

Wirral University Teaching Hospital **NHS**
NHS Foundation Trust

Arrowe Park and Clatterbridge

Trauma and Orthopaedic Wards



Arrowe Park and Clatterbridge Trauma and Orthopaedic Wards

Visiting 3-4pm, 7- 8pm

**Other times by arrangement with the nurse in charge
2-3 visitors to a bed.**

Welcome to our Ward, we hope you enjoy your stay with us. We welcome all your comments about the quality of care and the treatment you receive as these will help to improve our service so please speak with the nurse looking after you or the Ward Manager.

Advice for patients and relatives on staying warm preoperatively

Keeping warm before your operation is very important. Becoming cold can increase the risk of complications during and after your operation. Hospitals can be cold places so it is very important that you tell the hospital staff if you feel cold. You should bring some warm night clothing to hospital with you such as a dressing gown, a vest and some slippers. If you get cold despite wrapping up well, we may warm you with a special warming blanket or gown that can be used during your operation.

What do I need?

- Day clothes
- Sensible shoes
- **Current medication or a list, tablets in original packaging**
- Toiletries including toothbrush, toothpaste, flannel, soap, hairbrush, shampoo, denture cleaning tablets
- Tissues
- Shaving equipment if required
- Sanitary products if required
- Spectacles if used
- Hearing aid if used

- Dentures if used
- Reading material
- A small amount of money for a newspaper or to use the bedside TV and 'phone (phones not available at Clatterbridge)
- Mobility/dressing aids if you use them
- Soft drinks
- Any information requested by the Physiotherapist or Occupational Therapist e.g. furniture height form.

What don't I need

- Large bags or suitcases as we cannot store them
- Cigarettes as we operate a strict no smoking policy
- Large amounts of money and valuables as the Trust cannot be held responsible for your property or valuables unless it is placed in the hospital safe.
- Alcohol may interfere with your treatment
- We do not advise bringing expensive or new clothing into hospital, as we cannot be held responsible should it go missing.
- Own pillows/bedding due to infection risk
- We do not encourage flowers as not all wards supply vases and clear surfaces are easier to clean

Available facilities

- Bedside TV/telephone (APH only)
- Daily newspapers
- Weekly mobile library (not at Clatterbridge)
- Restaurant in basement/ground floor
- Hairdressers on 2nd floor (not at Clatterbridge)
- Hospital chapel with services on Sundays

- Shops on ground floor (not at Clatterbridge – Firtrees Restaurant)
- PALS (Patient Advise & Liaison Service)
- Mobile shop
- Ward visits from chaplain
- Mobile phones can be used in designated areas, however during required treatment it is advised that you refrain from using them.

Telephone enquiries

We would ask that you nominate one person to contact the ward for information to be shared with your family. This enables the nurse to spend the optimum amount of time with their patients. It would be appreciated if non-urgent enquires could be kept to late morning or afternoon.

Contact details

Ward	Direct dial number
Ward 12	0151 604 7784
Ward 26	0151 604 7021
Ward 27	0151 604 7026
Ward M1	0151 482 7758
Trauma Unit	0151 604 7431

Ward routine

Meals and hot drinks are served throughout the day

- * 7.30-8.30 breakfast
- * 10.00-10.30 hot drinks
- * 12.00-12.30 lunch
- * 15.00-15.30 hot drinks
- * 17.00-17.30 evening meal
- * 20.00-20.30 hot drinks

Please inform the nursing staff of any dietary needs or allergies.

Your designated medical team will review you as often as is medically necessary. If your next of kin wishes to speak with a member of the medical staff, an appointment can be made with the Consultant's secretary who will arrange a mutually convenient date and time. Please ask your nurse for details.

Whilst you are recovering, you may not need to remain on an acute ward but still require further care or rehabilitation before you are able to return home. In this case, you may be moved to another ward, hospital or intermediate care bed where you will receive the correct level of care in surroundings that are most appropriate.

Before discharge

Before you go home, please ensure you mention any problems to your nurse so that we can deal with them to make your discharge as smooth as possible. We practice team led discharge, it is not always necessary for you to be seen by a doctor prior to going home. Nursing staff will give you as much notice as possible so that you can make the necessary arrangement for your discharge home. We will only book ambulance transport based on a medical need, in other cases please try and arrange for a relative or friend to collect you when you are discharged. We will give you any special instructions that you need and arrange follow up appointments or treatments. Where possible we will give you written instructions but if you are unsure of anything, please ask for it to be written down so that you can refer to it. Please ask if you require a doctor's certificate for work.

Discharge Lounge (not available at Clatterbridge site)

When you are ready to leave the ward, you may be required to await transport home in the discharge lounge. This is a comfortable area on the ground floor where nursing staff will continue to care for you until transport arrives.

Continuing care

Some patients leave hospital to continue their care in a nursing home. Our discharge co-ordinator and your ward nurse will try to ensure your transfer goes smoothly. If you have chosen a nursing home, please do not worry if there is not a place available when you are ready to leave the hospital. Arrangements will be made to accommodate you temporarily in another nursing home until a place becomes available in the home of your choice. Elective patients would not normally require this service and will be discharged to their home address. It may be identified, following assessment, that you require assistance at home this will be arranged for you prior to discharge. We will consult with you and your family at all times, so please feel free to ask questions and we will do our best to answer them.

Hospital outpatients follow up

The ward will make any appointments for you and you will be given a date on discharge, or sent one through the post. Please do not hesitate to contact the ward on the telephone number provided within this booklet if you do not receive your appointment through the post. At your outpatient appointment, you may wish to ask about returning to work if you have not already done so. You may also need information regarding travelling, driving, or a doctor's certificate if you are not yet fit to return to work.

Share your concerns

If you have any concerns about any aspect of your care, please talk to the nurse, doctor or ward manager as soon as possible so that any problems can be resolved. You can arrange to speak to Matron on any issues that cannot be resolved by your Ward Manager. Matron visits the Wards several times each day. We want you to feel happy if you need to return for further treatment. If we are not getting it right for you, we need to know as soon as possible, so that we can correct any problems.

Once you have returned home, if you have any queries within the first few days, please contact the nurse in charge of the ward using the Direct Dial number provided within this leaflet.

This leaflet is available in large print, Braille and on tape.
Please contact Geoff Pennock on 0151 604 7289.



Wirral University Teaching Hospital NHS Foundation Trust
operates a No Smoking Policy.
Please refrain from smoking on site.

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