

PATIENT INFORMATION

North West Regional Spinal Injuries Centre

THE CENTRE & ITS SERVICE

INTRODUCTION

The North West Regional Spinal Injuries Centre was established in Southport in 1947 as one of the first generation spinal units in the country. The present purpose built Centre was opened in 1991 and is the Regional Spinal Injuries Centre for the entire Northwest area incorporating Liverpool, Manchester, North Wales and South Cumbria.

It is well accepted that patients with spinal cord injury require the type of care that is only available in specialist centres. A highly specialised multi-professional team provides treatment in this Centre.

The Centre encompasses 43 beds within the hospital site. There are also a number of community beds supported by the outreach team for patients who no longer require an acute hospital bed but still have rehabilitation goals. Any patient admitted into the Centre has the potential to be moved to one of the community beds to complete their rehabilitation

In order to provide a full appreciation of the facilities offered by this Centre and how this is achieved, a multi-professional 'Philosophy of Care' has been developed.

PHILOSOPHY OF CARE

“Care in the North West Regional Spinal Injuries Centre (NWRASIC) will be by skilled professional people able to make sound judgement based on current knowledge and research, including application of advanced assisted technology and social and economic trends concerning physical disability.

They will also have managerial skills for the best use of generating advances in care of adults and children disabled as a result of spinal cord injury. Assessment of physical, psychological, emotional and educational needs of both adults & children will be made where appropriate.

The Centre recognises the rights of each person as an individual; the right of dignity, right of privacy and the right to make informed decisions based upon the provision of adequate and objective information, without discrimination. It further recognises the need for the individual to be actively involved in the decision making process concerning their care and the setting of treatment and rehabilitation goals.

Both family and the social environment influence individuals with physical disabilities. Therefore, the Centre recognises that rehabilitation should be by an all-round approach.

This is achieved by a process which encompasses assessment, planning and implementation of care with an equal relationship between the carers and the individual receiving the care, which is purposefully directed towards meeting the individual’s needs and preparing them for the future.

Involvement of family and others with potential to contribute towards optimum outcomes of rehabilitation is inherent within this process, which starts on admission and continues through life.”

THE CARE PROCESS

ADMISSION

On admission to the Centre each patient is registered under the care of one of the Consultants. Your Consultant will normally assess you at this time and a treatment plan will be drawn up. Your Consultant will continue to supervise your care for the entire length of your stay in hospital.

It is the usual practice of this Centre for the Consultant to talk with you and your family regarding the management of your injury and its prognosis. Explanation will be given to you and your family about the nature of your injury, what it implies for the future, the necessary investigations that will be needed to arrive at an accurate diagnosis, length of stay in hospital and development of a treatment plan.

REHABILITATION PROGRAMMES

This Centre applies a consultant led, holistic approach to the rehabilitation process involving every member of the multi-professional team, these include:

- Case Manager
- Clinical Psychologist
- Doctor
- Nurse
- Occupational Therapist
- Physiotherapist

Soon after admission to the Centre, you will be introduced to these people.

Initially following your injury you may require a period of bed rest until your spinal column has been stabilized, your blood pressure adjusts, your skin integrity is optimized and your bowel is regulated. Following this period, a mobilisation programme will begin in order for you to be established in a wheelchair (if appropriate) prior to commencing your therapy programme.

Your therapy programme should be developed with input from yourself and members of the care team in order to meet your specific needs.

A typical programme involves attendance at physiotherapy and occupational therapy sessions, aquatic sessions if appropriate, patient education sessions will be arranged together with regular goal planning meetings to discuss your progress and review your personal and social needs. You will be expected to attend all sessions that have been programmed for you unless notification is given with a valid reason for non-attendance.

Part of your rehabilitation will involve re-integration into the community. Therefore, leave from the Centre will be gradually introduced at the time appropriate to your needs.

Initially, leave from the Centre might be arranged with the Nurse in Charge, if your Consultant gives permission. During such a period an able-bodied individual who may act as an aide where necessary must accompany you. The Centre would provide any necessary guidance with regard to your care needs. Once you have achieved the necessary skills to safely operate your wheelchair outdoors your

therapist will assess and document whether you can leave the Centre unaccompanied.

At no time must you leave the Centre without informing the Nurse in Charge. This can present both a serious effect on your clinical safety and the safety of others, for example, in the event of a fire within the Centre. You are asked to consider others when returning to the Centre following your leave.

Extended evening leave can be arranged when requested but remains at the discretion of the Nurse in Charge.

Day leave/overnight or weekend leave is usually arranged following discussion with the multi-professional team in order to ensure a suitable environment is available and to provide assistance with care as necessary.

Transport, medication and supplies will be arranged prior to leave to help make the transition easier. On the day of returning to the Centre you are asked to report to the Nurse in Charge prior to 9.00pm (unless other arrangements have been agreed).

CODE OF CONDUCT

We understand that you may have periods of frustration throughout your rehabilitation and would request that you discuss any issues with a member of the multi professional team. The North West Regional Spinal Injuries Centre promotes a process of rehabilitation that actively encourages people to take control of their lives following their spinal cord injury. Rehabilitation after injury can take a

long time and we recognise the need to support people's re-integration into the community and ensure a safe discharge.

We fully respect your rights and those of your family to receive appropriate and compassionate care.

However, in addition to rights, you also have responsibilities both in applying yourself fully to the entire rehabilitation process and respecting the needs of other patients, staff and others within the Centre.

Furthermore, we consider that everyone who receives care, visits or works within the Centre should not be subject to unacceptable behaviour by others.

We aim to provide an environment without too many rules but ask you take note that we consider all of the following as unacceptable:

- 1) Aggressive behaviour, both verbal or physical, towards staff, other patients and others within the Centre
- 2) Substance / Alcohol misuse
- 3) Unauthorised leave without escort
- 4) Lack of treatment compliance
- 5) Wilful damage to trust property or that of others
- 6) Disregard to other staff and patients in relation to noise, loud TV, music or conversation particularly at unsocial times.

We will request that you sign a partnership agreement on admission that highlights what you can expect from us and what we expect from you.

Southport & Ormskirk NHS Trust has a very good relationship with the local community police officers. The

officers will regularly visit the hospital site including the NWR SIC. We hope the presence of the police will not alarm patients and visitors but assure them that the Trust takes seriously the safety of its staff and patients and operates a Zero tolerance policy to any violent or aggressive behaviour.

THE DISCHARGE PROCESS

Discharge from the hospital of patients with physical disabilities is a complex process in which various issues have to be addressed. Therefore, discharge planning will commence as soon as you are admitted to the Centre.

All members of the multi-professional team will be involved in this process and the nature and place of discharge will be discussed with you during Goal Planning Meetings.

Once your rehabilitation is deemed complete by the multi-professional team, you will be discharged into your own home if suitable or an alternative safe environment. This may include places such as your referring hospital or alternatively an interim placement such as a residential or care home or other transitional facility.

Co-ordination of the discharge process will be by the Case Management Team. Issues relevant to your individual needs are best discussed with your Case Manager who will liaise with the appropriate agencies outside the hospital.

WARD INFORMATION

Postal address & telephone numbers:

North West Regional Spinal Injuries Centre
Southport & Ormskirk Hospital NHS Trust
Town Lane
Kew

Merseyside
PR8 6PN
Direct no: 01704 704345

Calls received to main ward area 24 hours a day, however the Ward Clerk is only available between 8.00am & 6.00pm and your call may not be answered immediately outside of these times.

VISITING HOURS

During the acute phase of hospitalisation it may be necessary to restrict visits to immediate family members only. This may be discussed with the Nurse in Charge and expanded as seen appropriate.

Visitors are asked to attend between the hours of 12.00noon and 9.30pm. If your visitors cannot attend between these hours, flexibility may be allowed (if appropriate) following discussion with the Nurse in Charge.

In relation to hand hygiene all visitors entering and leaving the Centre are requested to use the alcohol gel at each entrance to ward area.

Once you have commenced rehabilitation programmes your visitors will be asked to attend between the hours of 5.00pm and 9.30pm only from Monday through to Friday. They must not attend the physiotherapy or occupational therapy departments during therapy hours unless prior arrangement is sought with your therapist. Weekend visiting is between the hours of 12noon and 9:30pm.

This is to ensure you are able to attend and take part in all of your planned rehabilitation sessions without disruption.

CAR PARKING FACILITIES

The designated car park for the Centre is located to the rear of the hospital and your visitors will need to take a ticket on entry to operate the exit barrier. Pay machines are situated near the ground floor exit of the Centre however concessions are available for the next of kin of long-stay patients who visit on a daily basis. In order to obtain a concession, your visitor must speak with the Ward Clerk or the Nurse in Charge.

VISITS BY SOLICITORS/LEGAL REPRESENTATIVES

A number of patients admitted to the Centre may, for example, be undertaking legal action against a third party in connection with their injuries. In these circumstances you may have legal representatives visiting you at the Centre.

Visits by all legal representatives must be by prior arrangement with your treating Consultant or their nominated deputy. The purpose of this prior arrangement is manifold:

1. Your discussions with your legal representative are private and we will endeavour to provide a private area where you might talk without interruption
2. We will attempt to ensure that you are able to schedule such meetings around your clinical and rehabilitation needs
3. Removal of such discussions from the shared ward areas will ensure other patients are not disturbed

Solicitors should not attend / interfere with clinical activity and decisions including MDT meetings, if they do attend then should maintain an observer status.

You must arrange for your legal representative to report to the Reception Desk (during office hours) or Nurse in Charge (evenings & weekends) on arrival at the Centre and when leaving. This is in order to ensure their safety and safety of others in the event of fire or other emergency.

DAY ROOM USAGE

A Day Room is provided to allow patients to socialise with each other and their family in a friendly and non-clinical environment.

The Centre has one day room that you and your relatives can access, located on the 1st floor in the link corridor with a patient dining area for use at meal times. Light recreational facilities have been provided in the day room, i.e. electronic gaming, reading books, board games, television/video/DVD and refreshment vending machine.

You and your relatives are asked to be considerate of the needs of others when using this area.

Your visitors should vacate the area by 9.30pm. You should return to the ward area from the day room by 11.00pm.

You have a responsibility to ensure you have enough rest and recuperation to allow you to actively engage in the rehabilitation programme.

ACCESS TO STAFF

Regular ward rounds take place every Monday morning. The ward rounds provide an opportunity for the multi-professional team to monitor and direct care and rehabilitation, assess your progress and make it possible for you to discuss your treatment with the team. Your Consultant may also choose to undertake a midweek mini round.

However, you may ask to see a Doctor at any time and your request will be dealt with on a priority basis. You can also request to see your Consultant at times other than the Monday ward round by making an appointment via the Nurse in Charge or through the secretaries to the Consultants.

You may also ask to see any other member of the multi-professional team and a suitable appointment will be made.

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 any questions or concerns.

MATRON

A Matron is also available during the hours of 9.00 to 5.00 pm 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.

TRUST POLICIES

Several Trust Policies have been developed in order to promote a safe and productive environment for staff and patients alike and are available by request from the Nurse in Charge. These policies include:

LOAN OF EQUIPMENT

During your stay at the Centre you will be provided with equipment such as a wheelchair and cushion to enable you to mobilise and engage in your rehabilitation.

Your posture and seating needs will be assessed by the Occupational Therapist who will then refer you to your local wheelchair services for provision of your own wheelchair and cushion.

The Centre also has a limited stock of lightweight and powered wheelchairs available for patients to use for

assessment purposes only and are loaned at the discretion of the Occupational Therapy staff and are subject to terms and conditions of use. These terms and conditions will be explained in detail prior to you using the equipment and you will be asked to sign an agreement that you will abide by them.

We will endeavour to ensure that you have appropriate equipment to go home with but this is largely dependent upon your local wheelchair services

SMOKING

The Trust promotes a 'smoke-free' environment and therefore smoking is prohibited from all areas throughout the hospital buildings and grounds.

If you smoke and wish to reduce or stop smoking support can be provided with this process during your hospital stay.

Please see the Nurse in Charge for further assistance.

ALCOHOL

Consumption of alcohol on hospital premises is strictly prohibited unless it is on those special occasions when permission is given for organised functions. When on leave from the Centre it is expected that any consumption of alcohol throughout your rehabilitation, is moderated to avoid any alteration in your behaviour or impact on your rehabilitation programme.

Any alcohol brought into the Centre will be confiscated if not sent home with visitors.

If you have concerns about your level of alcohol consumption and wish to reduce or stop drinking, support can be provided with this process during your hospital stay.

Please see the Nurse in Charge for further assistance.

NON-PRESCRIBED DRUGS

Use of, possession and/or distribution of non-prescribed drugs on hospital premises is strictly prohibited and will not be tolerated. You are reminded that many non-prescribed drugs are illegal and may be confiscated by staff and handed into the Police. If you regularly take a drug that you have not been prescribed i.e. painkillers, please discuss this with your Consultant.

Staff will report any incidence of drug abuse to the relevant authorities and those involved may be subject to prosecution. If you have concerns about use of non-prescribed drugs and wish to reduce or stop, support can be provided with this process during your hospital stay.

Please see the Nurse in Charge for further assistance. In the event of serious breaches of any of the above points, the Centre would invoke comprehensive procedures in keeping with the Centre and Trust's Policies. The outcome of these procedures may result in expedited discharge and exclusion from further treatment by the Centre.

We hope you understand the reasons for making these procedures known to you and that you find the time you spend with us is a useful and safe experience.

PRESCRIBED MEDICATION

Medicine rounds are carried out up to 4 times each day. These times usually correspond with meal times. You are requested to take responsibility for being present on the ward when your medicines are due.

This will ensure that staff can administer medicines appropriately and avoid unnecessary delay and disruption.

USE OF ELECTRICAL EQUIPMENT

You may ask your relatives/family to bring in a 14" portable television/video/DVD for your personal use.

Any such television must allow for the use of headphones, which you will be expected to use at all times. The use of televisions will be restricted from midnight until the following morning at the discretion of the Nurse in Charge.

You are however permitted to bring in some electrical items from home which may make your stay in hospital more comfortable.

These items include:

- Hairdryer
- Electric toothbrush
- Electric fan

- Personal stereo / CD player with headphones
- You may also wish to bring in laptop or tablet. WIFI is available but is variable within the ward areas. Please be aware the Trust accepts no responsibility for the safe keeping or storage of these items.

All items must be fit for use and are therefore subject to scrutiny by the Trust's electrician prior to service. Any items that are found to be unfit for service must not be used and must be taken home immediately.

The use of **mobile phones must be respectful of staff and other patients.** All phones to be switched off during treatments or therapy sessions.

Such equipment is restricted in various departments throughout the hospital including this Centre. Please refer to the notices displayed at various points around the hospital site that identify designated safe zones where the use of mobile phones is permitted.

The use of **video cameras and photographic equipment** is also **strictly prohibited** at all times unless permission is sought from the Trust's Public Relations Manager. This is to ensure patient confidentiality is maintained.

MEALTIMES AND DINING AREAS

Mealtimes are as follows:

Breakfast	7.30am – 9.00am
Lunch	12.00noon – 1.00pm
Tea	5.00pm – 6.00pm

The 1st floor day room has a capacity to seat up to 20 patients at mealtimes. Those patients who are mobile and independently able to feed themselves are expected to dine here at lunchtime and teatime every day unless other arrangements are agreed with the Nurse in Charge.

Visitors should not attend the day room at mealtimes unless they are actively assisting you with eating a meal. Breakfast will be served at the bedside.

It is appreciated that during a long stay, hospital meals can become monotonous. You may arrange for your own cooked food to be brought into the Centre for immediate consumption. In accordance with Trust Policy **only** ward staff may carry out the re-heating of prepared meals.

There is a fridge available to keep food fresh for a very short period only. In order to comply with Food Hygiene Regulations, any food kept in the fridge (with exception of yoghurt) must be consumed within 24 hours. When placing food in the fridge it must be labelled with the date, time and your name.

The Hotel Services staff have the authority to dispose of any items remaining in the fridge after this period.

Raw or uncooked food is strictly prohibited

PERSONAL BELONGINGS

You are reminded that any personal belongings brought into the hospital remain your property and, therefore, your responsibility.

The Trust will not accept liability for any property lost, stolen or damaged during the hospitalisation period unless the property has been put into safekeeping and a record is made by the Nurse in Charge. A maximum amount of £20 can be held in the ward safe if required.

As the period of hospitalisation is often extended for most patients, it is appreciated that personal belongings will sometimes accumulate.

Due to the confines of designated bed spaces, infection control measures and management of risk, you are asked to limit the amount of personal property brought into the Centre. You should note that there is minimal space within the bedside locker and therefore are asked to keep a reasonable amount of clothing available for daily usage.

You are also asked to limit the number of cards and posters at your bedside to those which can be accommodated on lockers and tables rather than 'blue-tacked' to walls.

No flowers or balloons.

These precautions are necessary in order to help reduce the potential for spread of infection.

Items of value (i.e. pension books, jewellery and any money greater than £20) may be held for safekeeping in the hospital General Office.

You can access the General Office between the hours of 9.00am and 5.00pm, Monday to Friday. You are advised that cash amounts above £100.00 held for 5 days or longer will be returned in the form of a cheque unless other arrangements have been agreed with the General Office.

DENTAL AND OPHTHALMIC SERVICES

Other than emergency dental treatment the Trust cannot provide any routine dental or ophthalmic services. If you should require any of these services during your admission please discuss with your consultant who along with the nurse in charge will endeavour to support you to source this locally. Please be aware that if you are eligible you will be required to pay for such treatment as usual.

LAUNDERING FACILITIES

You will be asked if your family visiting you in the centre would be able to take your laundry home with them

In cases of emergency (soiled clothing) or in the event that you do not have access to family there will be the availability of laundry facilities on site

You will be asked to remove any items of clothing seen 'hanging' outside of lockers (i.e. on curtain rails) as this can create difficulties when attempting to clean the area.

Should you have any questions regarding the content of this information booklet please do not hesitate to discuss it with any member of the care team who will be happy to help with your enquiry.

The information contained in this booklet should be read in conjunction with Southport & Formby District General Hospital Information for Inpatients & Visitors' Handbook.

This patient information leaflet is intended to be used to support discussion during your clinical consultation. If there is anything you do not understand or are unsure about, please ask the doctor at your appointment or contact the people below.

**North West Regional Spinal Injuries Centre
Southport & Formby District General Hospital
Town Lane
Kew
Southport & Ormskirk NHS Trust
PR8 6PN**

Tel No (01704) 704346

You may find it useful to visit our website:

<http://www.southportandormskirk.nhs.uk/spinal/>

NOTES

OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:

NHS Direct - 0845 4647

Stop Smoking Helpline (Sefton) - 0300 100 1000

Stop Smoking Helpline (West Lancashire) - 0800 328 6297

Useful Websites:

ASPIRE <http://www.aspire.org.uk/>

Apparelyzed <http://www.apparelyzed.com/>

Spinal Injuries Association <http://www.spinal.co.uk/>

BackUp Trust <http://www.backuptrust.org.uk/home>

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

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