

Welcome to Clyst Ward

You have been **admitted** to Clyst Ward at the
Royal Devon and Exeter NHS Foundation Trust Hospital

This is a 28 bed ward where you will receive your **specialist care** and **rehabilitation**.

This ward is a specialist stroke unit.

The majority of patients on this unit will have had a stroke but there also some general medical beds.

Phone 01392 402507

Or 01392 402508

Information for Relatives and Friends

Car Parking Charges applicable

Bus Route H1 and H2 from Exeter High Street

PR3 from Digby Park and Ride

For details see transport leaflet available
in main entrance or online at

www.rdehospital.nhs.uk/patients/where

Visiting

Visiting may be restricted due to infection control. This may mean a reduction in numbers of visitors and the time visitors are allowed to be on the ward. We may have to have a booking system to ensure there are not too many people on the ward at the same time.

Visiting Time (if no restrictions in place)

2.30 - 4.30pm and 6.00 - 8.00pm

Only 2 visitors per patient unless agreed with senior nursing staff.

Exceptions are made in special circumstances which are agreed with the nursing staff. This hospital promotes John's Campaign which supports carers of people with dementia.

This means that people with dementia can have a carer they know with them at any time of the day or night.

Laundry Family to take care of personal Laundry.

Contact

All members of the multi disciplinary team are happy to discuss patient progress where appropriate, with their families and friends, and are available at various times.

Nursing staff - during visiting hours (see above), seven days a week.

Junior doctors are available between **11am and 5pm**, Monday to Friday.

Therapists are available between 9am and 4pm, Monday to Friday.

Consultants are available at various times and appointments should be made via the ward staff.

Please nominate one person to be the contact point communication between the ward and your family, this will **minimise disruption** and allow us to have **more time to care** for your **relative**.

If you are **phoning** for a progress report we would be grateful if you **ring after 11:00**, as this will permit a review of each patients' care.

Helpful items to bring in to hospital

Although we can provide wash **things** for your relative, familiar things that your

relative normally uses **aid comfort** and **promote independence**. e.g. soap, tissues, hairbrush, comb, toothbrush, toothpaste, shaver. Suitable **footwear, day clothes** and nightwear are also useful.

It is often helpful to bring in some **photographs** of family/pets/important places/things. Magazines or items relating to hobbies and interests are also helpful. The therapists and nurses can use this information for rehabilitation and **to aid communication**

We do allow patients to use **mobile phones** at their bedsides but politely request that consideration is given to other patients during quiet times and that the phones are switched **off** during ward rounds and therapy sessions. We ask that relatives and friends use the **day room** to make calls. Taking photographs with mobile phones is **not permitted** on the ward under any circumstances. Most patients will have a bedside telephone that accepts both incoming and outgoing calls

Information for Patients, Relatives and Friends

Ward Facilities

- Specialist **equipment**, e.g. hoists and stand aids, electronic profiling beds and pressure-relieving mattresses



- Patient **Day Room** has comfortable seating and a television. Patients use the tables and chairs in the day room as a dining room at lunch time and can use the books, board games and magazines there any time.
- The **Ward Garden** is wheelchair accessible and has outdoor seating, well established plants and is open for all patients, visitors and ward staff to enjoy.
- **Notice boards** above beds are used to give specific information to staff and relatives (for example what type of food or what mobility aids are necessary)

■ **Information leaflets** found in the **day room** are available to read or to take home with you. These cover lots of topics to help people who have had a stroke and their families and friends to understand what is happening and how to deal with some of the issues.

■ **Information** about nursing observations, goals etc can also be found in the **blue folders** by the bed.

■ The **Chaplaincy** service is available for all patients and their visitors to help with any spiritual needs. The nursing staff can help arrange visits. The hospital chapel on level 2 area O is a quiet place for anybody to use.

Mealtimes

Breakfast

7:30-8:30am

Lunch

12:30-1:30pm

Dinner

5:30-6:30pm



Ward Team

Please **let staff know** if you are **worried** or **concerned** about any part of your stay.



Doctors will direct your **medical** care.

Nurses will help with your **everyday** needs.

Physiotherapists will help with your **movement, walking** and **balance**.

Occupational Therapists will help you with your

■ **Washing** and **dressing** skills

■ Home **safety**

■ **Equipment** or **aids**

■ Cognitive problems e.g. **memory**, **problem solving**



Speech and Language

Therapists will

help with your

communication

and with your **eating** and **drinking**.

The **Dieticians** will make sure you are getting enough nutrition to help your recovery.



Other team members you may meet are the **pharmacists** who help with **medication** and the **administrative staff** who help with the organisation of the ward.

Research on the Stroke Unit

The **Research Team** are also members of the stroke team. Whilst you are on the ward you may be offered the opportunity to take part in **clinical trials** and **research studies**. Research studies are essential to help us to understand more about stroke, how best to protect people from having strokes and how to treat people who have had strokes.

Information for Patients (and Relatives and Friends)

The Rehabilitation Process

Our **Aim** is to help you;

- Identify the **problems** you are having
- Find ways of **coping** with the effects of your stroke
- **Recover** as far as possible
- Get the **support** and **assistance** you need.

To do this it helps to set **goals**.

This can be difficult to do on your own, so you may want to communicate to the staff or your family about this.



We will talk about what you want to achieve: these are your goals.

Your **goals** can be **big or small** – for example:

- Washing yourself
- Walking to the bathroom
- Sitting out in a chair for meals
- Going back home

Your goals will be broken down into **small steps**. remove steps drawing please

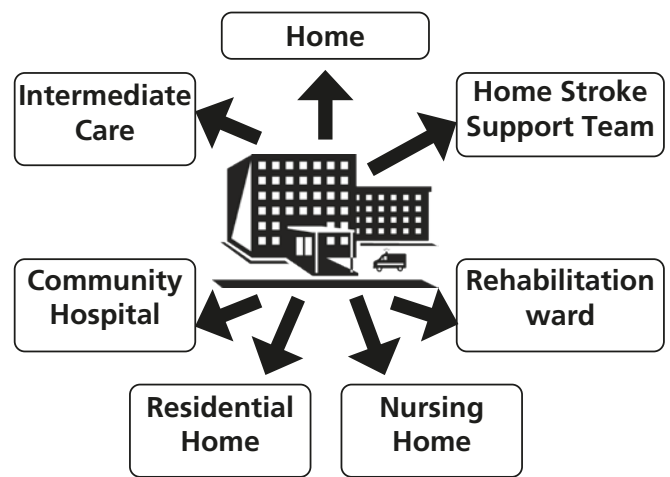
To help you **achieve** each step you will be given **activities**, and staff will help you carry these out during the week.

A record of these goals will be kept in the blue folder for you and your relatives to refer to.

Every week the team will **review** your **targets** and set **tasks** for you to practise on your own, with relatives/ friends and staff.

To make the most of your stay on The Stroke Unit, it is very important that you and your relatives are involved in these tasks.

We will organize **discussions** with you at appropriate times during your stay on The Stroke Unit to discuss your **progress** and **your discharge** from here.



Other people still need to be in hospital and are transferred to a rehabilitation ward, either in the RD&E or in the community.

Your plan to discharge:

When?

When **you** and the **hospital team** feel that you are ready to move on.

How?

The **Multidisciplinary Team** will **meet** to:

- Review your **goals**
- Discuss **expectations**
- Determine your **safety** in an environment
- Discuss your **health**.

Your Discharge

Where Next?

(diagram has to include home, further rehab with the StrokeSupport Team, rehabilitation ward, community hospital, nursing home, residential home, intermediate care.)

Some people need further **stroke specific rehabilitation** once leaving the acute unit. For some this can be achieved at **home** with the **Stroke Support Team**.

If **further support** is required after discharge from hospital, this may be provided by The Stroke Support Team or by the local Community Rehabilitation Teams. For more information please speak to the **Occupational Therapists**.

If you have any **concerns, comments or questions** please speak to any member of the team. We have a **red suggestion box** on the wall between the entrance and the day room if you want to leave us a note. A **feedback card** will be given to you on discharge, we would be grateful if you could complete it as this helps us understand what is going well in the ward and what we need to improve on.

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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