



When you are in hospital



building a caring future

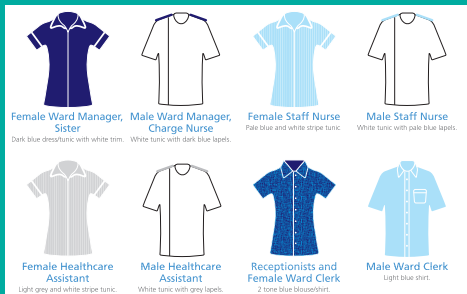
HOSPITAL | COMMUNITY | HOME

When you are in hospital



Come into the hospital by the main entrance. Go to the reception desk. The person there will tell you how to get to your ward.

Your care team



You will have a team of nurses, doctors, and healthcare workers who will look after you.

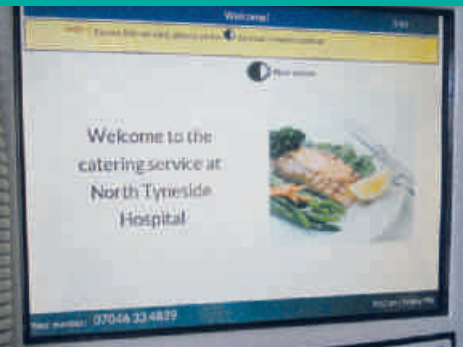


They will introduce themselves to you and plan your care with you.

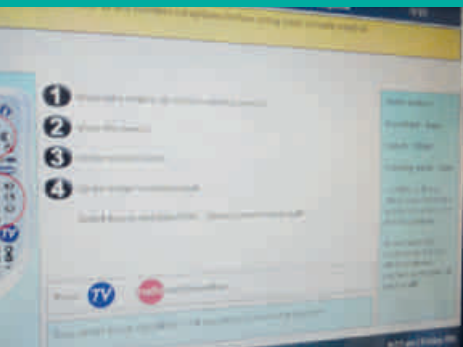
Meals and drinks



You will get breakfast, lunch and an evening meal.



You choose and order the meal from a list each day. Staff can help you with this.



Meal times will be roughly:



Breakfast

7.30am-9.00pm



Lunch

11.45am-1pm



Tea

5pm-6pm

building a caring future

HOSPITAL | COMMUNITY | HOME

Meal times can be different if you need treatment



You will get drinks and snacks between meals. When you need a drink just ask a member of staff.



Some people have a special diet. Please tell us before you come or as soon as you can on the ward. A dietitian will make sure you get the food you need.



We ask people not to visit during meal times.



How do people find out how I am doing?



Your carers and professionals will need to know how you are doing. We will ask you who we need to talk to.

Health Checks



When you are in hospital there are some checks we might need to do. How often this happens depends on each person. We will explain what checks we need to do.



Keeping clean



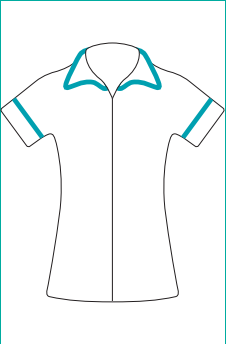
Hospitals may have germs that make you ill. To make sure you do not catch anything we ask everyone to use the hand cleaner. This is by the ward door. It is important to use it when you come into the ward and when you leave.

We will test you for one germ before you come into hospital and when you arrive. You might have this germ again. Staff will tell you about it when they do the test.

Moving around easily



It is important we know what makes it easy for you to move around the ward.



We will check with you if you need help to get in and out of bed.



You may have something that helps you move around such as a walker, please let us know before you come into hospital if you need to bring something with you.

Medicines



Please bring all your usual medicines with you into hospital.



We will put them in a locked cupboard by your bed. Only you will use them.



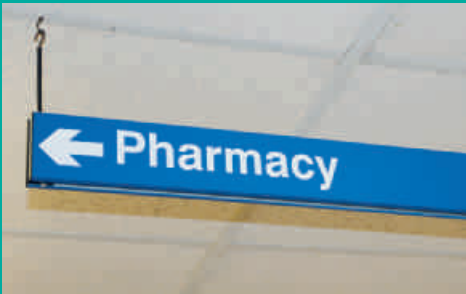
We will talk with you about your medicines. It is important we know about all medicines you have taken. This includes medicines from your doctor (GP), other doctors and medicines you have bought.

Taking your medicines in hospital



You can take your medicine yourself, or a nurse will give you your medicine. Some of your medicine may change while you are in hospital. We will tell you about this.

Taking your medicines home from hospital



When you leave hospital we will give you all the medicines you need. Or we will make sure your chemist gets them for you.

Your personal things



You may want to bring some of your things into hospital with you. You will look after them yourself.



Mobile phones



You can bring your mobile phone with you.



Some places in hospital you can't use them. You will see signs to show you when you can't use your mobile.



You may want to plug something in while you are in hospital. Things like your phone charger. We are happy for you to do this but we must test it first. Please ask staff about this.



Please use headphones when you listen to music or TV.

Services by your bed



Most hospital wards have a phone, TV and radio by your bed. You have to pay for these. You can buy a card for this from machines around the hospital.

Visiting someone in hospital



There is a lot of information on our website including maps and ward visiting times.

www.northumbria.nhs.uk



You may have to travel a long way to see the patient. Or they may be very poorly. Please talk with the ward staff. They may be happy for you to visit at a good time for you.



Hospitals may have germs that make you ill. To make sure you do not catch anything we ask everyone to use the hand cleaner. This is by the ward door. It is important to use it when you come into the ward and when you leave.



Do not sit on the beds.
Sit on a chair.



Do not use the patient toilets.
Use the visitor toilets.
Ask the ward staff if you need help.



Do not visit if you are unwell.

Children



Make sure children have an adult with them.

Please talk to ward staff before you bring a baby or toddler in.

Flowers



Flowers look lovely but they collect dust. And there may be germs in the soil. So please do not bring flowers into our hospitals.

Keeping safe



We need to keep everyone safe.



We do not allow anyone to be violent or abusive to our staff.

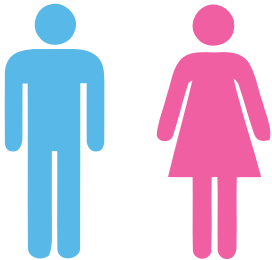


Anyone who is violent or abusive will be asked to leave and we may call the police. This includes you as a patient or visitor.

Keeping safe



Our staff must treat you and visitors with respect.



All our wards are for either men or women. We do not have wards that put men and women in the same place.



You may need help in hospital with personal care that you do for yourself at home. Please talk with the ward staff if you are worried about this.



We may ask you the same question a few times in hospital. We have to make sure we have the right person and check your details are the same. This will also happen when you change wards or meet different staff.

Consent



Consent is when you agree to health staff checking you or when you agree to treatment.

Consent



We will ask you for your consent for different things while you are in hospital. For things like checking your blood pressure and taking tablets.



Sometimes we will ask you to say its OK or we might ask you to sign a form.



You can change your mind at any time.

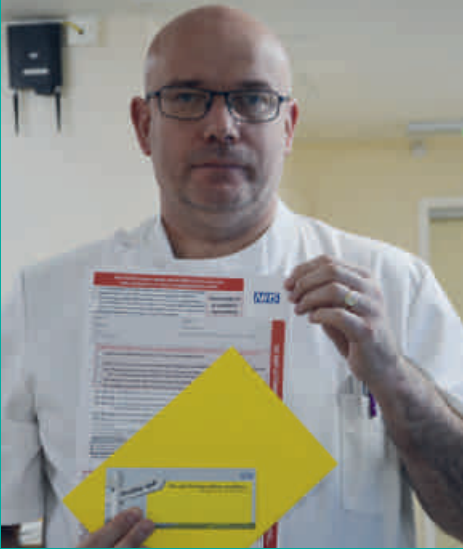
Even after you sign a form.



You may have agreed that someone else can make decisions for you about your care. Please tell us as soon as you can.

A parent or guardian needs to give consent for a child under 16 years old.

Living will



You may have already decided that you do not want some treatments. Such as no treatment if your heart stops. This is sometimes called a living will. Please let us know where we can get a copy of this if you have one.

A parent or guardian needs to give consent for a child under 16 years old.



If you are not sure about any of this please talk with staff.

Keeping your information private



Our staff must keep your information private.



They will talk to other staff about your care. But they will only talk with staff who need to know. We may need to talk with people who support you about your treatment and care. But we will check with you first.



We will only tell family and friends about you with your consent. Please tell staff if there are things you do not want family or friends to know.

Sincere thanks to Northumberland Echo and Skills for People for their help with this booklet.
©This material is the copyright of the Northumbria Healthcare NHS Foundation Trust



building a caring future

HOSPITAL | COMMUNITY | HOME

PIN 016ER(2)V1
Review date:
November 2021