

Moving... into Adult Health Care Services

Moving on to Adult Services

A guide for young people and their families about the transition from children's to adult healthcare services.

Transition

Moving into Adult Health Care Services

Welcome to Doncaster and Bassetlaw Teaching Hospital

This leaflet tells you and your family about Doncaster and Bassetlaw Teaching Hospitals.

It will provide information about how we can help you and your family when you move from children's to adult healthcare services.

Where can I find more details about Doncaster and Bassetlaw Teaching Hospitals?

We provide a full range of hospital and community-based services across three main sites – Doncaster Royal Infirmary, Bassetlaw Hospital and Montagu Hospital – alongside additional outpatient clinics and health services across Doncaster and Nottinghamshire.



Our website www.dbth.nhs.uk provides lots more information about our hospitals, including information on public transport, car parking and visiting. Scan the QR code to visit our website. <https://www.dbth.nhs.uk/about-us/>

What does the word 'transition' mean?

In healthcare, we use the word "transition" to describe the process of preparing, planning and moving from children's to adult services. Transition is a gradual process that gives you, and everyone involved in your care, time to get you ready to move to adult services and discuss what your healthcare needs as an adult are likely to be.

Transition is about making plans with you - and not about you. We understand that moving away from a team of doctors and nurses that you have been with for many years can be scary but hopefully, by getting involved in the transition process, you will feel more confident and happier about the move.

When do I have to move?

There is no exact time that is right for everyone. The purpose of this leaflet is to get you thinking about moving on and preparing for it. Your doctors and nurses may have an idea about when they feel that you might be ready, but it is important that you are involved in that decision.

Will I get to visit the adult outpatient clinic before I transfer?

Hospital colleagues will help and support you in different ways. They may offer to give you a tour of the outpatient department or ward before your first appointment or admission. However, in some cases this is not always possible, for example, if you were to visit in an emergency. In this case, we can show you around later and answer any questions.

Can my parent/s or carer come with me?

At the adult clinic you can choose if a parent or carer joins you. At the start of your appointment, the doctor may ask you if you would like to have your appointment on your own. If you still want to see the doctor with your parent/s or carer you can do this. You can change your mind at any time.

This is different from children's clinic, and it may take a bit of time for you to get used to. If you are unsure or have questions, please ask.

Confidentiality and Safeguarding

Our healthcare professionals will always maintain confidentiality about you and your care. If you share anything that a professional believes makes you at risk of harm, they have a duty to tell other professionals who can help. We only share the important information that is needed, and we will make every effort to discuss this with you at the time. If you want to discuss anything on your own with the nurse or doctor, please ask and this can be arranged for you.

Who makes the decision when I am 16 years old?

When you become 16 you are entitled to make decisions about your own treatment, and this can only be overruled in exceptional circumstances. Like adults, young people (aged 16 or 17) are presumed to have the ability to decide on their own medical treatment, unless there's significant evidence to suggest otherwise.

If you find it difficult to make decisions when you reach the age of 16, there is a law called the Mental Capacity Act that may affect you.

This law is important and explains how you must be helped and supported by professionals to make decisions for yourself. It also covers how decisions should be made for you if you are unable to make a decision about treatment for yourself.

You might want to find out more before you become 16. There are further details on the NHS website, including a link to the Mental Capacity Act 2005 Code of Practice. Scan the QR code to find out more. www.nhs.uk/conditions/social-care-and-support-guide/making-decisions-for-someone-else/mental-capacity-act



Who makes decisions when I reach 18?

If you are unable to make an informed decision about your treatment when you become 18, the Mental Capacity Act & Deprivation of Liberty Safeguards may be used. This may be because you are unable to understand all the information you need to give your agreement for admission to hospital or treatment.

In this case, the hospital may need to contact the local council for legal permission to admit you to hospital and to give the necessary care and treatment in your best interests.

Please ask a member of staff if you or your family have any questions. We do have a Mental Capacity Team within Doncaster and Bassetlaw Teaching Hospital who can offer information and support.

Advocacy

Advocacy means getting support from another person to help you express your views and wishes, and help you stand up for your rights.

Someone who helps you in this way is called an advocate. This can be your parent/s, carer, friend or another family member.

If you have difficulty:

- understanding and remembering information
- communicating your views
- understanding the pros and cons of different options.

The local council must provide an advocate for you if you do not have family or friends to help. A paid carer cannot act as an advocate for you.

If you think you need an advocate, you can contact your local council to ask about this service. Scan the QR code to find your local service.
<https://www.nhs.uk/social-care-and-support/help-from-social-services-and-charities/someone-to-speak-up-for-you-advocate/>



What happens if I am admitted to an adult ward?

If you need care on an adult ward, it may be possible to offer you a single room if they are available. If this isn't possible, you may need to stay in a room (bay) with other adults.

Most wards will try and facilitate you to have a side room, but if this isn't possible, please make sure you speak with the nurse looking after you to see if this adjustment can be supported.

Scan the QR code to read further details about what to expect during your inpatient stay and facilities available to you and your family.
<https://www.dbth.nhs.uk/wp-content/uploads/2019/05/Bedside-folders.pdf>



Can one of my parent/s or carer stay with me on an adult ward?

When you are admitted, please ask the nurse looking after you or the nurse in charge about arrangements for your parents.

We have limited rooms available, and your parent/s or carer may not be able to stay in the room with you. The nurse will explain what options are available and how arrangements can be made.

What are the visiting hours in the adult wards?

We have an open and flexible visiting policy, recognising the vital role of family, friends, and carers in patient care.

Our Visitor's Charter outlines what you can expect from us and what we ask of you to ensure a supportive, respectful, and safe environment. Scan the QR code to find out more.
<https://www.dbth.nhs.uk/patients-visitors/visiting-times/>



Wi-Fi access

Free Wi-Fi is available throughout all our hospital sites.

Patients and visitors can connect to the 'Public' network for general browsing, while inpatients have access to a more robust 'Ward' network suitable for streaming and video calls. To connect, select the appropriate network on your device and follow the on-screen instructions. Scan the QR code for more details. <https://www.dbth.nhs.uk/patients-visitors/inpatient-stay/wi-fi-trust/>



What you need whilst in hospital?

We encourage all our patients to wear comfortable day clothes and well-fitting slippers or shoes. 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.

Meals

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: 7:30am to 9:00am
- Lunch: 11:30am to 1:00pm
- Evening meal: 4:30pm to 6:00pm

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.

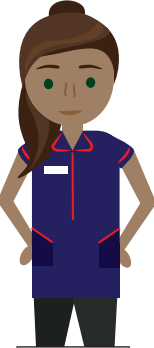
Hot drinks are offered with each meal and at supper time. You can ask for a hot drink or cold milk at any time during your stay.

Some of the uniforms you might see on the wards:

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



Head of Nursing



Matron



Senior Sister/ACP
/Specialist Nurse



Sister



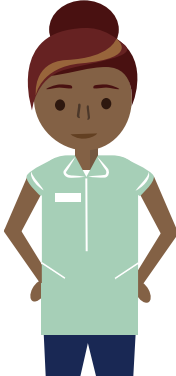
Staff Nurse



Nurse Associate



Assistant
Practitioner



Healthcare
Assistant



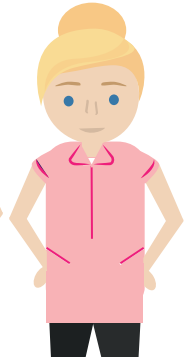
Ward Clerk



House Keeper



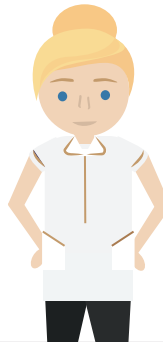
Service Assistants



Physiotherapist



Occupational
Therapist



Speech & Language
Therapist



Physiotherapy
Assistant



Phlebotomist



Student Nurse

Car Parking

A Pay & Display or Pay on Foot system is in operation at each of our sites. Car parking is clearly signposted.

A free Park & Ride car park is available for visitors to Doncaster Royal Infirmary. It runs from Doncaster Racecourse to Doncaster Royal Infirmary Monday to Friday from 6:30am until 10:00pm.

The shuttle bus leaves every 15 to 20 minutes. You will find timetables at all hospital reception areas and on our website. Scan the QR code for further details. <https://www.dbth.nhs.uk/patients-visitors/how-to-get-here/dri-park-ride/>



Smoking & Vaping

Our hospitals are smoke-free sites, which means smoking and vaping is not permitted anywhere in the hospital buildings or grounds.

While we appreciate you may feel the need to smoke or vape, we ask you to cooperate with this policy at all times. If you wish to smoke or vape, you will need to leave the hospital site.

If you do smoke or vape and, and would like to consider stopping, please speak to a member of staff who will be able to offer support and advice.

We can also offer you nicotine replacement therapy to help you during your time in hospital and refer you to the community stop smoking services to help you once you leave hospital.

Contact numbers

Doncaster Royal Infirmary: 01302 366666

Bassetlaw Hospital: 01909 500990

Montagu Hospital: 01709 585171

If you need to rearrange or cancel your hospital appointment, please contact the following:

- Email – dbth.contactcentre@nhs.net
- Telephone – 01302 642500

Who should I speak to if I have any further questions or concerns?

If you need any extra help or have any questions whilst you are in hospital, please discuss this with the nurse looking after you or with the Senior Sister.

If the Senior Sister is not available, please ask staff to contact the Matron or lead nurse for the area.

The Transition to Adult Service Team can be contacted for advice and support on:
dbth.transitionservices@nhs.net

Please note that emails may not be responded to on the same day. Alternatively, if you need advice, have concerns, or don't know where to turn, please contact the Patient Advice and Liaison Service (PALS) Details below:

Patient Advice & Liaison Service (PALS)

The team are available to help with any concerns, complaints or questions you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary.

Contact can be made either in person between the hours of 9am-3pm, by telephone or email.

The contact details are:

Telephone: 01302 642764/642767 or 0800 028 8059

Email: dbth.pals.dbh@nhs.net

