

Welcome to Doncaster and Bassetlaw Teaching Hospitals.

Whether you are staying with us for planned treatment, or have been admitted as an emergency, this folder contains some important information you'll need during your stay here.

We know that coming into hospital can be a worrying time. We hope that the information in this folder helps to put your mind at rest and answers some of the questions you may have about your stay and care here.

We hope that your stay is as comfortable as possible and that you will help us to provide the best services possible by providing feedback, using the contact details at the end of this folder.



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1. Who will be looking after you?

Our staff will always introduce themselves to you. You can expect staff to address you politely and call you by your preferred name.

hello my name is...


Consultants and doctors

Your consultant and their team are in charge of your medical care. They will discuss your condition with you, listen to you and offer you the best available treatment options. The medical teams conduct ward rounds throughout the week. This is an opportunity for you to ask questions. They can also talk to your family about your care with your consent. This may be at a separate time by prior appointment. Please speak to a member of the nursing team who can make arrangements for this.

Advanced Clinical Practitioners/ Specialist Nurses

You may be seen by an Advanced Clinical Practitioner (ACP) who has received additional training to support the medical teams in looking after you. You may also be seen by a Specialist Nurse, who has received specific training in the management of long term conditions.

Sister/ Charge Nurse

The Sister/ Charge Nurse is in charge of the ward and has responsibility for the quality of your care. They will be happy to hear your suggestions or comments regarding your stay or about improving care on the ward. Please don't hesitate to speak to them if you have a query.

Staff Nurses

Staff Nurses are responsible for your day to day nursing care. If you have any questions about your care or your treatment, please speak to the nurse looking after you.

Nursing Associates/ Assistant Practitioners

Nursing Associates and Assistant Practitioners are staff who work alongside nurses in delivering your care, but who have received additional training.

Healthcare assistants

Healthcare assistants are staff who work alongside nurses in delivering your care.

Therapists

Therapists are registered health professionals who will work with you, your medical and ward team and give advice on your treatment.

You may be referred to a Physiotherapist or Occupational Therapist to help you to regain your independence, sometimes using aids or adapting things in your home. A Dietitian may assess your nutrition needs and make recommendations that will help with your recovery or management of a medical condition. A Speech and Language Therapist may assess and help with your swallowing and/or communication and an Orthotist may use bracing to reduce pain and aid movement.

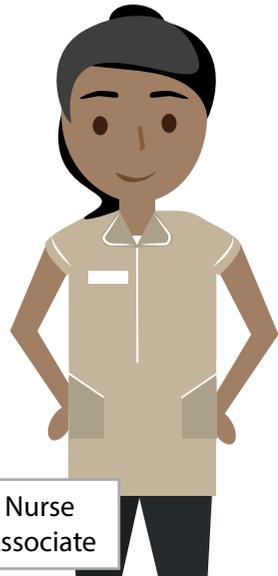
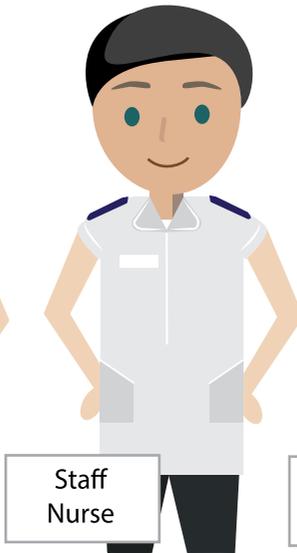
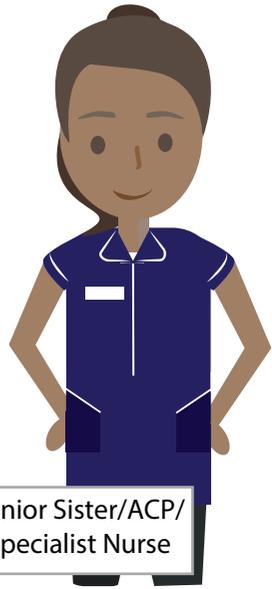
You may also see other members of the ward team, such as Pharmacists, Pharmacy Technicians, Phlebotomists (who take your blood), Ward Clerks, Ward Discharge Co-ordinators, Activities Coordinators, Housekeepers or Ward Assistants.

Pets as Therapy (PAT)

Volunteer PAT teams may visit the ward with their own pets for patients who appreciate the company of animals. This is organised through the Pets As Therapy charity.

Some of the uniforms you might see on the wards:

The registered nurse in charge of each shift will wear a **red badge**.





Assistant
Practitioner



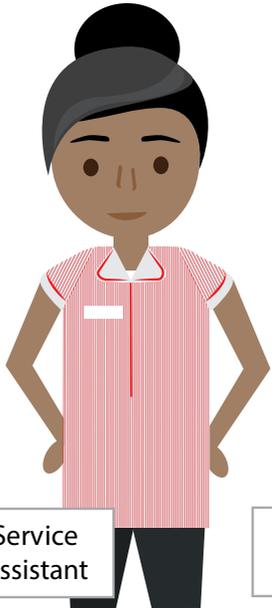
Healthcare
Assistant



Ward
Clerk



House
Keeper

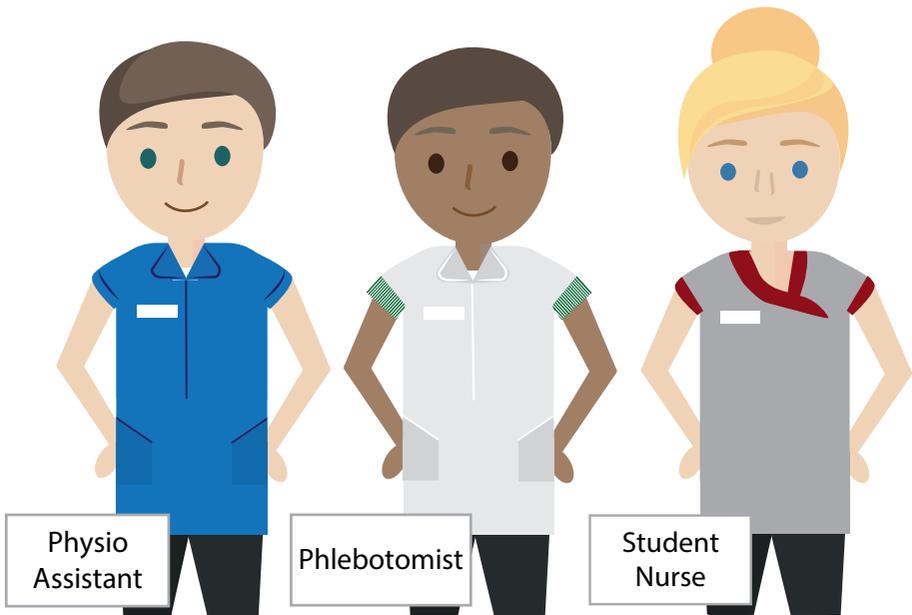
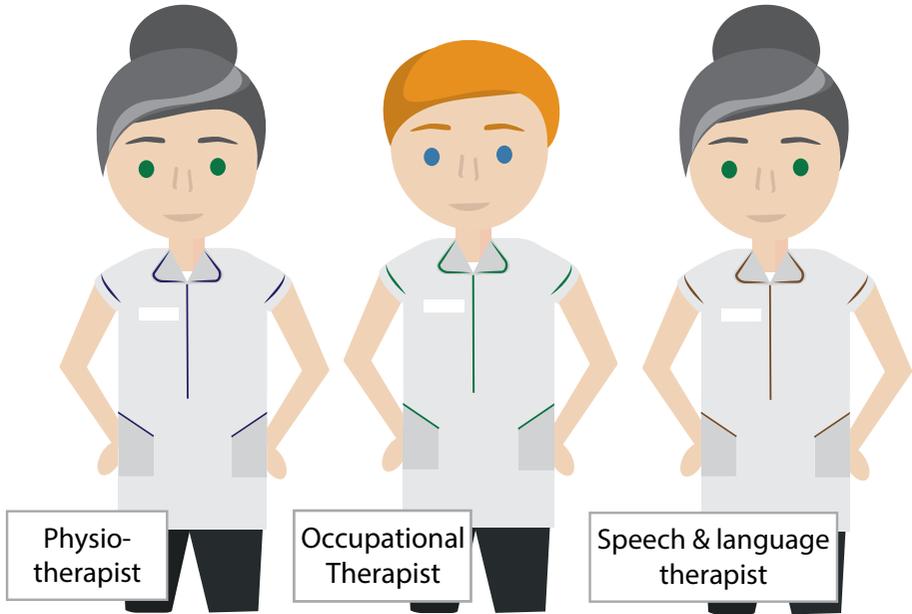


Service
Assistant



Service
Assistant

Some of the staff you might see visiting the wards:



2. Facilities

Food and drink

Doncaster Royal Infirmary

Hot Kitchen and Subway are located in the East Dining Room.

Hot Kitchen:

	Monday to Friday	Saturday and Sunday
Full breakfast service	8 to 11am	12 to 5pm
Snacks / Refreshments	11 to 11.30am	
Lunch	11.30am to 2pm	
Snacks / Refreshments	2 to 4.30pm	
Evening meal	4.30 to 8pm	

Subway:

- Monday to Friday, 6.30am to 9pm
- Saturday and Sunday, 7am to 6pm

The **Costa Coffee shop** is located in Gate 4 and is open:

- Monday to Friday, 7am to 9pm
- Saturday and Sunday, 7am to 7pm

We also have a selection of **coffee shops** which provide a range of sandwiches, snacks and drinks:

Location	Monday to Friday
Main Outpatients waiting area	8am to 6pm
Education Centre	11.30am to 2pm
Women's and Children's hospital	8am to 5pm

Vending Facilities

A hot meals and snacks vending machine is located opposite the East Dining Room and confectionary and snack machines are placed throughout the hospital.

Bassetlaw Hospital

The restaurant is next to the hospital main entrance and provides the following service Monday to Sunday:

Full breakfast service	8am to 11am
Snacks and refreshments	11am to 11.30am
Lunch	11.30am to 2pm
Snacks and refreshments	2pm to 4.30pm
Evening meal	4.30 to 8pm

Vending Facilities

A hot meals and snacks vending machine is located in the main entrance and confectionary and snack machines are placed throughout hospital. A **Costa Coffee machine** is also located in the main entrance and in the Emergency Department.

Montagu Hospital, Mexborough

The restaurant is situated along the administration corridor and offers a range of hot and cold meals, sandwiches, snacks and refreshments.

	Monday to Friday	Saturday and Sunday
Full breakfast service	9 to 11am	Closed
Lunch	12 to 2pm	Closed

Vending Facilities

Vending machines are situated along the link corridor offering light snacks and hot and cold drinks.

Other facilities

- WHSmith, located in main foyer of DRI
- RVS shop, Women's Hospital entrance, DRI
- RVS coffee shop, Outpatient Department, Bassetlaw Hospital
- RVS shop, Main Entrance, Bassetlaw Hospital
- RVS shop, Minor Injuries Unit at Montagu Hospital
- **Post boxes** in the main entrances at DRI and Bassetlaw

- **Cash Points**- Reception area of Women’s Hospital at DRI
Main foyers at Bassetlaw Hospital and DRI
- **Wi-Fi** – free access to visitors Wi-fi across the Trust.
- **Trust AM, Hospital Radio.** Run completely by volunteers, this free radio service plays a variety of music, chat and quizzes 24/7. Find out how to listen or volunteer at www.trustam.com

Car parking and security

There is parking on all of our sites and we also provide the following shuttle bus services, Monday- Friday:

- **Bassetlaw Hospital and Doncaster Royal Infirmary:** Free direct shuttle. To book a seat please call 01909 572424. Catch the bus from the Maternity entrance at Bassetlaw and Outpatients at DRI.
- **Doncaster Royal Infirmary and Montagu Hospital:** Free direct shuttle. To book a seat call Freephone 0800 953 6633. Catch the bus from the main entrance at Montagu and Outpatients at DRI
- **Doncaster Royal Infirmary Park and Ride:** Runs between Doncaster Racecourse and DRI, Monday – Friday, with the following fares:

50p	Each way
£2	Return ticket for families travelling in the same vehicle
No charge	For those showing a Local Authority Bus Pass or a Disability Permit, in addition to an extension of the same concessions offered by the Trust for on-site parking for patients and their visitors in connection with renal, cancer, intensive care, critical care, palliative care, parents and guardians of children on neonatal and special care baby units.

All of our sites have on-site car parking. The charges are displayed next to the pay machines.

If you are a carer, or if you have a carer visiting you can complete a form to receive reduced rates of parking. Please talk to ward staff for more information.

3. Patient Information

Visiting times

All adult inpatient wards at the Trust have visiting hours of a minimum 11am to 8pm every day, with some offering open access at all times. The welcome board outside your ward will have your visiting times on display.

John's Campaign

Our Trust is in support of John's Campaign which means our wards welcome carers at all times to support patients living with dementia or experiencing delirium, whenever the patient needs them, including overnight if necessary.



In our Trust, carers are seen as part of the team and will be issued a 'Carers Card' to identify them as a carer and enable access at any time to the patient. It is open to all patients, not just those with dementia but also people with learning disabilities, frail and vulnerable patients and anyone who receives care at home.

What you need whilst in hospital

We encourage all our patients to wear comfortable day clothes and well-fitting slippers or shoes. This will aid your recovery by increasing your mobility. See page 15 for more information.

You will need personal toiletries, exactly the same as you would use in your daily routine at home. Any walking aids that you normally use should be brought in. We ask that you only bring necessities with you as there is limited storage space. Please arrange for a friend or relative to replace your dirty laundry on a regular basis.

We cannot accept responsibility for any loss or damage unless property has been handed over for safe custody and a receipt given.

Glasses, hearing aids and dentures

Please make sure these are brought into hospital with you as they are essential for us to keep you safe. Please help us to look after them by keeping them in a safe, easy to see place when not in use.

Privacy and dignity

Every patient has the right to privacy and to be treated with dignity and respect. We will take into account your personal, spiritual and religious needs.

Same sex toilets and bathrooms are easily accessible and close to your bed area. Shared assisted bathrooms are also available. Sharing with members of the opposite sex will only happen by clinical exception. If you wish to discuss your specific gender needs, more privacy or would like a chaperone, please speak to a member of staff.

Please do not photograph or record patients or staff without their permission.

Moving wards

It is not unusual for people who are admitted to hospital to move between wards. Most hospitals have medical and surgical assessment wards where patients may stay for initial tests. You may be discharged from here or be transferred to another longer-stay inpatient ward.

You may also move from one speciality to another or be transferred between our hospitals for speciality treatment or rehabilitation. Moving can be an anxious time and communication with you and your relatives or carers is vital. We make every effort to transfer you during the day and inform your nominated next of kin.

Telephoning the ward

It is natural that your visitors will want to know how you are, but it would help us considerably if calls were kept to a minimum. Your family can call you on your mobile phone which is safe to be switched

on in clinical areas. If your family needs to contact the ward, we encourage one designated family member or friend to ring so our staff have more time to dedicate to patient care.

Pharmacy and your medicines

We ask you to bring your medicines in their original packaging, which we keep locked safely in your bedside cabinet. If you are not taking your medicines as prescribed, please tell us straight away.

While in hospital, we may change your medicines. This may involve stopping, starting or altering the dose. If we do, you will be told what the medicine is for, how to take it, how long for and any possible side effects. If you have any questions, please ask the pharmacist, pharmacy technician, doctor or nurse caring for you on your ward.

Patient Confidentiality

It is important we keep information about you and your health, to ensure you get the best possible care and treatment but we are legally bound to keep it confidential. Anyone who receives information from us about you must also ensure this information remains confidential.

Please inform the nursing staff or consultant in charge of your care if you have any concerns about how your information is being used. Some information will be stored by your bedside, including observation charts and assessments, which help staff keep you safe.

General Data Protection Regulation (GDPR) and your records

Information about your rights under GDPR can be on the Information Commissioner's website at ico.org.uk. If you would like to see your health records, please talk to the nurse or doctor looking after you.

Zero Tolerance

We appreciate that hospitals can be stressful places. However, any deliberate acts of verbal or physical aggression towards our staff will not be tolerated. We may call security in the event of any incidents.

4. Person Centred care

This is Me

We encourage a 'This is Me' form to be completed by you or your family. This helps to tell us about you, your likes and dislikes and helps us know What Matters To You. Please ask the Nurse looking after you for the form.

Rehabilitation

Your road to recovery and rehabilitation is about everyone involved in your care. You, your family, friends, carers and the staff in the hospital all help you become more independent and confident.

Here are some simple, every day things to support you on the road to recovery:



Wash in the bathroom if you can. Let staff know if you would like a shower and brush your teeth at least twice a day.



Visiting time - your visitors can help you with exercises and bring items to keep you busy during your stay.



Pick out clothes and dress yourself if able. Wear the shoes or slippers you would normally use at home.



Ready for bed - walk to the bathroom to do your nightly routine if you are able. Remember to put clothes in your locker.



Eat meals out of bed. Drink plenty and let staff know your likes and dislikes.



Walk to the toilet if you are able. This builds strength, stamina and balance and is good exercise.



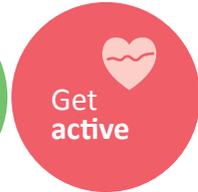
At lunchtime try and walk. This will help your digestion and breathing.



Let a member of staff know if you are in pain or **not able to sleep**. If you need the toilet at night staff will encourage you to walk to the toilet or use a commode.



Preventing PJ Paralysis while you're in hospital



It's pretty simple..

If you stay in your pyjamas or hospital gown for longer than you need to, you have a higher risk of infection, loss of mobility and strength and ultimately, stay in hospital for longer.

We will help get you back to your normal routine as quickly as possible, including getting you up and out of bed, this will mean a quicker recovery for you and get you home sooner.

Ask us for **help and support**



You're at **your best** when you're **up and dressed**

5. Making Mealtimes Matter

Making Mealtimes Matter is important to us. If your family would like to assist you with eating and drinking, meals are served at the following times:

Breakfast: 7.30 to 9am

Lunch: 11.30am to 1pm

Evening meal: 4.30 to 6pm

We will aim to give you meals that are good for you and will give you the nutrients that you need.

Non urgent staff activity should stop at mealtimes but you will still see staff on the ward who are helping with mealtimes. This may include giving mealtime medications or carrying out assessments that are mealtime related.

Before mealtimes you will be provided with a hand wipe if you are not able to wash your hands. This helps to reduce the risk of infections.

Food

Every day you will be offered three meals and three snacks to eat. Your meal order will be taken twice a day, once in the morning and once after lunch.

You should have a menu suitable for your needs near your bedside. It is helpful to look through this and pick your food before the menu collector comes to see you. If this is difficult for you then please ask for help. Ward staff are happy to help or you can ask a relative or carer to write down the menu choice for you and the menu collector will look at this.

Standard menu

For most people this will mean choosing a meal from our standard menu. There are several codes used to describe the type of meals that

will meet the needs of different people. The key to the codes is available on each of the menus.

This menu is on a two week menu cycle, you will either be on menu week 1 or menu week 2.

Special diet menus

Other people may have more special food needs and need to choose from our special menus:

- Modified texture menus
- Gluten Free
- Kosher
- Halal
- Renal
- Vegan
- Allergy Aware (**Please let staff know if you have food allergies**)
- Finger Foods

Drinks

A jug of fresh water will be given to you in the morning and in the afternoon. Some wards may have orange and blackcurrant cordial or you can ask a relative/friend/carer to bring some in for you.

Hot drinks are offered with each meal and at supper time. You can ask for a hot drink or cold milk at any time during your stay.

If you need help:

The ward staff will organise a red tray for you. This indicates to the staff that you may need extra help at mealtimes. We can also provide special cutlery if this is needed.

Some wards use a coloured lid system to identify if you need help taking a drink. Please ask the nurse in charge about the coloured lids for the water jug.

6. Patient Safety

Preventing infection in hospital – help us by washing your hands.

We want to protect you and your visitors from the risk of infections in hospital. We ask all visitors to regularly wash their hands and use the alcohol gel before entering and on leaving the ward.

If your visitors are feeling unwell please ask them not to visit until they are feeling better. This is really important and helps to protect you from infection brought in from outside the hospitals.

We also encourage you to help us to keep our hospital clean and put things away so that cleaning can take place easily.



Please inform staff if you have any diarrhoea that is not usual for you, they may require a sample to send to the laboratory.

You will be provided with hand wipes, if you are unable to wash your hands at the sink. Please take care to clean your hands before eating and after using the toilet/commode.

Preventing pressure ulcers in hospital

A pressure ulcer is an area of skin that is damaged when something keeps pressing, sliding or rubbing against it. You are more at risk of acquiring a pressure ulcer if:

- You spend a lot of time sitting or laying down
- Your body does not have the right support sitting or laying down
- You are incontinent
- You have a poor diet.



Five steps we will take to prevent pressure ulcers

1. We will make sure your skin is checked regularly

Whilst in hospital we will check your skin three times a day. Please ask if you think you have missed a check. You should also alert a member of staff if you notice any purple skin; warm, cold or numb patches; swelling or hardness or pain and soreness.

2. We will make sure your body has the right support

If you cannot move around or change your position, you will need the right mattress, chair and stool to minimise your risk. You will be given relevant pressure relieving cushions, chairs and mattresses depending on how regularly you can change your own position.

3. We encourage you to keep active and change position

Moving and changing position lets blood flow to all areas of your skin. If you can, you should try to stand up every hour, walk a short distance or on the spot for a few minutes and change your position when sat down.

4. We will make sure you have the right diet and plenty of drinks

Try to have three meals a day with lots of different fruit and vegetables and drink 6-8 cups of fluid every day. If you are not hungry, think about eating smaller meals but more often. Please talk to a member of staff if you are worried about your diet, if you notice a loss of appetite, or if you are losing weight and don't know why.

5. We will help you to keep yourself clean and dry

If you suffer from incontinence, please ask for help. Wash the area with products recommended by staff, pat dry and do not rub the skin. If you are given cream, follow the instructions on the label.

Managing your pain

Occasionally pain can be a warning sign that all is not well. Please tell the nursing staff if you are in pain. You need to be able to deep-breathe, cough and move. The nurse will ask you if your pain is mild, moderate or severe. Please tell your nurse as soon as you feel pain as this is easier to treat.

Preventing falls in hospital

People often feel unsteady when unwell and can be at greater risk of falling. However, there are some things you can do to help keep yourself safe.

Preventing falls 'Five for Falls'

1. Nurse call buzzer within reach	Remember to use your call bell. Please ask your visitors to leave call bell in reach when they leave.
2. Hazard-free environment	Be careful of obstacles in your way. If your bed, chair or toilet seat are too low let your nurse know.
3. Appropriate footwear	Use your own footwear. Safe footwear should be firm soled and well fitting slipper socks are a last resort.
4. Access to mobility aids and mobility status above bed	Bring your own walking aid or ask for someone to bring it in. Always use your walking aid and tell your nurse if you don't have your usual walking aid.
5. Glasses/hearing aids	Bring in your glasses or hearing aids. Keep them safe with your belongings when not worn.

Maintain your strength

Try leg exercises each day when you are in bed or in the chair, unless asked not to by a member of staff.

- Foot tapping. Ensure you are sitting with good posture and rest your heel on or above the floor. Pull your toes up towards you and point them away. Repeat 10 times on each leg.
- Leg extensions. Straighten your knee and hold for 5-10 seconds. Slowly lower your leg and repeat 10 times on each leg.
- Seated marching. Keep your knee bent and lift your knee up. Slowly lower your leg and repeat 10 times on each leg.

Always tell your nurse or doctor if you have fallen recently or if you have a fear of falling. Don't be worried about asking ward staff for help or assistance. Tell your nurse if you feel dizzy or unwell or are worried about getting to the toilet. Sit upright for a few moments at the edge of your bed to get your balance before standing up. Do not use hospital furniture to help you walk.

Preventing blood clots in hospital

Any patient coming into hospital could be at risk of developing blood clots in the deep veins in the legs (deep vein thrombosis). In severe cases the blood clots can break off and move to the lungs (pulmonary embolus).

You will be assessed for your risk of developing blood clots when you come into hospital and be advised if you need any treatment to reduce the risk. You can reduce your own risk of these blood clots by keeping well hydrated with plenty of drinks (unless staff advise otherwise). Keeping as mobile as possible will also help reduce the risk of developing a blood clot but if you notice pain or swelling in your calves, please let the ward staff know immediately.

Sometimes blood clots develop after you have been discharged from hospital. If you think you have developed a blood clot after discharge, please consult your GP immediately.

Preventing acute kidney injury in hospital

Acute kidney injury (AKI) is sudden damage to the kidneys that causes them to not work properly. It can range from minor loss of kidney function to complete kidney failure. AKI normally happens as a complication of another serious illness. It's not the result of a physical blow to the kidneys, as the name might suggest.

This type of kidney damage is usually seen in older people who are unwell with other conditions where the kidneys are also affected.

If you are at risk of AKI you will be monitored with regular blood tests. It is also useful to check how much urine you are passing, which is written down on a fluid balance chart and calculated every six hours.

If you have warning signs of AKI, such as vomiting or producing little urine, this will require immediate investigation and treatment. If you are dehydrated, or at risk of dehydration, you may need to be given fluids via a drip.

Please tell the Nurse looking after you if you are thirsty as this may be a sign you are dehydrated.

Sleep Helps Healing (Shh)

We will aim to keep noise to a minimum between the hours of 11pm and 6am so you can have a restful night's sleep.

Patient and Visitors:

- Mobile phones on silent after 11pm
- If you do need to receive/make a call, please speak quietly and keep phone calls short or move away from sleeping patients
- Use the call bell if you need assistance
- Draw curtains around your bed if you are using the reading light
- Use headphones when listening to radio or television

Please speak to the Nurse looking after you if you feel the noise at

night is too loud.



Mouth Care Matters

Good mouth care is vital for your recovery in hospital. This is important for your ability to eat, drink and general health. Brushing your teeth twice a day, looking after dentures and keeping your lips moistened can help to reduce the risk of an infection such as pneumonia.

Please ask the nursing staff if you don't have a toothbrush. Assistance will be given to patients who are unable to brush their own teeth or look after their dentures.

Alcohol

The use of alcohol, drugs or other substances, not prescribed by your hospital doctor, is not permitted as this may affect your treatment. If you have concerns over your own or someone else's alcohol or drug use and would like to talk to someone about this, please talk to your nurse who can arrange for our Specialist Drug and Alcohol Nurse Service to visit you.

Safeguarding

The Safeguarding Team work across all sites of the Trust and are committed to ensuring that every patient feels safe and secure during their stay in hospital. However, if you have any safeguarding concerns, please talk to a member of the ward staff. If you do not wish to speak to someone working on the ward then you can contact the safeguarding team who can give you support, advice and information.

The Safeguarding Team – 01302 642437 dbh-tr.safeguarding@nhs.net

Dementia and Delirium

We are a Dementia friendly Trust and we aim to improve the experience of people with Dementia in the hospital. Our vision is to become a Person Centred Organisation to have the best outcomes for all of our patients.

ReSPECT

Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) creates personalised recommendations for clinical care, in a future emergency, where you may not be able to express or make choices. ReSPECT provides health care professionals responding to an emergency a summary of recommendations to help make decisions about your care or treatment.

ReSPECT can be for anyone, but will have increasing relevance for people who have complex health needs, people who are likely to be nearing the end of their lives and people who are at risk of sudden deterioration or cardiac arrest. Some people will want to record their care and treatment preferences for other reasons.

Please ask your doctor if you haven't had the discussion about ReSPECT and you would like more information.

The ReSPECT website can be found at www.respectprocess.org.uk.

Duty of Candour – being open and honest

Whilst we always strive to deliver high standards of care and treatment for our patients, on rare occasions, we may not achieve these standards due to unexpected outcomes.

As a learning organisation, we will always try to understand why something has happened and then address the issue or concern as

soon as possible. Our staff are required to report patient safety incidents. The incidents are investigated to help us make improvements.

We will always tell you if we know there has been an incident involving you. Sometimes, we may undertake a more in-depth investigation. When this happens, we nominate a senior member of the team to liaise with you, explain what will happen and share findings with you.

As part of any investigation we will also endeavour to understand how this has affected you and address any of your concerns. If you require more information about our investigation process, please ask to speak to your Ward Manager, Matron or Associate Director of Nursing.

Quitting smoking

Quitting smoking is easier with the right support. You are four times more likely to quit for good with specialist support and treatment- both of which are available free on the NHS via your Local Stop Smoking Service.

All of our hospitals are smoke-free sites, so we want to help you to quit. We can provide Nicotine Replacement Therapy and access to various stop smoking services. Ask your ward staff for more information.

For a personalised 28 day journey to becoming smoke-free. Call 0330 660 1166 (Doncaster) for or 0800 2465343 (Bassetlaw).



7. Mental health in hospital

Being in hospital can be a difficult time. You may find it hard to not be in your usual routine, to be away from home or to have issues with pain. Being in hospital can cause stress and worry about a new diagnosis or treatment. This is not unusual and you are not alone.

Talk to someone about how you feel

Being honest with someone else about how you feel can be a big relief and can help you cope. You could talk to:

- Friends or family members
- The hospital Chaplains
- A member of staff
- The Samaritans are available around the clock. Call on 116 123
- The Silver Line is a free confidential helpline providing information, friendship and advice to older people. Call 0800 470 8090.

Ways to maintain your mental wellbeing in hospital

- Try and take a short walk, get fresh air or sit out of bed
- Keep some routine- keep doing normal daily activities in hospital like washing regularly and changing into day-time clothes
- Have an active mind- Reading and doing activities like Sudoku or crosswords can help people relax and improve your mood
- Keep a journal- Write down how you feel and your experiences in hospital. This can help you to process your experiences.

If you have any thoughts about hurting yourself, others, or ending your life, talk to a member of staff immediately. Help is available.

When it's time to leave hospital

Before you leave hospital make sure you talk to a member of the healthcare staff if you are worried about your mental health. When you leave hospital you may want further guidance or support about your mental health or wellbeing. Lots of information and help is available at www.mecclink.co.uk.

8. Other help and support

Spiritual and pastoral support

Our chaplains are available to all patients, their families and visitors, whatever your faith community or beliefs to offer support and a listening ear. All chaplains work with people of any faith or none. If you would like someone to talk to beyond the clinical team, a member of the ward staff will be able to contact the chaplains for you, alternately a relative or friend can contact them to arrange a visit.

Doncaster Royal Infirmary and Mexborough Montagu: 01302 642237
Bassetlaw Hospital: 01909 572846

DRI and Bassetlaw Hospital have a chapel available for private reflection/personal use 24 hours a day. There are also Muslim prayer rooms available on these main sites and Muslim staff lead Friday prayers.

There is a Sunday service on the Bassetlaw site that includes Holy Communion. Other events take place as advertised. Chaplains will bring Holy Communion to the bedside upon request, also share in prayer and seek to deliver any requested sacramental needs. Only upon a patient's request will a chaplain contact your faith leaders.

Library services for patients

The Leisure Library at DRI, which is part of Doncaster Libraries, offers recreational reading, DVDs, audiobooks, computers and space to read and relax. It is open from 9am until 5pm, Monday to Friday, and all patients are welcome – follow the signs to the Library & Learning Resource Centre.

For those patients unable to visit the library in person, a ward trolley service of leisure reading is provided on a regular basis throughout the week at DRI and Montagu Hospital.

Interpreters

Being a patient can be a daunting experience for anybody, particularly if English is not your first language.

Depending on the circumstances and the nature of the visit, there are a range of options available in order to ensure that your needs are met accordingly:

- Telephone interpreting
- Face-to-face interpreting
- Sign language

In some cases, we may be able to translate documents into your chosen language.

Veterans

We are proud to be a Veteran Aware Hospital. Please let us know if you or your family member has ever served in the UK Armed Forces so that we can best support your care needs.

Overseas Visitors

The National Health Service provides healthcare for people who live in the United Kingdom. If you do not normally live in this country you are not automatically entitled to use the NHS free of charge, regardless of or whether you hold a British passport or have lived and paid National Insurance contributions and taxes in this country in the past.

Entitlement to free NHS treatment is based on residence status alone. If you are a non-resident you will be assessed in accordance with the Regulations to ascertain if you are liable to be charged for your treatment.

The Trust has a commitment to ensure that all overseas visitors are treated with the same degree of respect, care and confidentiality as any NHS patient.

9. Going Home

Planning your discharge

During your time in hospital, the team in charge of your care will make sure you are fully informed of your progress and ensure that you are ready to leave hospital as soon as possible.

The ward staff will ensure that your discharge has been planned safely and with your active involvement.

When you are discharged, you may need help and support from relatives or carers. You will be asked if you need any additional help at home. If you were already in receipt of a package of care please tell us so that we can arrange for care to be restarted. Please inform us if you normally receive your medication in a Nomad box.

If your main carer is planning a holiday during the discharge process, please ensure there are alternative arrangements in place to avoid delays. If you do not intend to return to your address, please let staff know as we may need to arrange follow up care for you.

If you or your relatives have any queries or concerns about your discharge or transfer, please speak to a member of staff.

Estimated Date of Discharge (EDD)

A date for your discharge will be organised within 24 hours of your admission so that all the necessary arrangements for any support, medication and transport you may need can be planned. However, if you are fit for discharge earlier than this date you will be able to go as soon as a date is agreed.

If you are not well enough or further tests or treatments are needed, this date will be changed and we will give you a new estimated date.

Fit for Discharge/Transfer

This is the term used by the hospital to indicate that it is safe to

discharge you home or to transfer you to an alternative care setting. Some patients require on-going tests and follow-up as an outpatient.

You may be referred to the Integrated Discharge Team (IDT) who will assess you for the most appropriate place for further rehabilitation or discuss your needs. These on-going assessments will be carried out by a health/social care professional, who is specifically trained and may take place in a care setting or in a nursing/residential care home setting. This is to determine the level of on-going care you need. By doing these assessments out of the acute hospital environment, it gives the assessor a more accurate picture of what you will require in the community to meet your needs.

Transport home

On the day of discharge all attempts will be made to get you home as early as possible, so arrangements should be made with your visitors to collect you from hospital in the morning. We will aim for you to be ready by 12.00 unless you have been advised otherwise.

You may be transferred to the Discharge Lounge to wait for your transport and/or your medicines to take home. Registered nurses and healthcare professionals staff the lounge. They are there to make you comfortable and care for you while you wait to go home, and will check that all necessary arrangements have been made, such as transport and medications.

We expect that you can arrange with your family, carers friends or neighbours to collect you. Hospital transport may be requested for special medical requirements and is subject to eligibility. If hospital transport is required, please ensure that you arrange for your non-essential personal belongings to be taken home before the day of your discharge, as only one bag will be taken in the ambulance.

If you feel it is necessary for you to have hospital transport to take you home please speak to your nurse at the earliest opportunity; they will

assess your need against the hospital criteria and advise you if you are eligible.

Pharmacy and your medicines

We will endeavour to have your discharge medication available on the ward for your estimated date and time of discharge. Please tell your nurse if you don't understand your medication or dietary information.

If you have any questions at home you can ring the Medicines Helpline on 01302 644324 between 2pm and 4pm Monday to Friday. Do not be afraid to tell staff if you think you have received wrong medicines.

Medical Certificate

If you need a 'fit for work' certificate to cover your time in hospital, please speak to a member of staff on the ward.

When preparing for going home, do not forget to:

- Make arrangements for transport home
- Make your relatives / carers aware of your date of discharge
- Ensure you have appropriate clothes and footwear for your journey home
- Check you have your house keys
- Note the date of any follow up appointment(s) and how to change the date if you need to.
- Take all your personal possessions with you, including any valuables that staff may have placed in safekeeping for you.

Information about your discharge will be securely emailed to your GP. As we value your views and are always striving to improve services, you may receive a post discharge phone call. This is to ensure you have everything you need and for you to give us valuable feedback.

If you or your relatives have any concerns regarding your discharge, please contact the relevant ward.

10. Tell us how we did

Friends and Family Test

At DBTH we encourage feedback (both positive and negative) because it can be used to improve our services. You will be asked to complete the Friends and Family Test feedback card before you are discharged. If you are not given a card to complete, please ask the nurse looking after you.

Concerns

We encourage all our staff to help and support you with any problem or concern you have at the time it occurs. There is always a Registered Nurse in charge of the ward who will be able to help you with this or you can ask to speak to the Ward Manager, Matron or Associate Director of Nursing.

Complaint

If you are not sure how to raise a concern or complaint, or would like to speak to someone not involved in your care, you can contact our Patient Advice and Liaison Service (PALS).

The main role of the PALS officer is to be a facilitator for the patients, relatives and carers who wish to express their issues and concerns about their NHS treatment. Although the PALS officers are employed by the hospital, their job is to help you and provide an independent service – resolving your issue as quickly as possible using their knowledge and expertise.

You can contact them on 01302 642764 or email: dbth.pals.dbh@nhs.net. Formal Complaints should be addressed to:

Chief Executive
Doncaster Royal Infirmary
Armthorpe Road
Doncaster
DN2 5LT

There are two important things to remember:

It is important that you make your formal complaint as soon as possible after the event you want to complain about has happened. The National Health Service has laid down time limits for accepting complaints. In order to assemble all the facts, the earlier a complaint is made the better. The time limit for making a formal complaint is 12 months from the event, unless you could not have been aware at the time that there was cause for complaint. In such cases, the complaint must be made within 12 months of you becoming aware that you had cause to complain.

If you are writing on behalf of a patient, the patient must be aware that a complaint is being made and the substance of the complaint. Their signed authority must always be provided. If for any reason this is not possible, an explanation should be given and in some cases the patient's next of kin can give authority for the complaint to be investigated.

If you wish to make a formal complaint and have any queries about the process you can contact PALS.

Your **PALS** in Hospital
Patient Advice and Liaison Service



Other places to get help and advice

Healthwatch are the independent local champions of health and social care. They make sure that health services, and those that commission and run the services put people at the heart of care. They exist to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf to improve local services.

They can answer questions about local NHS and care services and link you to the independent complaints advocacy service (ICAS) supporting those making a complaint about NHS services. They focus on ensuring that people's worries and concerns about current services are addressed to get services right for the future.

They talk and listen to local people to find out what they want and to advocate for services that meet local communities' needs. Healthwatch uses those stories and experiences to identify common themes and we work closely alongside them to make improvements to the quality of our services.

Contact HealthWatch Doncaster

Website: www.healthwatchdoncaster.org.uk

Email: info@healthwatchdoncaster.org.uk

Telephone: 01302 965450

Facebook: [/hwdoncaster](https://www.facebook.com/hwdoncaster) Twitter: [@HWDDoncaster](https://twitter.com/HWDDoncaster)

Instagram: [/healthwatchdoncaster](https://www.instagram.com/healthwatchdoncaster)



Contact Healthwatch Nottinghamshire

Telephone: 0115 956 5313

Visit the website hwnn.co.uk.



11. General information

DBTH Charity

DBTH Charity is the official charitable fund for the Trust.

Thanks to the amazing generosity of our supporters, we are regularly able to go above and beyond routine spending, providing extras which make all of the difference to our three main hospital sites.

Wards and departments can use the charity fund for comforts or improvements that will make a difference to our patients.

If you wish to donate, please head to www.dbth.nhs.uk/charity.



Membership

You can apply to be a member of DBTH and have your say in the future of your local hospitals.

Our members are valuable to us because they offer up their local knowledge at member events and through feedback surveys which help us to shape our services. Members can also vote in governor elections and stand to be governors themselves.

You can either apply online at dbth.nhs.uk or call 01302 644158. Alternatively, you can email dbth.foundation.office@nhs.net.

Volunteering

Volunteers are a vital part of Team DBTH and help us to offer our patients the best possible experience.

If you are 17 or older and are interested in being a volunteer, you can fill in a simple application form and the Voluntary Services Team will talk you through the process.

No special skills are needed to become a volunteer but you must be able to attend regularly and commit to adhering to patient confidentiality.

There are a number of volunteer roles in our hospitals, ranging from manning help desks and escorting patients around the sites to working in our coffee shops and our library services.

Contact the Voluntary Services Department

For all hospitals, contact Voluntary Services on 01302 644403.

There are also other volunteering groups operating within the Trust, such as the Royal Voluntary Service, which helps to run some of the hospital shops and tea bars, and the British Red Cross, which provides a wide range of services.

In addition we have a hospital radio TRUST AM, the Comforts Fund at Montagu Hospital, the League of Friends at Bassetlaw Hospital and the Aurora Centre at Doncaster Royal Infirmary and at Montagu hospital.

**PLEASE DO NOT REMOVE THIS FOLDER
FROM YOUR BEDSIDE**