

Coming into Hospital

(Easy Read)



Welcome!



Welcome to our hospital.
We will do our best to look after you.

Worried?



If you are worried, please talk to one of us.

A special team

A special team helps us all to look after people with learning disabilities.
You can always ask to talk to them.
You can phone them on 01392 402237.

Carers



Your carer can come in with you.
Your carer can stay with you, if you like.
Please ask the matron about this.

Visitors

Your friends and family can come and visit you.



10:30am to 8pm



When you get your letter asking you to come in



Phone us

Phone to let us know if you can't come.
The phone number will be on your letter.



Phone the Benefits Office

If you get benefits, tell the benefits office you are coming into hospital.

Phone them on **0800 882200**.

Getting ready to come in

Eating and drinking



Check if it is OK to eat and drink before you come.
It will say if you can or not, on your letter.

Medicine



Check if you should take your medicine or not.
It will say if you can or not, in your letter.



Carers



Your carer can come in with you.
Your carer can stay with you, if you like.

Washing



Please bath or shower before you come in.

Remember to bring with you ...

Things you need from your bathroom



Bring everything you need for bathing or showering, brushing your teeth and doing your hair.

Bring tampons or sanitary towels and shaving things, if you need them.



Day clothes

Bring clothes you like to wear during the day.



Night clothes

Bring clothes to wear when you are in bed.



Medicines and pills

Bring in any medicine or pills you are taking.

Show them to one of the nurses looking after you.



Hospital Passport

This is my **Hospital Passport**

For people with learning disabilities coming into hospital

My name is:

If I have to go to hospital this book needs to go with me. It gives hospital staff important information about me and reasonable adjustments that I may require. It needs to be kept near my bed and returned to me when I am discharged.

This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.

Things you must know about me

Things that are important to me

My likes and dislikes

Royal Devon & Exeter NHS Foundation Trust - 01392 402237
rde-tr.learningdisability@nhs.net
South Devon Healthcare NHS Foundation Trust - 01803 654994
SDHCT.learningdisability@nhs.net
North Devon Healthcare NHS Trust - 01271 314171
ndht.learningdisability@nhs.net

We want to give you a Hospital Passport.

You can use it to tell us what we need to know about you.

Please download it from our website:

www.rdehospital.nhs.uk/docs/patients/help/learning_disability_passport.doc

Click here to get it.

Please fill it in and bring it with you.

What not to bring

Do not bring TV or radio or computer



They might get lost or broken.



Do not bring lots of money

It might get lost.



Do not bring jewellery

It might get lost.



Do not bring alcohol

People don't drink alcohol while they are in hospital.



Do not bring cigarettes

It's against the law to smoke in our hospital.

Keeping your things safe

Keeping things safe



Ask us to look after your special things for you.

Getting here

You can come in a car



We have car parks but sometimes they are full.
You normally have to pay to park.

You can catch a bus



The 'H' bus comes right to the hospital.
It also goes along Exeter High Street.

Phone for help getting here

We might be able to help if you cannot get here. This could be because you haven't got a car, can't use a bus or train and you have no-one else to help you.



If you think you need help, please phone the number nearest to where you live in the list below:

Exeter & East Devon.....	01404 46529
Tiverton.....	01884 242099
Crediton.....	01363 773303
Okehampton.....	01837 55000
Holsworthy.....	01409 259001
Tavistock.....	01822 618028
North Devon.....	01271 314332
South Devon, Torbay & Teignbridge.....	01803 656777
Cornwall.....	0845 0539100
Somerset.....	01278 727444

When you arrive

Come in the main entrance



Go to Reception



Tell the person at the Reception desk where you need to go.

They will tell you the way.

Someone can take you, if you need that.

Bracelets for you



After you get to the ward, we will give you two special bracelets to wear.

They will have your name and other things about you on them, so we always know who you are.

Staying with us

People looking after you

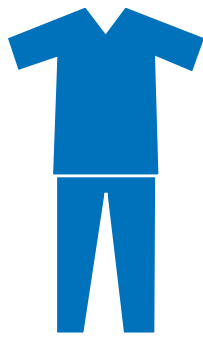
The people looking after you have different colour uniforms. Here are pictures of some.



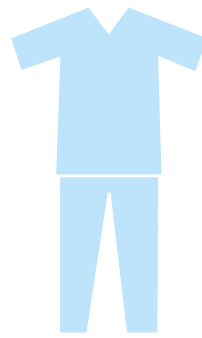
Doctor



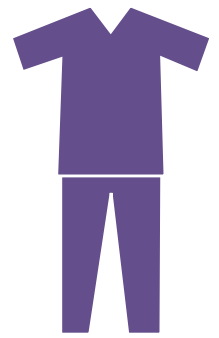
Matron



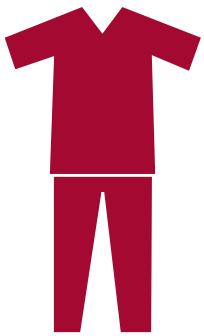
Nurse



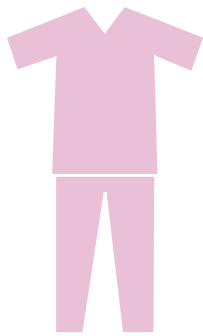
Healthcare
Assistant



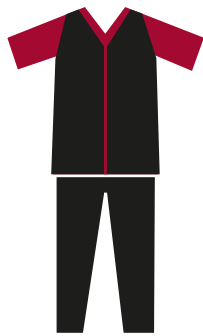
Midwife



Physio



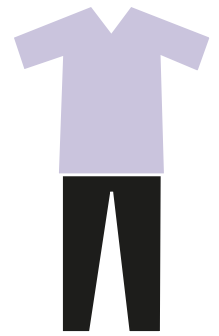
Heart
Technician



Housekeeper



Ward Clerk



Cleaner

Eating



We will give you 3 meals a day.

If you want snacks or drinks as well, please ask us.

We want you to enjoy your food. Please let us know if you do not like it.

If you have a special diet, please tell the ward staff.

If you need help to eat or drink, someone must tell the ward staff.

There are cafés you can use here, if you like.

Please tell a nurse before you go out to the café.

Religion



We have our own chapel. Anyone can use the chapel.
You do not have to be a Christian.

You can go there for a service, or to pray.

You can go there just to be quiet on your own.

You can go there to find someone to talk to.

Please tell a nurse before you go.

Shops and Post



We have a post box.

This is near the main entrance.



We have a Chemist.

This is on the ground floor in Area P.

TV, radio and phone



You can use TV, radio and a phone when you are in hospital.

You have to pay for this.

If you want this, please ask us.

Mobile phones



Please do not use your mobile on the ward.

Please do not use it in a clinic.

Keeping us all safe



Security Officer

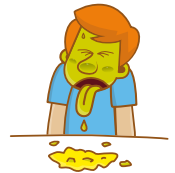
We have our own security team to keep us all safe.

Keeping germs away

Diarrhoea and vomiting



Have you or someone you know had diarrhoea and vomiting in the last two days? If so, tell us before you come in.



Tell us if the bathroom is dirty



You can also tell us if you discover somewhere else that is dirty in the hospital.

Never sit on beds



Do not sit on other people's beds.

Do not let visitors sit on your bed.

Washing hands



Always wash your hands before you eat.

Always wash your hands after you go to the toilet.

Please remind us to wash our hands before we touch you, if we forget.

Do not touch



Do not touch a wound, drip or drain.

If you need help with one of these, please ask a nurse.

Promises

We promise



To be kind to you.

To do our best to make you feel safe and happy.

To explain what is happening to you so you understand.

To ask you before we do anything to you.

To let your carer know how you are, if you want us to.

We want you to promise



To be nice to us.

To let us know if there is anything extra we can do for you.

To tell us what is good or bad about your stay.

Joining our members' group

Our group

We have a special group patients and carers can join.

You will get a newsletter 4 times a year.

You can come to meetings, to hear what is going on at the hospital and tell us what you think.

To join the group please call us on **01392 403977** or email us at: rde-tr.foundationtrust@nhs.net



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

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