

Information for patients

Department of Clinical Neurosciences (DCN)



Welcome to our unit

The Department of Clinical Neurosciences at the Royal Infirmary of Edinburgh campus, within the Royal Hospital for Children & Young People (RHCYP), consists of 59 beds across three wards. Patients admitted to our department will be looked after by a multidisciplinary team. This team includes nurses, doctors, physiotherapists, occupational therapists, pharmacists and dietitians.

We have Open Visiting in our wards, but we encourage visiting after 11am due to ward rounds, washes and therapists seeing patients. We have protected meal times at breakfast, lunch and dinner. Meals times are at 8am, 12pm and 5pm. There will be occasions when visitors will be asked to sit in a waiting area; during personal care, ward rounds, or before coming into the ward.

What you will need for your stay

Although we can provide basic toiletries, you may wish to have a relative bring in your own supply. Please also bring any clothing and nightwear you might need; we can provide bags to take away washing. We encourage patients to dress in their own clothes during the day. We also ask you to bring in footwear with good grip which encloses the foot with laces or Velcro. No slip-on shoes please.

If you require them, please remember to have someone bring your glasses, dentures, hearing aids and batteries, if possible. Please do not bring any valuables such as jewellery or lots of cash. **We are not responsible for any losses as there is no storage on the wards.**

During your stay

During your stay you will be under the care of a consultant, and each day you will be reviewed by the medical team. Any updates and plans regarding your care will be discussed with you and, if you wish, your family. Please do not hesitate to ask the medical or nursing team any questions.

Planning for your discharge will begin as part of your admission, and when you are discharged from the hospital you may be moved to our Discharge Lounge to wait for transport.

We will do our utmost to maintain your dignity and treat you with respect at all times.

Ward entrances and exits

Please note that the doors to the wards have a controlled entry and exit system in place to maintain patient safety. This does not affect you or your visitor's right to enter or leave the ward at any time. A member of the team will be happy to open the doors for you as required. Please be patient with staff as they also manage their clinical duties.

We would be grateful if when you enter and leave the ward you do not allow anyone else in or out of the door with you, to maintain safety within the unit.

If you have any further questions or would like any other information about this, please ask a member of our nursing team.

Compliments and complaints

We are always committed to improving our service. We aim to care for patients with courtesy, professionalism, integrity, openness and respect. If you wish to speak to the Nurse-in-Charge about any aspect of your care, please do not hesitate to do so.

If you feel we have not addressed your concerns to your satisfaction, you may formally submit your concerns to the NHS Lothian Patient Experience Team:

Patient Experience Team
Waverley Gate, 2-4 Waterloo Place
Edinburgh, EH1 3EG
Tel: 0131 536 3370

OR Please tell us about your care today – was it good?
What could be better?

Share your story at: www.careopinion.org.uk

Contact us

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| Ward 130 Level 1: | 0131 312 0372/3 |
| Ward 130: | 0131 312 0130/2 |
| Ward 230: | 0131 312 0230/2 |
| Ward 231 | 0131 312 1232 or 0131 312 1240 |
| OPD 7: | 0131 312 1709 |