

CAVELL REHABILITATION UNIT

Information for Patients and Relatives

Contents

Introduction	page 2
Contact details	page 2
Information for Visitors	page 3
Your stay on the Unit	page 5
People involved in your care	page 6
Discharge	page 7
Practical Information for your stay	page 8
Concerns	page 10
Directions to the Unit	page 11-12
Map	page 13
Your own notes	Page 14

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Introduction

The Cavell Rehabilitation Unit is based on Cavell Ward in the Jeffrey Kelson Unit (JKU) in the Whittington Hospital. The ward has excellent therapy facilities, including a large gym area and a day room.

It is an inpatient service for patients who require a further short period of rehabilitation following their stay in an acute hospital ward. Patients will receive specialist treatment at a level that cannot be given in the community or at home by their GP. This enables people to continue their recovery and to become more independent through a co-ordinated and comprehensive rehabilitation programme, so that they can move on to complete their care in a community setting.

Patients must be willing to and able to participate in therapy, working to achieve goals set with the nurses and therapists.

Once you have achieved your rehabilitation goals, or do not need in-patient rehabilitation, your specialist care and treatment in Cavell Rehabilitation Unit will be complete and you will be discharged from the unit to services that will support your continued recovery in the community.

Contact Details / Telephone Numbers

Nurses Station/Main Ward number	020 7288 5449/ 4865
Therapy and Doctors' Desk	020 7288 4792
Ward email address	cavellrehab.whittington@nhs.net
Rehabilitation Co-ordinator	carolemacgregor@nhs.net
Head of Rehabilitation	delia.thomas@nhs.net

It is helpful if one nominated relative enquires about your progress from the nurse in charge (a notice board in the ward identifies who is the nurse in charge of each shift) and feeds back the information to your family.

Visitors

Visiting Hours

Monday - Friday

3.00pm – 5.00pm and 6.00pm – 8.00pm

Saturday and Sunday

2.00pm – 5.00pm and 6.00pm – 8.00pm

(5.00 – 6.00 pm each day is 'protected meal time')

If your friends and relatives are unable to visit during these times, please contact the Nurse in Charge who will try to accommodate them.

Please understand that your rehabilitation may continue for short periods during visiting times. Families are encouraged to attend therapy sessions with their relatives.

We do not advise bringing young children to visit, mainly due to the danger of infection. If bringing children or babies to visit, please check with the Nurse in Charge prior to visiting.

Visitors may bring in food or snacks to be eaten that day, but **must** inform the nursing staff and check whether there are any special dietary requirements or food consistency restrictions due to medical condition first. Due to Health and Safety regulations we are unable to heat up or facilitate preparation of food that visitors bring in.

Food and drink should **never** be shared or given to other patients on the ward.

Please do **NOT** bring in food that will not be eaten on that day and which may perish or get contaminated if left open e.g. fruit, packets of biscuits, ice cream etc. Individually wrapped biscuits or sweets are allowed.

Canteen facilities and a shop are on site for visitors in the Whittington Court area on the 1st floor above the main Magdala Avenue entrance to the hospital between 7.30 am and 8.00 pm each day of the week.

Mobile phones may safely be used whilst on the unit.

Preventing the Spread of Infection

It is important for avoiding infection in hospital that visitors follow the recommendations below. More information can be found in leaflets available on the ward.

Please ensure you wash your hands with soap and water, and thoroughly dry them after using the toilet and if you assisted with any personal care. Please always apply the alcohol gel provided when entering and leaving the ward.

Please do not visit if you or any of your close family are feeling unwell e.g. with a cold, flu or diarrhoea until you have been 48 hours clear of symptoms.

Report to the Nurse in Charge or person at the nurses station on arrival each time you visit so that we can provide you with any new information and answer any questions you may have.

There is a limit of two visitors at the bedside at any time, and visitors are asked not to sit on the patient's bed. Personal belongings around the bed space should also be limited to enable cleaners to clean the bed area. Please do not leave food on the ward.

Please note that it is against our local policy for patients to have flowers, or plants in soil or any other preservative agent on their bedside tables while they are in our care. Therefore please do not purchase and bring in these items as you will be asked to take these home with you.

Your time on the Unit

When you arrive you will be welcomed to the ward.

The multi-disciplinary team will offer: -

- Assessment of your treatment needs.
- A rehabilitation programme, with achievable goals, agreed with you.
- Re-assessment throughout your stay
- Planning with you and your family and with other services in the community, in order to enable your discharge from the unit.

Rehabilitation will be aimed at improving your mobility and independence to enable you to return home if possible.

Therapy sessions will take place Monday – Friday, and nurses continue a rehabilitation approach over the weekend.

Active participation is likely to lead to the greatest improvement in your health and independence.

The length of time spent on Cavell varies and depends on the rate of recovery. Most people stay between 2-6 weeks.

We will make sure that arrangements are in place for you when you leave the Cavell Rehabilitation Unit. The team will involve you and your family/carers (with your agreement) in these arrangements, and will also work with community and social services, your GP and others to ensure that all arrangements are in place.

We have confidence in the people who will continue your care after you leave us.

All medical and personal information is kept confidential; you will be asked your permission to share information with other people outside the Cavell Rehabilitation team.

People involved in your care

You and your family

You are central to your progress and we like to involve your family if you agree to this.

Nurse

You will have a named nurse allocated to you on admission, although any nurse will be happy to discuss any aspect of care with you. Qualified Nurses are on the wards 24 hours a day, supported by Health Care Assistants and Rehabilitation Enablers, and work a shift pattern with handovers at the end of each shift (early morning, afternoon and evening).

Doctor

Patients are under the care of Dr Rollitt, Consultant Geriatrician. Dr Rollitt visits once a week for a ward round and a multi-disciplinary team meeting.

A junior doctor is available Monday to Friday 9.00am to 5.00pm; should medical advice be required outside these hours, nurses liaise with the doctors on call at the hospital.

Physiotherapist

Following assessment, the Physiotherapist will work with patients to plan an appropriate treatment programme in order to regain function and mobility. The overall aim is to increase independence, taking into account previous lifestyle and home environment.

Occupational Therapist

The Occupational Therapists work closely with other members of the team, social services, other agencies and families to help patients regain maximum independence for daily life. This includes working on everyday tasks such as washing and dressing, shopping and cooking. They also assess what equipment or services may be required to carry out these activities when you are home, thus playing a vital role with help in discharge planning.

Speech and Language Therapist

The role of the Speech and Language Therapist is to work with patients with communication and/or swallowing difficulties, advising on the safest consistency of food or fluids and developing ways to help maximise communication and/or swallowing ability.

Dietician

The Dietician will see patients referred from the multi-disciplinary team or if patients request information about their diet. Following an assessment, the Dietician will monitor and advise patients about nutrition and hydration.

Discharge Administrator

The role of the Discharge administrator is to co-ordinate discharge from the unit, and to liaise with the services required for discharge, including social services.

Discharge

Plans for discharge are made from the outset and involve liaison with family and friends (with your consent) to enable you to leave with the right level of support, if required.

People do not stay on Cavell Rehabilitation Unit for a long time and we will help you plan your discharge so that when the time comes you can be confident about leaving hospital. Most people admitted to Cavell return to their own homes. Some patients however, require additional support, for example:

- Care at home (home carers) to assist you at home.

- Short-term / Long-term placement in a Residential or Nursing Home.

- Community nursing and/or therapy.

We work closely with social services as well as health services to arrange support you need.

Occasionally people need to move to temporary (interim) accommodation if where they want to live is not available or ready for them e.g. a care home has no vacancies or their house is being repaired.

Practical Information for Your Stay

Badges

All staff should wear identification badges at all times. Please ask them to show this to you and to introduce themselves if you cannot see it easily.

Uniforms

Clinical staff working on the unit wear uniforms. You may see different colours but generally qualified nurses wear blue tunics and therapists wear white tops.

Please ask a member of staff to identify themselves if you are unsure or you see a different coloured uniform.

Call Bells

Call bells are provided by each bed in order to call for attention. Nurses will ensure that this is within your reach and will answer a call as soon as they can.

Telephones

You may safely use mobile phones when on the ward.

Housekeeping

Your bed space will be cleaned daily, and staff are available to assist with serving meals and giving patients drinks.

Clothing

You will be encouraged to wear your own clothes, which should be labelled to help ensure that they do not get lost.

We ask you to bring in a pair of well-fitting shoes or slippers, as this helps with rehabilitation and improves your safety whilst walking.

We do not provide a laundry service for patients' clothing. We provide plastic bags (which will be by the patient's locker) for relatives to take clothes home for washing. Please ask a nurse if you need a fresh bag.

If relatives wash clothing at home they should :

Wash clothing separately from their own clothes, at the hottest wash suitable for the fabrics.

Cover cuts or lesions on their hands prior to handling the laundry or wear rubber gloves if this is not possible, and wash their hands after handling the laundry.

Personal Possessions

We strongly advise you not to bring in valuables e.g. jewellery, large amounts of money, credit cards. We do not take responsibility for any loss or damage of items brought onto the ward. You will need to bring in your own toiletries and razor.

Electrical items (which are not electric razors or do not have a moulded plug) must be checked by hospital electricians. Please tell the nurses if you bring these in to the unit.

Food

We try to meet all dietary needs. There is always a choice of foods, with a different menu each day. Patients are encouraged to have their meals together. We try to provide 'protected mealtimes', with no visitors present so that patients are able to eat without interruption.

Breakfast 7.30am – 8.00am

Lunch 12.00pm - 1.00pm

Dinner 5.00pm – 6.00pm

Hot drinks are served at other times during the day.

Smoking

Whittington Health operates a non-smoking policy which means that people must not smoke on the hospital premises or grounds. This applies to patients, staff and visitors. We are able to offer free advice, support and treatment to assist you to give up, through our Smoking Cessation Service, if required.

(0800 085 6258 or www.quitsmoking.uk.com)

Concerns

We encourage you or your family to raise any worries you have with the Nurse in Charge of the shift or the Rehabilitation Coordinator.

Additionally, the Patient Advice & Liaison Service – (PALS) provide confidential advice and support to patients, families and carers and help to resolve any problems or concerns. They will support you to make a formal complaint should you wish to do so.

The PALS office is located in the main entrance of the Whittington Hospital, to the left of the reception desk. The office is open Monday to Friday, 9am-5pm.

Contact details

Tel: 020 7288 5551

Email: whh-tr.whitthealthPALS@nhs.net

Fax: 020 7288 5822

Getting here

Cavell Rehabilitation Unit is located in the Whittington Hospital:
Level 6, Great Northern Building
Whittington Hospital
Magdala Avenue
London N19 5NF



Parking

There is no parking at the hospital during the day but we do have a limited number of disabled (blue disc) parking spaces.

Parking is allowed between 5pm and 8am Mondays to Fridays and all day at the weekends. The first 20 minutes is free, and after that is charged at £2.00 per hour. There is a limited amount of pay and display parking on the roads around the hospital.

For up-to-date information about parking in the area visit www.islington.gov.uk/transport/roadsandparking or phone 020 7527 2000.

We would advise you to organise a lift to the hospital, to use a taxi, or to come by public transport if at all possible.

Drop off / pick up

Cars can drop off and collect patients and their carers/companions from the hospital entrance on Magdala Avenue but they cannot park or wait there. Buses stop outside the Emergency Department entrance on Highgate Hill and outside the main entrance on Magdala Avenue. Please see below for bus routes.

Bicycle

Cycle stands are also provided by the hospital for those wishing to cycle. Stands are situated adjacent to the main entrance of the hospital, and near the entrance to the Emergency Department.

By bus

Many bus services travel through Archway, these include:

C11	134
W5	143
4	210
17	263
41	271
43	390

For details on these bus services please visit the Whittington Health website:

<http://whittington.nhs.uk>

By tube

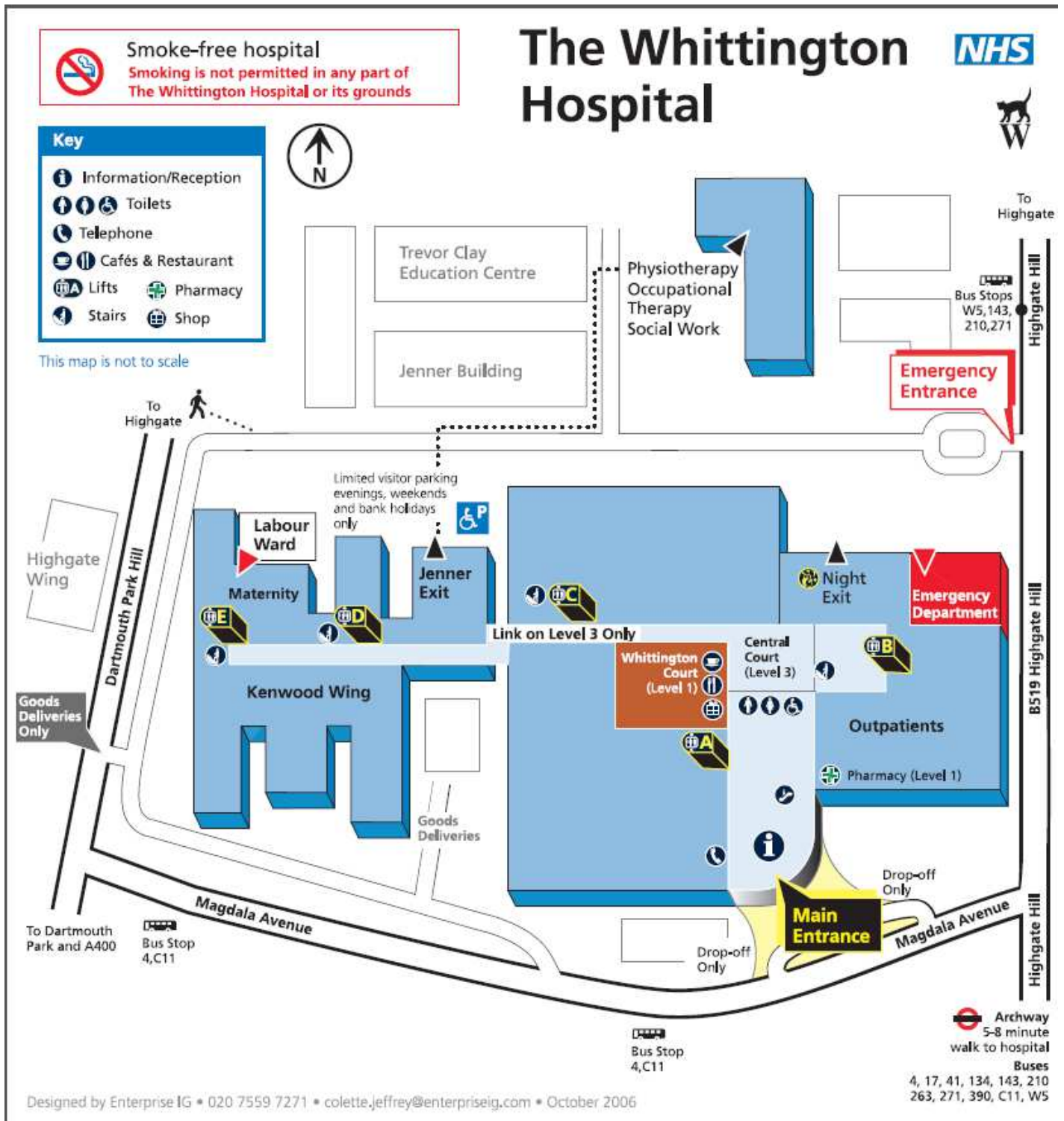
The Whittington Hospital is located near to Archway Tube Station, which is approximately a five to eight minute walk away. Archway tube station is located on the High Barnet branch of the Northern Line.

By train

The Whittington Hospital is located near to Upper Holloway Rail Station, which is approximately a 10 - 12 minute walk away. Upper Holloway station is on the Gospel Oak to Barking line of the London Overground.

For more information on getting to the Whittington Hospital by public transport please visit www.tfl.gov.uk

Site map:



Cavell Rehabilitation Unit is accessed by lift/stairwell C on the third floor. If coming from the main entrance, take lifts A to level 3, and then follow the signs to lifts/stairwell C.

Your Own Notes: