



## Cloudesley Ward A patient's guide

Contact information:  
**020 7288 5448**

Level 6  
Whittington Hospital  
Magdala Avenue  
N19 5NF



### Things You Can Do

✓ **Be involved in decisions about your care**

Tell us what you think and feel free to ask questions. Let us know if you want your family or carers involved in decisions about your care.

✓ **Participate in rehabilitation**

Increasing what you can do for yourself is an essential part of getting better. Making an early start with the therapy team will speed up your recovery.

✓ **Eat and drink well**

It is the key to recovery. We will help you if you have difficulty with eating and drinking. A red tray will highlight you need assistance. Family are welcome to assist at mealtimes if you would prefer. If your appetite is poor we may offer you supplements.

✓ **Review your medication with us**

We want to know if you have problems taking your medication or experience side-effects. Please let us know if your medicine comes in blister packs. We are happy to talk through your medicines with you.

### Before Leaving Hospital

We will provide you with:

- A copy of your discharge summary
- Details of any follow up appointments which are necessary
- A 14 day supply of your medication

### Compliments, Complaints or Concerns

If you have a compliment, complaint or concern, please speak to your ward team in the first instance. If you would rather speak to someone outside of the ward you can contact the Patient advice and liaison service (PALS) on 020 7288 5551 or [whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

### Accessibility

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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## General Information

Cloudesley ward is one of our care of older people medical wards at Whittington Health NHS Trust. The ward is situated on Level 6 of the hospital.

Ward phone number: 020 7288 5448

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Wearing your own clothes is encouraged. We do not have a laundry facility on the ward so worn clothes will need to be taken home to be cleaned.

We do offer food choices and additional menus to suit dietary and cultural preferences. Please ask a member of the team if you would like to access these menus. Finger foods are also available.

Please ask a member of the team if you would like to make use of the various games, activities and books that are available.

There is a hospital canteen and a shop for patients and visitors on the first floor where you can buy food, drinks, magazines etc.

We have a multi-faith room and a chapel located on Level 3 in Kenwood Wing. There is also a 24 hour spiritual and pastoral care service.

## Your Doctors

### Consultant Dr Johnny Swart

Along with a registrar and junior doctors

The doctors will see you every weekday to check on your progress and address any medical problems affecting your recovery. Consultant ward rounds take place on Monday and Thursday mornings.

If your family or friends would like to speak to a doctor, please let your nurse know.

### Your Senior Nursing Team

<b>Matron</b>	Kevin Gilbride
<b>Ward Manager</b>	(Tisenia) Tess Alombro

Meal Times	Visiting Hours*
<b>Breakfast</b> 7–8am	
<b>Lunch</b> 12.30–1.30pm	2pm until 8pm
<b>Dinner</b> from 6pm	



\*We welcome the carers of patients on our wards and we would like to work in partnership with you.

**If you are a carer, please let the staff know who you are.**

## Your Recovery team

**The nursing team** will assess your condition, dispense your medication, help you with personal care and deal with any concerns you have.

**The physiotherapist** will help assess physical movement and advise on a suitable exercise programme.

**The occupational therapist** will assess your function and advise on aids and adaptations to facilitate independence.

**The dietician** will advise you on the right nutrition.

**The speech & language therapist** will help with swallowing and communication problems.

**The pharmacist** will review your medication and address any problems with it.

**The social worker** will help arrange any care you need on discharge and may identify any benefits you are entitled to.

Depending on your condition we may invite a specialist team to come and review you.