

# Your stay in hospital

## Patient information leaflet

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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 دسترسی 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 rugăm 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.

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Welcome to Mersey & West Lancs NHS Trust. We are committed to providing you with the highest standard of care while respecting your privacy and dignity, making sure that you receive care that meets your care needs and respects your rights during your stay in hospital.

## Notes

It can be worrying and embarrassing for patients to share spaces with people that they do not know. This leaflet provides information about the hospital wards to help you understand what is available, and how you can get ready if your stay is planned.

### **Types of room where you will sleep**

Hospitals offer different types of rooms. Where you will stay depends on what reason you have come into hospital and space available.

“Bays” are bedrooms shared with 4 - 6 other patients of the same sex. You will also have a toilet available which both men and women are able to use.

Single rooms - you will not share this room. Often, but not always you will have a bathroom inside the room.

We have specialised wards (e.g. intensive care). In the intensive care ward you may be cared for next to a person of the opposite sex.

Day rooms - for patients waiting for outpatient treatment or day case surgery. These are mixed sex waiting areas. You will share a bathroom.

You may hear the term virtual ward, also known as hospital at home. This refers to aspects of hospital level care that is provided to patients in their own homes, to either prevent unnecessary hospital admissions or speed up earlier discharge from hospital from a hospital ward. You may be discharged to this service.

## Notes

### What can I expect in the room where I will sleep?

You can expect to have access to

- A comfy bed with clean sheets.
- A bedside table and storage for personal items. Please send valuable items home.
- Shared or private toilets/showers.
- A buzzer or handheld bell to alert the staff when you require help/medication for pain/other symptoms or in an emergency.
- Free wi-fi for your personal devices.
- Usually but not always, a bedside telephone (you will have to pay to use the telephone).
- Visiting areas and waiting rooms may be available to use on some wards.
- A menu with choice of free hot/cold meals and snacks for your dietary needs.
- Television (you will have to pay for the TV at certain times of the day on certain wards).
- Usually, but not always you will have a window.
- Bedside light.

## Your rights as a patient

You have a right to be visited or accompanied by friends and family when you are in hospital. We have a hospital policy about this. Please ask ward staff about visiting times and any current restrictions.

We also support Johns Campaign which recognises the importance of working with family carers as equal partners, in the care and support of people with dementia who are in hospital.

Please request a carer passport from ward staff. We also have "forget me not" hospital passports for patients who have dementia, Alzheimer's disease or memory loss to support care.

## At the end of your stay in hospital

You will have been given a discharge booklet when you arrived at hospital to help you get ready to go home. Inside the booklet there is a checklist that will help you to check that you have everything you need before you leave.

- You will receive written instructions and information on follow-up care; this will also be discussed with you by a member of ward staff. If you do not, and are unsure, please ask as it is important to know who you can contact with any concerns following your discharge.
- We will make sure that you understand any new or changes to medicines and future plans before you go home.
- You may be asked to wait for your medications or transport home in the discharge lounge, if you are there during mealtimes, you will be provided with food and drink whilst you wait. Sometimes you may wait here for a few hours.
- Please arrange transportation home from the hospital if it has not been arranged for you already.
- We will inform your GP about your hospital admission, what tests and treatment you have had and anything that we want the GP to do to continue your care.
- If you are going to a nursing home on discharge we will make sure that we tell the staff who are going to be looking after you, all the information that they need to do this.
- Resolve any queries that you may have before you leave.

If you are contacted after you go home to ask for your feedback about your stay in hospital, we would really appreciate if you would take the time to complete the survey, this will help us to improve our services.

## What to expect during your stay

- You will stay on the best ward to meet your medical condition and availability.
- If your stay is not planned you may experience bed moves within the ward and to another ward that is best to deliver your care.
- You will be provided with a choice of meals specific to your dietary needs/restrictions/tolerances. Please advise ward staff of your dietary needs.
- You will not be disturbed during mealtimes for non-urgent tests and procedures.
- You may have to visit other departments such as X-ray for tests or procedures during your stay.
- It is likely that you will move to different wards during your stay as your care changes, this will be avoided at night as much as it possible.
- There will be more noise and lighting than you are used to at home, especially at night as patients around you receive treatment. You will have access to an eye mask/ear plugs to help you rest and sleep.
- You may be disturbed at night by staff to complete your observations or deliver treatment such as medication that is important for your recovery.
- There may be students and observers present during your consultation as part of their ongoing training. Please let the staff know if you do not wish any students to be present during your attendance. Please ask a member of staff if you would like a chaperone present during your procedure.

## Single sex accommodation

- We aim to provide you with a room that is only used by patients that are the same sex as you.
- When you are moving around the ward, you may go through areas occupied by patients of the opposite sex.
- There may be times when the need to receive specialist treatment is more important than single sex accommodation such as in intensive care units. Everything will be done to protect you.

## **While staying in hospital accommodation, you have the right to:**

- Care and treatment that is free of charge.
- Expect respect for your personal privacy, including during examinations and treatments.
- Accommodation that is clean, safe and appropriate for your condition.
- Privacy of your personal information when updating you in a shared bay.
- Access to visitors - you may receive visitors at certain times of the day.
- Complaints - you have the right to raise concerns or complaints if you are unhappy. This should be raised with senior staff on the ward.
- Care that meets your spiritual and cultural needs - please make sure that the team looking after you know what these are.
- If you need it, you will have an interpreter provided to allow you to communicate and understand what is happening to you.

## **How to prepare for your stay**

If you know that you are coming into hospital you can get prepared.

## **What to bring**

- Comfortable clothing and nightwear.
- Toothbrush, toothpaste, soap and other things to wash.
- Any medicines you take at home.
- Glasses, hearing aids or equipment you use to get around.
- Do not bring valuable items with you; the Trust is not responsible for loss if you ignore this advice.

## **Before your planned admission**

- Check your admission paperwork date and time to arrive at the hospital.
- Confirm your attendance by responding to the text that you received or by calling the number on your letter.
- Please call the hospital as soon as you know if you cannot attend. The contact number will be on the letter that you have been sent.
- Arrange transport to and from the hospital.
- Plan for any support you will require from friends and family at home after discharge.