

Compliments and complaints

Tell us how we can improve – the Friends and Family Test We are constantly improving our services, so when you are discharged you will be asked to complete a short questionnaire called the Friends and Family test. Your responses cannot identify you and will not impact on your current care, but they will help us improve our service. So please do help us and respond. You can find out about the Friends and Family Test on NHS Choices www.nhs.uk/friendsandfamilytest it is really important to us that you take the time to answer the one question and make comments if you wish. The survey will be offered to you by a member of staff (on paper or on-line) or by text message. You only need to answer once per stay.

Raising Concerns

If you have any concerns during your stay regarding any issues or regarding your treatment or care, please ask to speak to the **nurse in charge** as soon as possible so that we can deal with your concern quickly. The Matron is available every week day from 9:00 – 5:00 pm. Please approach her directly to ask or make an appointment. Alternatively, there is a duty senior nurse on duty in the evening and weekends.

PALS: Patient advice and liaison service Tel 0800 0131223

Email: PALSandcomplaints@elft.nhs.uk

We are here to help you; we understand that having to stay in hospital can be a stressful and worrying time for you and your relatives or carers. We will endeavor to make your hospital stay as comfortable and stress free as possible

Fothergill Ward Stepdown & End of life Care

East ham Care centre
Shrewsbury road
Forest Gate- London

Tel: 0208 475 2089/2150
elft.fothergillward@nhs.net

About the ward

Patient and carers information leaflet

Welcome To Fothergill Ward

Fothergill ward has 26 bed rooms, caring for people at different stages of recovery. Most of our rooms are single occupancy, all are en-suite. We care for people who are waiting for placement in care / nursing homes or whilst people wait for their homes to be made safe for them, or care for people who are coming towards the end of their life. We are committed to providing you & your family with a safe, effective care in comfortable, homely surroundings, ensuring you have the best possible experience. One of the first things we will help with is your discharge. We have a maximum stay of up to 8 weeks and will set an 'estimated discharge date', but of course, we would like to help you move on much faster. We have a 'Patient Choice' policy which will help you choose where your care will be delivered. Please ask your nurse for more information.

What should I expect from my stay?

Every day you will have an allocated registered nurse who will care for you, they will come and introduce themselves, so you always know who to call. The ward manager, [REDACTED] is responsible for the overall management and day to day running of the ward, please ask to see him if you have any questions or concerns. We have a small team of GP doctors who will oversee your care. The ward has two ward rounds per week where we discuss your plan and progress. If you would like to attend, please speak to a nurse. We do not have a doctor overnight. If you become unwell, we may need to transfer you to an acute hospital. We have a small team of physiotherapists and occupational therapists who may work with you, depending on the reason for your stay.

Palliative Care

We care for people whose health has deteriorated and who may be nearing end of life; our priority is to support you, your relatives and carers during this difficult time. We work closely with St Joseph's hospice, ensuring you receive outstanding care. A weekly ward round with the ward nurses, palliative care specialist nurse and ward GP is held between 13:00 -14.00 on either Tuesday/Thursday.

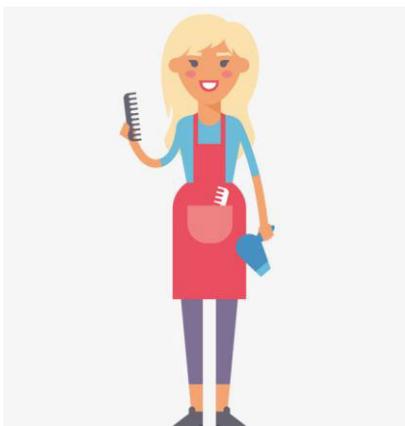
Unfortunately we do not have a mortuary, where appropriate we will ask who your preferred funeral director is. If you don't have one and the need arises, will contact either T. Cribb & Sons or J. Jeffries. You are not bound to use their services, however if you do not use their services there will be cost incurred for transport and care in their facility. This is standard practice for all undertakers.



Activities

Our enthusiastic activities team provides a broad recreational program which includes interactive activities as well as special social events. They can also assist with organizing:

- Weekly Fellowship Meeting for all faiths
- Hairdressing



Protected Meal Times

Breakfast: 8.00 - 09.30

Lunch: 12.00 -13:00

Supper: 17:00 -18:00

If you have any special dietary, cultural or religious food requirements please let the staff know. Hot and cold drinks are available on request 24 hours a day. Hot drinks served at breakfast, mid-morning, afternoon and early evening. If you would like a drink at any other time please tell a staff member. It is important that you drink and eat well to help with your recovery.

Rooms

Rooms are single and double occupancy (same sex) Rooms have en-suite shower room with a toilet. There is also a TV and radio. The TV remote controls are complicated and we are reviewing this system so that all patients can use.

Health and Safety

Slips, trips and falls please use the non-slip socks provided. You are encouraged to call a nurse if you need help.

Call, don't fall.

People at high falls risk will have an alarm attached to their mattress to alert staff if you are about to move out of the bed.



Pressure Ulcers

A pressure ulcer is damage to the skin and underlying tissue, often caused by poor nutrition and staying in one position. You will be assessed on admission by one of the nursing team as to your risk of developing pressure ulcers and you may need a special mattress.

The Spiritual and Pastoral care team

The Trust's Spiritual and Pastoral Care Team is multi-faith and provides pastoral, spiritual and religious care for your needs, as well as those of your relatives and carers. If you would like a member of the Spiritual and Pastoral Care Team to visit you, please ask a member of staff to arrange this for you. Should you wish to make contact with your own religious leader, please ask a member of staff to assist you with this

Valuables

Whilst we encourage you not to bring in valuables to hospital, we appreciate that many of our patients may wish to have their mobile phones and other electronic items with them. These items will be listed in a Patient's Property Book, which you will be asked to sign and you will be provided with a copy for your records.

The Welfare Officer can provide advice about how money and benefits are managed, it is important to ensure that you are able to secure your finances and property so that no-one can access them or use your money without your permission.

Valuables may also be seen as clothing or any property that you bring with you when you are admitted. There is a laundry for patient's personal items, but all other items are sent to an outside laundry. We try to help you take care of your property but it is important that all clothes are labelled. We are unable to guarantee the management of property held by patients and you will be asked to sign a disclaimer on admission.

Mobile Phones

Patients may use mobile phones but we would appreciate if you would keep them on silent mode during your stay and use them appropriately so as not to disturb other patients. Please do not take any pictures/Videos of other patients

Visitors

We welcome visitors between **11.00 and 20.00** daily

If your visitors are not able to visit during that time please discuss with the nurse in charge or your allocated nurse.

If your relative is very poorly or at end of life the nurse will speak with you to support you with arrangements to stay.

Small children may visit, but please get permission from the Nurse in Charge before you arrive.

Parking

A limited amount of concessionary parking is available to patients, relatives and carers. It can get busy at times so please speak to reception or a member of staff for details.



Fothergill ward team

Matron: - [Redacted]

Ward Manager:- [Redacted]

Ward Pharmacist	Pharmacist Technician	Speech & Language Therapist
Social worker	Physiotherapist	Occupational therapist
Health care support worker	GP	Nurses
Dietician	Domestic	House keeper

