

Your journey from admission to discharge

North West Regional Spinal Injuries Centre,
Southport

Patient information

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Introduction

What can I expect from admission to discharge.

The North West Regional Spinal Injuries Centre (NWR SIC) is based in Southport.



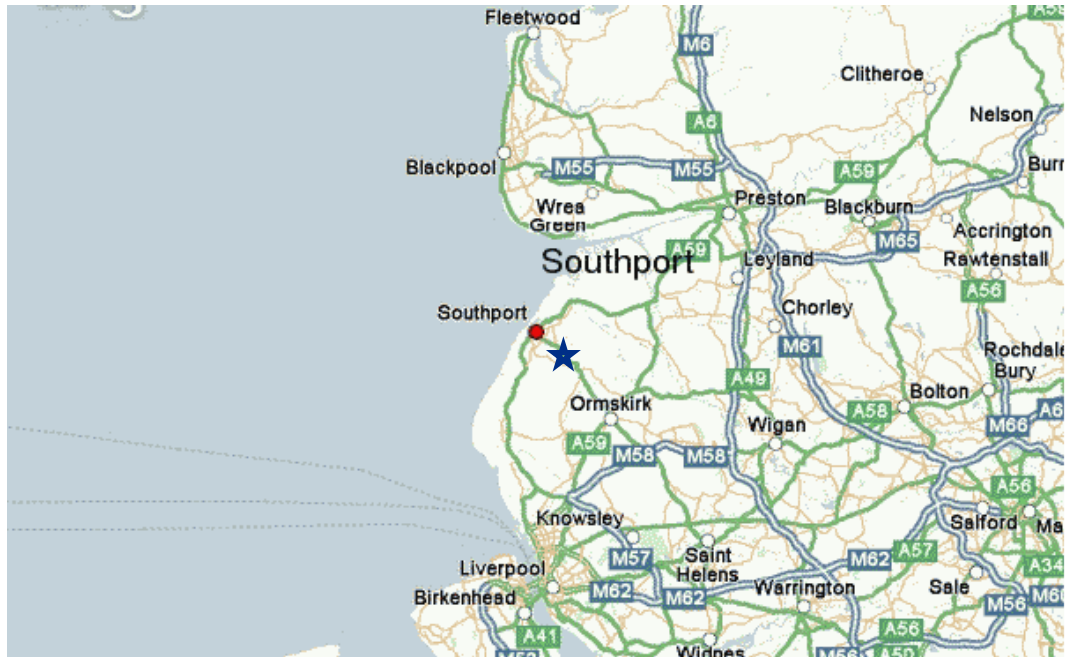
- The NWR SIC is one of 12 specialist Spinal Cord Injury (SCI) rehabilitation centres, in the UK and Ireland and is now part of Mersey and West Lancashire Teaching Hospitals NHS Trust.
- We are commissioned to provide spinal cord injury services to the North West population, which consists of approximately 7 million people in Cumbria, Lancashire, Manchester, Cheshire, Merseyside, and the Isle of Man.
- The NWR SIC is an internationally recognised centre of excellence that has the largest ventilator-dependent and weaning programmer in Europe, for the treatment of people who require ventilation following SCI.
- The NWR SIC has 43 beds (acute and rehab) and 8 community beds, managed by our spinal outreach team.

For further information, please visit:

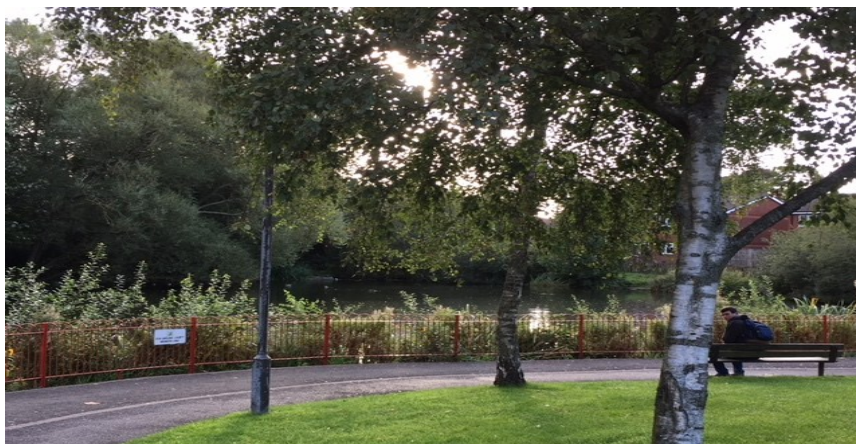
<https://www.merseywestlancs.nhs.uk/>

Southport and surrounding areas

Southport is a seaside town in Merseyside



- The NWR SIC, shown as a ★ on the map above, is 2 miles from Southport town centre but is easily reached by car, bus or taxi. There are both train and bus stations in the town centre.
- The NWR SIC shares the same site as Southport Hospital. Close by, there is a small retail park, Tesco, McDonalds, Spar, Post Office, chip-shop, hairdressers, Dobbie's Garden Centre and some pubs/restaurants (Please ask staff if you would like any directions).
- Fine Jane's Brook path can be accessed from the road next to the Centre. Which is popular with staff and wildlife.
- The duck pond on site is also popular with our visitors.



The centre

You can relax with friends and family in the day room, attend breakfast club and eat meals with fellow patients.



Depending on your individual goals, therapy can be carried out bedside, in the gym, therapy room or in the pool:



Your multi-disciplinary team



NB. The above colours reflect staff uniform

Mission statement and care philosophy

Our mission is “to provide every opportunity for individuals to achieve their maximum potential, in order to adopt the lifestyle of their choice within the extent of their ability.”

Care in the centre is undertaken by skilled professionals who make sound judgements based on wide experience, research and specific expertise in advanced technologies.

Care consists of a partnership between you, your family, carers and staff at the centre. We will work with you to assess, plan and implement care to meet your individual needs and prepare you for living as independent a life as possible following discharge.

What to know prior to your arrival

- You will be admitted into isolation, allowing us to carry out routine infection control screening. Once screening is complete, you will be moved to a single sex bay. Ward bays usually have 2, 4 or 6 beds and we have 8 beds off site. We will inform you of any planned bed moves.
- TVs are available for bedside use and we encourage the use of headphones. Free Wi-Fi is also available.
- We encourage you to get up and dressed daily if able, so to avoid delays in starting your rehab, you will need comfortable shoes/trainers and suitable/comfortable clothes, allowing freedom of movement (Please ask a member of staff if you are unsure before you purchase anything new).
- Bring toiletries and essential items; bear in mind you will have limited storage space.
- Smoking is not allowed in the hospital; Nicotine Replacement Therapy (NRT) is available if required.

What to expect from rehabilitation

- You will be greeted over the first few days by your Multi-Disciplinary Team (MDT). This will be led by one of our three consultants who will complete an initial assessment of you, discuss a partnership agreement and confirm your anticipated length of stay. This will be formalised at your first goal-planning meeting and an Estimated Date of Discharge (EDD) documented.
- Your team will spend time getting to know you, find out what your normal routine is, what is important to you and what you would like to achieve. This will inform assessments and discussions with you, in working together to establish realistic and achievable goals.
- We have no way of influencing your nerve damage recovery but will work with you, to reach your potential, within the limits of your spinal cord injury.
- Your case manager will arrange a MDT meeting within the first 10-14 days of your rehab, to discuss goals. You will receive an invitation for you and a family member to meet with your treating team to discuss progress, goals, discharge plans and discuss your length of stay. These will then happen at regular intervals; usually every 4-6 weeks to review and plan for discharge.
- Your rehab goals will be holistic; your morning routine, mobility in bed, bladder and bowel management, washing and dressing, nutrition and hydration are just a few things that are vitally important. In addition to the “bigger” goals of transferring from bed to chair, strengthening and improving balance.

- Once established in a wheelchair (if needed), you will receive an individualised timetable from your therapists. This will capture the appropriate range of rehabilitation activities available to you, depending on your injury. This includes time for self-directed activities, your morning routine as well as sessions with your therapists. An example can be seen overleaf. If that is not enough, the gym is open at the weekend for self-directed exercise; please liaise with your therapists if you wish to participate.
- We will support you with re-integration and accessing the community, whilst you are at the centre.
- Our occupational therapists and health and well-being team offer relaxation, mindfulness and water relaxation sessions.
- Patient education sessions are arranged with staff and peer support/charities together with recreation, sports, indoor and outdoor activities for anyone interested (ask therapy staff for further information).
- We offer opportunities to educate you and your family on any care needs. We encourage you to ask questions and participate in patient education, to understand your injury. This will enable you to manage your needs and guide your own care. We aim for you to become an 'expert' in your needs to ensure consistency and life-long well-being.
- We can introduce you to peer support, charitable organisations, vocational clinic and department for work and pensions representatives. We also have our own well-being team, who are here to support you and your family.
- Whilst at the centre, if needed, we will provide you with a wheelchair based on your needs, to trial. It is not uncommon for people to trial a few different chairs as they progress. A referral will be made to your local area, as needed, as it is your local services that are responsible for the provision of a wheelchair for discharge and longer-term use. We will advocate for you and pursue where possible, but are reliant on services in your area to meet your needs.

Example rehabilitation programme

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
7:00 till 10:00	Morning Routine	Morning Routine	Morning Routine	Morning Routine	Morning Routine
10:00 till 11:00	Independent Programme	Independent Programme	Independent Programme	Independent Programme	Independent Programme
11:00 till 11:30	Appointment	Strength Class	Wheelchair Skills Session	Cardio Session	Appointment
11:30 – 12	Independent Programme	Independent Programme	Independent Programme	Independent Programme	Independent Programme
12:00	Cutlery Practice	Cutlery Practice	Cutlery Practice	Cutlery Practice	Cutlery Practice
	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:00 till 15:30	14.00 Therapy Session	13.00 Therapy Session	13.00 – 14.00 Patient Education	13.00 Therapy Session	14.00 Therapy Session
15:45		Independent Programme		Sports and Recreation Session	
16:00 till 16:15	Peer support/ mindfulness session				
17:00	EVENING MEAL	EVENING MEAL	EVENING MEAL	EVENING MEAL	EVENING MEAL

Morning Routine	Therapy Session	Independent Programme	Appointments
<ul style="list-style-type: none"> Bowel & Bladder Management Skin Checks Chest Management Passive range of movements Personal Care (n/staff or therapist) Breakfast Group Transfer Practice Aquatic Therapy 	<ul style="list-style-type: none"> Physio Treatment OT Treatment Joint Treatment/ Assessment Seating & Posture Upper Limb Interventions Assistive Technology Hand Group Individual Wheelchair Practice Session Kitchen Assessment Community Assessments 	<ul style="list-style-type: none"> Self-Stretching Exercise Prescription – use of designated areas Accessing the community – following assessment 	<ul style="list-style-type: none"> Goal planning meetings Case Manager DWP Psychology/counsellor Peer Support Medical SALT

The rehabilitation journey

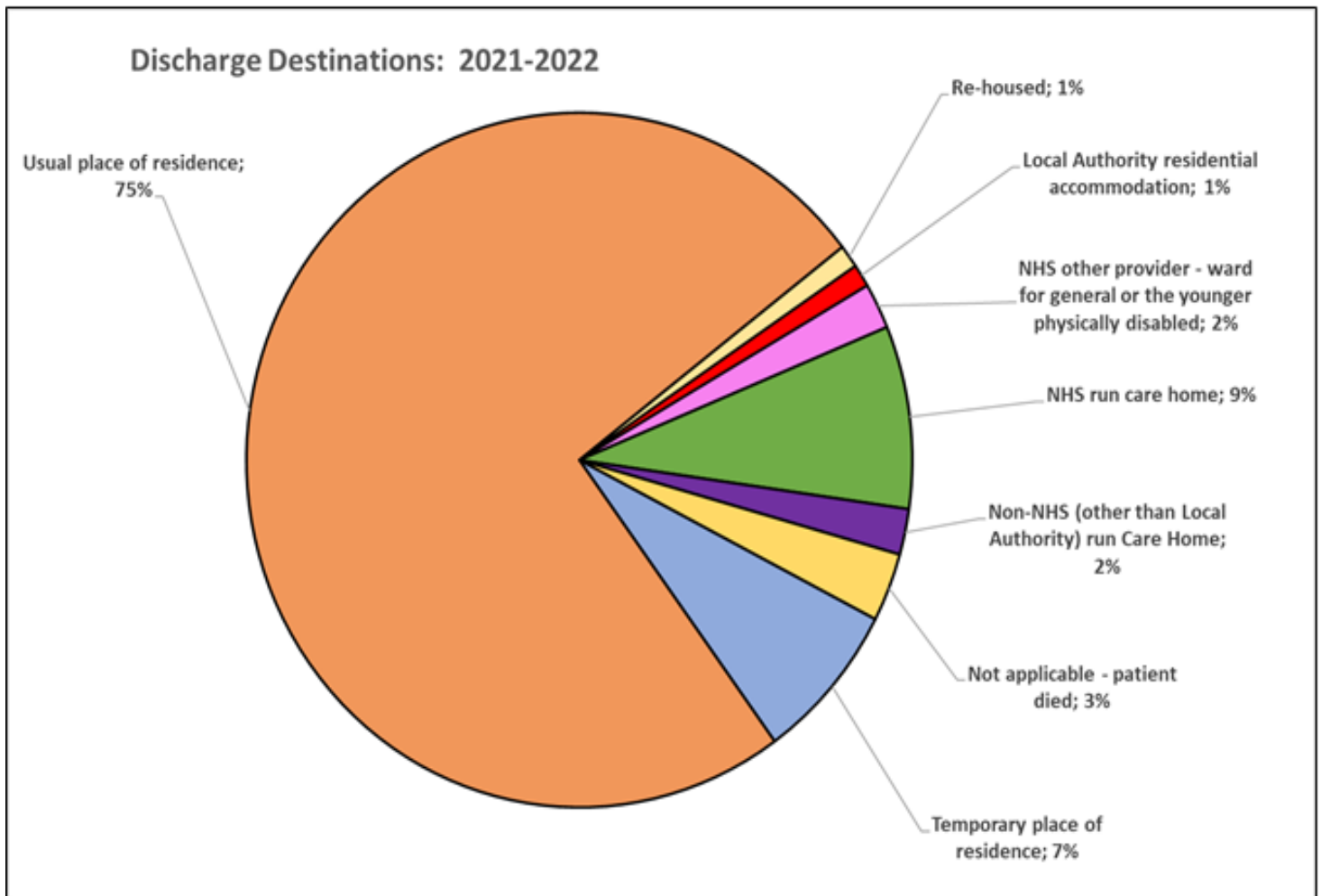


Planning your discharge

In order to ensure a timely and safe discharge, your case manager will commence discharge planning with you from admission. During your rehabilitation members of your team may visit your home, to assess and identify potential barriers to a safe discharge. This is so we can look at what is possible, and help us support you to explore alternative discharge destination options, if required due to accessibility.

Often, patients are discharged home to temporary downstairs living, until adaptations have been completed or re-housing obtained. Some patients may be concerned that they are unable to access their home comfortably. They want to know about other potential places they could go. The more options considered, the more choice you will have resulting in a better outcome for you and your family.

Sadly, despite everyone's best efforts, not everyone is able to return home immediately. The chart below illustrates where patients were discharged to between 2021-2022.



Towards the end of your rehab, the MDT will assess if day leave or weekend leave is possible. This is subject to an accessible environment, equipment needs, medical authorisation and your level of independence.

If your home is no longer suitable for your needs and temporary downstairs living cannot be achieved, we will support you to obtain a suitable interim placement in your local community.

Depending on your care needs at discharge, you may require support to let you live as independently as possible. Your case manager will support you through the process of care provision and funding. Do not be afraid to ask what is happening.

Case managers will liaise with you, your family and your community services to ensure you receive the information and support required. These processes will be explained to you during rehab, as part of discharge planning. If you are unable to make your own decisions and do not have anyone to help you, we can arrange for an independent representative (patient advocate) to support you in discussions about your care.

Once your treating team confirm your goals are complete and you are medically stable, we will work with you to transfer you back to your community, as you will no longer need a hospital bed within a specialist commissioned service.

Should you think that rehabilitation at the NWRISIC is not for you, or you do not engage in the process, then we will support you in speeding up your discharge.

We understand that whilst you undergo rehab, your full potential for recovery may not be known and this may impact on decisions around your discharge destination. If in doubt, we would advise you to look into options that will provide you with choices at discharge.

Leaving the hospital

The team will finalise any care plans with you and ensure you leave with continence supplies and medication to take home. We will arrange transport, if necessary, to ensure you reach your destination safely. We will provide signposting contacts to facilitate reintegration back into your community. The treating team will send a discharge summary to your GP, to ensure they are fully informed of your rehabilitation journey.

After discharge, you will return periodically to see your consultant for follow-up appointments, as we provide life-long care.

If you feel unwell post discharge, contact your GP, call 999 or attend your local emergency department.

Our commitment to you

Patients should receive the right treatment, in the right place and by the right professional. As part of this, we will:

- Provide a safe and accessible environment.
- Provide rehabilitation opportunities for you to achieve your maximum potential within the extent of your ability.
- Connect you with peer support to facilitate reintegration

- Arrange regular meetings to review goals and encourage effective communication between the team, you, your family and care providers.

If you would like to leave a compliment or make a complaint, please call the Patient Advice and Liaison Service (PALS) on 01704 704703 or email soh-tr.pals@nhs.net

Your commitment to us

- Arrive prepared to engage in rehabilitation.
- Adhere to the partnership agreement.
- Attend all rehab and patient education sessions, as able.
- Take responsibility for your rehab, your discharge destination and work towards the agreed discharge date.
- Be respectful to staff, other patients and visitors, as per the Trust policy.
- Notify ward staff if you are leaving the Centre's grounds, for purposes other than therapy (this is for your safety).

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department sister/charge nurse if you have questions or concerns.

Matron

A Matron is also available during the hours of 9am to 5pm, Monday to Friday. During these periods, ward/department staff can contact the matron to arrange to meet with you. Out of hours, a senior nurse can be contacted via the ward/department, to deal with any concerns you may have.

Infection control request

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high, our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections, by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease, by cleaning their hands so that you can see them.

Peer support

Spinal Unit Action Group (SUAG): SUAG is a local charity who supports the patients and families registered with the NWRSIC. They visit you at the centre and arrange social events for you and your family. They are a small charity, but if you think they could offer you any help please ask your case manager who can advise you, and if appropriate will refer you to SUAG.

Spinal Injuries Association (SIA):

David Eastham,
Peer Support
07535 590 510

or email d.eastham@spinal.co.uk

Aspire:

Jo Grover,
Independent Living Advice
07919 888 403.

See <https://www.aspire.org.uk/>

Back up:

Michael Hipwell
020 8875 6742

See <https://www.backuptrust.org.uk/>

Back-up family mentor service:

Alice Jackson
020 8875 6762 or

<https://www.backuptrust.org.uk/support-for-you/mentoring/talk-family-mentor>

Benefits

A representative from the Department for Work and Pensions (DWP) visits the centre by appointment, to provide benefits advice and support with any applications. Your case manager can arrange an appointment. Useful contacts below:

Government advice
www.gov.uk

Job Centre Plus (New claims):
0800 055 6688

Personal Independence Payment (General):
0800 121 4433

Personal Independence Payment (New):
0800 055 6688

Attendance Allowance & DLA 65+:
0800 731 0122

Summary

The NWRSSIC and Mersey and West Lancashire Teaching Hospitals NHS Trust understands that during rehabilitation patients and families, when leaving hospital, sometimes need time to make choices which can be life changing. This can be stressful for you and your family.

Our hospital works in partnership with community services and the local Council to provide services, which give you the time to help you make these choices in a more suitable environment.

You cannot choose to remain in a NWRSSIC bed when you no longer need this specialised level of rehabilitation and therefore will be transferred from hospital when your treating team assesses that you are fit for transfer.

We pride ourselves in delivering quality care and rehabilitation in a patient-centred approach, focusing on individual needs. We support all our patients (new and old) to lead as independent a life as possible, through liaison with local hospitals, clinical commissioning groups, GPs, local Councils and care commissioners.

For more information contact us at:

North West Regional Spinal Injuries Centre
Mersey and West Lancashire Teaching Hospitals NHS Trust
Southport & Formby District General Hospital
Town Lane
Southport
PR8 6PN.

Tel: (01704) 704 333

<https://www.merseywestlancs.nhs.uk/>



Special instructions

Any condition specific danger signals to look out for:

Contact information if you are worried about your condition:

- Speak to the nursing staff or in-patient medical team

Other useful telephone numbers/contacts:

- NHS 111
- Stop Smoking Helpline (Sefton)
0300 100 1000
- Stop Smoking Helpline (West Lancashire)
0800 328 6297

Southport Hospital
Town Lane,
Kew,
Southport,
Merseyside,
PR8 6PN
Telephone:
01704 547 471

Ormskirk Hospital
Dicconson Way,
Wigan Road,
Ormskirk,
Lancashire,
L39 2AZ
Telephone:
01695 577 111

Email: soh-tr.appointments@nhs.net

www.MerseyWestLancs.nhs.uk