

## Patient information factsheet

# Welcome to ward D10 (infectious diseases and cystic fibrosis unit)

We have given you this factsheet because you have been admitted to ward D10. It explains what the unit is and introduces the team who will be caring for you. We hope it will answer any questions you may have. If you have any further questions, please speak to a member of the team.

### What is ward D10?

Ward D10 is an isolation unit that is made up of 15 single rooms (with ensuite facilities) and a 3-bed single-sex bay (sharing one bathroom). Our team specialises in treating people who have infectious diseases and/or cystic fibrosis.

### Why do I need to stay on ward D10?

You have been admitted to our ward because you have a condition which requires you to be isolated while you are in hospital. This isolation may be required either for your own safety or for the safety of other patients.

### Meet the team

Our team is made up of a wide range of healthcare professionals and associates, including:

- a ward leader
- ward sisters and charge nurses
- nurses, associate practitioners and healthcare assistants
- a matron
- doctors
- a ward host
- a housekeeper
- a domestic team
- an admin team

We will aim to make it clear who we all are, but please ask us if you are unsure.

### Daily ward routine

#### Ward rounds

A doctor will visit all the patients on the ward (known as a ward round) between 9am and 4pm.

Please note: If your relative would like a telephone update from the nurse-in-charge or your doctor, we ask that they call us in the afternoon.



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Other healthcare professionals may also visit you during the day. This may include the therapy team, pharmacy team, dietitians, specialist nurses and discharge officers.

## Mealtimes

For your meals, we offer a range of different menus and cater for a variety of dietary needs, including halal, gluten-free and lactose-free. We also have drinks and snacks available throughout the day. Please ask our ward host if you need a particular menu.

The mealtimes on our ward are:

Meals	Times
Breakfast	8 to 9am
Lunch	12 noon to 1.30pm
Dinner	5 to 6.30pm

## Phones

We have a hands-free phone at the nurses' station. If you did not bring your own mobile into hospital with you and would like to use our ward phone, please ask and we will arrange this for you.

You are free to use your mobile phone in your own hospital room. However, you should not use your mobile phone during treatment times or ward rounds. Please note that mobile reception can vary on the ward.

## Visitors

You will be able to have a maximum of two visitors at a time by your bedside, between the hours of 2pm and 8pm (details are based on our most recent visiting policy update). However, there may sometimes be exceptions to this. Please ask the nurse-in-charge for more information.

Before coming into hospital, please read more about our visitor guidance and current restrictions on our website: [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

## Expectation of behaviour

We operate a 'zero excuse for abuse' policy in this Trust. Any aggressive or abusive behaviour towards our staff will not be tolerated. We may ask security to come to the ward should any incident of this nature take place.

## Leaving hospital

On the day that you are well enough to leave hospital (known as being 'discharged'), we will try to get everything ready for you to leave before lunchtime. This may not always be possible. We will keep you informed about the plans for your discharge. If you have any concerns or questions, please ask a member of our team.

**Please remember to check your bedside cupboard and fridge (if applicable) for any personal belongings that you may have stored while staying on the ward. If you have stored any valuables with the cashiers, please let us know and we can collect these for you.**

## **Discharge lounge**

We may move you to the discharge lounge before you leave hospital. Please note that it can take several hours for all your discharge items, such as your discharge summary, medication, and transport to be organised. We will make sure you are well cared for while you wait.

## **Discharge summary**

We will give you a letter that contains details of your hospital stay and medications. We will also send a copy of this letter to your GP.

## **Medications**

We will give you back any medication that you brought into hospital and still need. Please make sure that you have been given the correct medication before you leave and are not missing anything. If we have started you on any new medication during your stay in hospital, we will give you a supply to take home. Your GP will then prescribe more if you need it.

## **Feedback and concerns**

We love to receive feedback from our patients and relatives. To be able to improve our service, we kindly ask you to complete a 'share your experience of our care' questionnaire before you go home.

If you have any concerns during your stay, please speak to the nurse-in-charge, the ward leader or one of our matrons and they will address the matter. If your concerns have not been resolved by talking to the department, you can also contact our patient advice and liaison service (PALS) team.

PALS

Telephone: **023 8120 6325**

Email: [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk)

## **Contact us**

If you have any further questions or concerns, please contact us.

Ward D10 (infectious diseases and cystic fibrosis unit)

Telephone: **023 8120 8334** or **023 8120 3843**

Please note that if you wish to speak to a doctor, their working hours are Monday to Friday, 9am to 5pm.

## **Useful links**

Inpatient ward for adults with cystic fibrosis

Website: [www.uhs.nhs.uk/departments/respiratory/cystic-fibrosis-service-adults/inpatients](http://www.uhs.nhs.uk/departments/respiratory/cystic-fibrosis-service-adults/inpatients)

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)**

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