

# Intermediate Care

Information for patients and their families

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Liberton hospital address:  
**113 Lasswade road, Edinburgh  
EH16 6UB**

Ward telephone numbers:

Ward 1: **0131 536 7876**

Ward 2: **0131 536 7877**

Ward 4: **0131 536 7879**

Car parking is available to visitors  
at the front of the building or on  
street.

Lothian bus no 31 is the nearest  
bus stop to the hospital.

Unfortunately there is no canteen  
or cafe on site but there are  
vending machines for cold drinks  
and snacks.

## Liberton Hospital



## Findlay House



Fillieside ward is situated within  
Findlay house hospital.

Findlay house hospital address:  
**Seafeld Street, Edinburgh EH6 7LN**

Telephone number: **0131 454 2220**

Car parking is available to visitors.

Lothian bus no 1 is the nearest bus  
stop to the hospital.

Unfortunately there is no canteen  
or cafe on site but there are  
vending machines for cold drinks  
and snacks.

## Intermediate Care

If you have recently been in hospital or had an illness or fall, you may need temporary care to help you get back to normal and stay independent. This short-term care is sometimes called intermediate care. The service is designed for Edinburgh residents over the age of 65, who would benefit from a period of rehabilitation to enable them to return home or to the place most suited to their needs.

Soon after you arrive in hospital you will be given a planned date of discharge (the date we are working towards as we plan for you to leave hospital). This date will be reviewed regularly throughout your stay.

While you are in hospital, your care will be provided by a team called the multidisciplinary team (MDT). The MDT provides support daily to optimise your physical, psychological and mental health needs.

This team is made up of different staff such as Doctors, Advanced Nurse Practitioners, Nurses, Occupational therapists, Physiotherapists, Dieticians, Speech and Language Therapists, Social Workers, etc.

Working in partnership with you, your family and/or carers, and support services in your local areas we will create a plan for your care in hospital and for when you leave hospital.

The MDT holds a weekly meeting with the ward consultant. This allows the team to feedback on progress made and plan the next steps in your journey.

Each patient (and/or family) is encouraged to consider a treatment escalation plan (TEP) soon after their arrival in discussion with doctors and nurses. The TEP takes on board your preferences for different levels of treatment and care, and what is likely to be effective for you.

## Welcome and Admission

A member of the ward team will go through the Welcome Pack with you when you first arrive on the ward. They will answer any questions you may have about your stay.

It would be helpful if we know what matters to you most. You will be asked to help complete a "Getting to know me" document with your relative's support if necessary.

Please also read the 'John's campaign' leaflet in this pack which informs you how we would like to support family and friends and carers to be equal partners in looking after their relative.

We will strive to make sure your stay on the ward is as comfortable as possible.

## Hospital Facilities

During your hospital stay we want you to feel well informed. Our aim is for you to be at the centre of decision making around your care.

### Visitors

Visitors are welcome at any time during the day, but we do have protected mealtimes so that you can enjoy your meal without interruptions. If your relative is supporting you with your meal, they may visit at this time. Otherwise we would request that they visit outwith mealtimes.

### Meal times

Breakfast: **08:00-09:00** Lunch: **12:00-13:00** Dinner: **17:00-18:00**

Staff will support you to choose your meal from the menu daily. Staff would really appreciate any information around your likes and dislikes.

Tea and coffee and cold drinks are available throughout the day.

### Smoking

There is a no smoking policy within NHS Lothian and there is no smoking in the NHS grounds for any patients, staff or visitors.

## Laundry facilities

The ward team will supply bags for your relatives to take away any laundry. We ask that relatives please hang up the laundry being returned in your allocated wardrobe.

## Telephones

A member of staff will answer the ward phone which is portable for incoming/outgoing calls. Please be mindful during busy periods of the day when staff may be carrying out personal care, especially in the mornings.

You can also use your own mobile phone in designated areas of the ward. Speak to staff for further information.

## What should I/my relatives bring into hospital?

- Day and nightwear
- Supportive slippers and shoes - this helps individuals with balance and can increase confidence when mobilising with the support of the staff.
- Toiletries - marked with your name if possible
- Watch/alarm clock/calendar
- Books, magazines
- Reading glasses, hearing aids & batteries, dentures: please mark with your name as much as possible
- Photographs – these might help individuals who have become confused or disorientated on admission.
- All electrical equipment needs to be tested for safety before use on the ward. Please give equipment to a member of staff who will arrange for it to be checked.

## Is there anything I cannot bring onto the ward?

Please do not bring large amounts of cash, cheque books, credit cards.

**This is not a full list and staff will inform you of any other items that are not allowed on your ward.**

## Staff you may meet on the ward

There are many different people available to help you on the ward. You can identify them by their uniforms:



**Smoked berry burgundy**  
Clinical Nurse Manager



**Navy blue**  
Senior Charge Nurse



**Cornflower blue**  
Nurse/Midwife

**Mediterranean blue**

Allied Health Professionals (AHPs)

Examples of AHPs include dietitians, physiotherapists, and Occupational therapists

**Ocean blue**

Other healthcare professionals including Healthcare Science staff

**Pale sky blue**

Clinical support staff

**Silver grey**

Nursing/Midwifery AHP students

**Dark green**

Catering and Domestic supervisors

**Mid green**

A range of staff who undertake non-clinical duties including Catering and Domestic staff, Porters Estates, Admin & Clerical

Medical staff will also be present in the hospital but may not be recognised by their uniform. They may wear scrubs or their own clothes.

**Occupational Therapists (OTs)** work with you to overcome challenges with everyday tasks and help you to carry out daily activities that maintain health and wellbeing. This may be on a group or individual basis. OTs will provide advice on practical layouts at home and any ongoing support you may require.

**Physiotherapists** work with you to help restore/maintain movement. They provide any necessary physiotherapy assessment and treatment.

**Speech and Language Therapists** assess and treat speech, language and communication problems in people of all ages to help them better communicate. They also work with people who have eating and swallowing problems.

A **Social Worker** is allocated to our ward to support with welfare advice and can help to create a plan for when you leave hospital.

**Dieticians** are specialists in food and nutrition. They provide dietary advice and promote well-balanced diets based on individual needs.

**Interpreters** - Staff can arrange an interpreter if you need one.

## Words and Phrases

You might hear the following words and phrases when in hospital:

**PDD** - planned date of discharge. The date we are working towards as we plan for you to leave hospital.

**Care Plan** – this is a way of recording the help and support you need and explains how this will be done.

**Person Centred Care** – staff are committed to person centred care which ensures that you are the focus of all activity. You will be fully involved in all aspects of your care.

**Anticipatory Care Plan (ACP)** is a person-centred approach where health and care professionals work with individuals and their families to have the right conversations about what matters to them.



## Feedback and Complaints

If you would like to make a suggestion, compliment or have a complaint please:

- Speak to the Nurse in charge on duty initially
- Speak to the Senior Charge Nurse of the ward or Deputy Charge Nurses
- Contact the Patient Experience team below.

NHS Lothian Waverley Gate  
2-4 Waterloo Place Edinburgh  
EH1 3EG

Telephone: 0131 536 3370 (9am-2pm)

Email: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk)

Website: [www.nhslothian.scot/yourrights/patient-experience-team-tell-us-about-your-experience/](http://www.nhslothian.scot/yourrights/patient-experience-team-tell-us-about-your-experience/)



## Questions I want to ask



