Influence Panel**

We are looking for new members to join our Patient Panel. The Patient Panel is made up of current or former patients, carers and members of local voluntary organisations who meet every other month to consider Trust proposals and offer insights on the needs and views of people across the Fylde Coast.

Panel Members assist in new building projects, developing Trust strategies and policies, appraising information leaflets, recruiting frontline staff and participating in a range of schemes to gather patient and carer intelligence on Trust services, this includes collecting surveys and doing walkabouts, fly on the wall observations and ward visits.

If you would be interested in joining the Panel please contact the Patient Experience Department on 01253 955520.
Opt Out
We occasionally may ask for feedback in relation to your care or treatment by sending a survey to your home address. In all cases this will have a covering letter from The Chief Executive of the Hospital. This letter will be sent directly from us or from a trusted partner organisation. We use the information from these surveys to influence the care and treatment that we provide and will not share the information we collect for any other purpose.

These surveys are voluntary, and anonymous. Please be assured that your future care and treatment at our hospitals will not be affected as a result of you completing these surveys or not.

 Whilst we value your feedback we understand you may wish to opt out of these surveys. If you prefer not to receive these surveys please inform a member of staff who will inform the patient experience team.

Getting ready to be discharged
Planning for when you are discharged will begin as soon as you arrive in the hospital. The nursing staff will co-ordinate this, working closely with you and your family / carer to ensure you have all the information you require before you leave our services back to your home or other discharge destination where you will receive support to get you ready to be discharged.

Please be aware that on the day of discharge home, or transfer, you may be informed by the ward that you are moving to a Discharge Lounge where you can sit and wait in comfort until your medication arrives and the transport comes to take you.

Before any discharge, you should always think SMART to ensure you are discharged safely:

- **S**igns– know what critical symptoms to look out for if you begin to feel unwell.
- **M**edication – check what new medication you have been prescribed, the reason for this, its side effects and the frequency of taking them.
- **A**ppointments- ensure you find out about any scheduled appointments or tests the Ward has arranged.
- **R**equirements – Request the support you need i.e. such as contact with local support groups, social services or transport home if you cannot make any other arrangements.
- **T**alk – speak to the clinical staff about any questions or concerns you have about going home, they will give you their contact details upon leaving the ward so you can contact them if you have any general enquiries.
The management and staff of The Croft House Rest Home are committed to the welfare of each of our residents; their well being and comfort are paramount. The home provides a good choice of home-cooked meals from the menu.

01772 633981
www.crofthousepreston.co.uk

A Lovely Residential Home for the Elderly

Adjust your bed at the touch of a button and say goodbye to your ‘pillow mountain’

The Belmar Nursing Home
Nursing Home

The Belmar Nursing Home is part of the Sage Care Group, the house is situated in a residential area of Ansdell just outside the seaside town of Lytham in Lancashire. The house provides accommodation, support and care for people who suffer from Mental Health problems.

The Belmar Nursing Home
25 Clifton Drive
Lytham St Annes
FY8 5QX
01253 739534
karen.rawstron@sagecare.co.uk

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Useful contact numbers

Blue Skies Hospitals Fund
(Charity No. 1051570)
Blue Skies Hospitals Fund is the only charity dedicated to enhancing patient care for Blackpool Teaching Hospitals NHS Foundation Trust.

Any money donated to the charity will help us to:

- Make the hospital environments more comfortable for our patients, relatives and visitors.
- Enhance the abilities of medical staff through education and training.
- Buy the latest medical equipment to diagnose patients rapidly and accurately.
- Develop medical research breakthroughs that will benefit future patients.

We are enormously grateful for any support Blue Skies receives, whether it is a financial donation, helping to raise awareness of our work, planning a fundraising event or sponsored activity in the community, providing gifts in kind, volunteering time or leaving a legacy in a Will. Any support given is greatly appreciated.

If you would like to get in touch to find out more about Blue Skies, please contact us on 01253 957381, blueskies@bfwhospitals.nhs.uk or visit our website at www.bfwh.nhs.uk/blueskies
AGE UK offers a free, confidential advocacy service which provides one to one support for older people who are dealing with specific issues which affect their lives. This includes:

- Welfare benefits.
- Housing and property.
- Money matters.
- Shopping services.
- Residential and nursing care.
- Social isolation and loneliness.
- Family and personal matters.
- Carer's support.
- Foot and hand hygiene community services.

Please call the national advice line 0800 169 2081 to discuss any of the above.

Mental Health Texting Service
If you, or the person you care for, experience problems such as panic attacks; anxiety; depression; self-harm; bereavement issues; domestic violence; loneliness; schizophrenia; gender issues; difficulties with children; or just a general feeling of being unable to cope, text 07860 022 846.

This NHS user-led service offers confidentiality and support as well as information on sources of help. It’s free of charge and will not appear on your phone bill. Responses will take place Monday – Friday, 9am – 5pm.

There is also an out-of-hours helpline available on Freephone 0800 915 4640.

The Samaritans is a registered charity who provides emotional support to anyone in emotional distress or struggling to cope. They can be reached around the clock, 24 hours a day, 365 days a year on 116 123. This number is free to call.

The Carer’s Direct Helpline - If you need help with your caring role and want to talk to someone about what options are available to you contact the Carer’s Direct Helpline on 0300 123 1053. The free telephone advice line is open seven days a week and provides a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment, etc.

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