



**Southport and
Ormskirk Hospital**
NHS Trust

PATIENT INFORMATION

**Welcome to
Ward 14A**

Our Ward Manager is **Sister Gayle Carson**

Our Therapy Lead is **Jane Cole**

Our Orthopaedic ward offers a fully multi-disciplinary approach to your treatment and care, with a dedicated Therapy Team (consisting of Occupational Therapists, Physiotherapists and Therapy Assistants), Trauma Nurses (who co-ordinate your stay), an advanced Orthopaedic frailty practitioner, Orthopaedic nurses and of course medical cover.

Medications

It is important that your medications are brought in to hospital, especially if you use Insulin or take any Dementia medications. If you have a long term condition such as Rheumatoid Arthritis or Parkinson's Disease, and would prefer to control your own intake of these during your stay, then please discuss this with the nurse looking after you.

Visiting Times

Two visitors can generally visit the ward between 1.30 and 4.30pm and then 6pm to 8pm. It is possible to visit outside these times with prior arrangement with staff on the ward.

The hospital has signed up to **John's Campaign**, which means that there is unrestricted visiting for relatives of those living with Dementia, who may need the reassurance of loved ones during what can be a frightening experience.

Contact details

The ward telephone number is **01704 704889/704981**

The therapy telephone number for 14a is **01704 704815**

It is helpful if the ward is given up to date contact details for next of kin, including mobile numbers where possible.

Due to confidentiality we have to be careful about giving information over the telephone. If you are unable to come on to the ward itself you can set up a password which will allow staff to share information more freely. Please speak to the nursing staff about this.

We are happy to answer any questions from concerned relatives, but it is helpful in large families if one family member could be nominated to save multiple conversations taking staff away from the direct care of patients.

About our ward

Ward 14a follows a Rehabilitation philosophy, encouraging patients to increase their independence day by day in functional activities such as washing, dressing, toileting and mobilising. Please bring any toiletries, nightwear and footwear with you into hospital. We recommend footwear that supports the whole foot, whether slippers or shoes.

We encourage our patients to get dressed after the first day or so as we believe that this helps to psychologically regain independence and makes people feel less vulnerable.

Please ask your relatives to bring in a couple of sets of comfortable clothes for you to wear.

Every day the Team discusses all patients, looking at any interventions required and helping to work towards a safe discharge from hospital. It is customary to begin planning for discharge almost from the beginning of your hospital stay. This is so that any provisions can be made and support arranged in plenty of time and you won't have to stay in hospital any longer than necessary.

- By leaving hospital as soon as your condition allows you are more likely to return to your normal activities more quickly.
- Being in an acute hospital bed if you no longer need to be can be harmful, as you may be at risk of complications such as infection.
- We also need to ensure that beds are available for other patients requiring acute hospital care and treatment.

Where possible you will have a named Therapist who will look after you during your stay. Any equipment needs or caring needs highlighted will be addressed before you leave hospital.

Preparing for discharge

Once you require no further medical attention, the Doctor will be ready to discharge you from their care. It is not unusual for this to be some time before you have physically regained your functional capabilities. In this case, the Therapists and nurses may suggest a period of rehabilitation elsewhere, where you can continue to improve your strength and mobility. We are

very happy to discuss this with family at the appropriate time, with permission from yourself.

If referrals are completed for further rehabilitation, your treatment will continue whilst you wait for a bed. Following the opening of the Orthopaedic Rehab ward at Ormskirk District General Hospital (G Ward), patients will now follow a pathway to continue their rehab, once they are deemed medically stable by the consultant of the week.

It may be that you improve to the extent that the Rehabilitation bed is no longer necessary and plans will be adjusted accordingly.

Once you are no longer in need of medical attention the hospital will be looking to discharge you and you may receive a letter explaining this.

Day of Discharge

The Discharge Lounge is located on the ground floor of the hospital, and, if the hospital is very busy and in need of the bed for somebody from Accident and Emergency, you may be taken down to await your transport. All of your belongings will travel with you. Please ensure that you take all of your belongings, including any walking aids which you have been issued with by the Therapy Team.

A Discharge letter will be sent to your GP explaining about your admission, the treatment you have received and any further follow up required from the GP. You will be given a copy of that letter.

After discharge

If people live in a 24-hour care environment it is preferable for them to be discharged from hospital as soon as they are medically well enough, to the care of those who know them well, in a more familiar setting, away from the very busy and noisy atmosphere of a hospital ward. In some cases, we offer further Therapy following discharge on our Follow Out Scheme, where Therapists will visit people in the accommodation to monitor progress and advise the care staff.

Occasionally others who do not live in a 24-hour care environment may also benefit from some follow up, which we can provide if it means just one or two visits. If more frequent therapy is required, referrals will be made to other community services.

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 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.

SPECIAL INSTRUCTIONS

ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:

CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION

- Your own GP

OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:

NHS 111

Stop Smoking Helpline (Sefton) – 0300 100 1000

Stop Smoking Helpline (West Lancashire) – 0800 328 6297

**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

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Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

We would welcome your feedback about your experience
at Southport and Ormskirk Hospital NHS Trust.
Please access the Friends and Family Test at the following
link:

[https://www.southportandormskirk.nhs.uk/patients-and-
visitors/fft/](https://www.southportandormskirk.nhs.uk/patients-and-visitors/fft/)

Thank you

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