

Willow Ward and Prospect Bank Ward

Information for patients and their families





Willow Ward

Ferryfield Hospital

**100 Pilton Drive, Edinburgh
EH5 2HF**

Ward telephone number

0131 332 5661

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

Lothian bus no's 21,22,27,37,38 have routes that pass near Ferryfield house

Unfortunately there is no canteen or cafe on site but a supermarket is nearby.

Prospect Bank Ward

Findlay Hospital

**5 Seafield Street, Edinburgh
EH6 7LN**

Ward telephone number

0131 454 2205

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

Lothian bus no's 13,49,1, 47, pass near Findlay house

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

Willow Ward and **Prospect bank ward** are 21 bed wards providing NHS hospital based care for people with dementia.

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

This team is made up of different staff such as Consultants Psychiatrists, Doctors, Advanced Nurse Practitioners, and Nurses.

Doctors and Advanced Nurse Practitioners provide physical and mental health care **Monday – Friday 09:00 – 17:00**.

Out with these times we have a dedicated out of hours team to support the ward.

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.

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 out with mealtimes.

Meal times

Prospect bank ward: Breakfast: **09:00-10:00** Lunch: **12:30-13:30**
Dinner: **17:00-18:00**

Willow ward: Breakfast: **09:00-10:00** 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.

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.

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 moving around 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 , pictures, small ornaments – familiar items can help people feel comfortable and orientated.
- 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.
- There is the facility to hold up to £30.00 for each individual at ward level. Staff cannot be responsible for monies not handed in for safe keeping.

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

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

Activities coordinators provide support to get involved in meaningful activities

Psychologist *on request by MDT* works with the team to find ways to help the person with dementia to function well and reduce distress

Occupational Therapists (OTs) *on request by MDT* work with you to overcome challenges with everyday tasks and help you to carry out daily activities that maintain health and wellbeing. =

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

Speech and Language Therapists *on request by MDT* assess and treat speech, language and communication problems to help them better communicate. They also work with people who have eating and swallowing problems.

A **Social Worker *on request by MDT*** supports you with welfare advice and can help to create a plan for your care when you leave hospital.

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

Optician – please let us know if you would like this service

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

Please speak to staff if you would like to benefit from any of the therapies below

Hairdresser visits weekly

Aromatherapist visits weekly

Therapist visits weekly

Words and Phrases

You might hear the following words and phrases when in 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.

PDD - planned date of discharge. The date we work towards as we plan for you to leave hospital to a suitable place of care if assessed by the MDT as possible.

HBCCC - hospital based complex clinical care.

HBCCC Review process

You will have a 6 week assessment to find out whether your care needs are best met in the ward or in a social care setting such as a nursing home. The MDT will meet with you and/or your family to discuss the outcome of this assessment 6 weeks after admission.

If the MDT thinks the ward is a suitable place for ongoing care, this decision will be reviewed every 3 months and discussed with you and your family. If you are ready for discharge, a social worker will work with you and your family to plan your next place of care.

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

Website: www.nhslothian.scot/yourrights/patient-experience-team-tell-us-about-your-experience/



