Ward Patient Information
Welcome to Beaconsfield East
Hillingdon Hospital
Welcome to our Rehabilitation Ward
We are here to help

We understand what it feels like to be a patient and how stressful and worrying that can be for you and your relatives or carer. The team will endeavour to make your stay with us as comfortable and stress free as possible, keeping you and your family updated with information about your care.

WARD: Beaconsfield East

LOCATION: Lower Ground – opposite the Elderly Day Hospital

TELEPHONE: 01895 279 740

TYPE OF WARD/SPECIALITY: Older Adult Rehabilitation

MATRON MEDICINE: Vivienne Croucher

WARD MANAGER: Ike Ihezue

LEAD PHYSIOTHERAPIST: Karen Kane

LEAD OCCUPATIONAL THERAPIST: Alison Bartholomew

CONSULTANTS: Dr J Vowles & Dr E Vasileiadis

Visiting Times: DAY: 3 - 5pm / EVENING: 6 - 8pm

• Visiting is restricted to two visitors per patient at any one time.

• Visitors should please be considerate of other patients, who may be feeling unwell. A lot of noise may prevent them from resting.

• Children are welcome and must be supervised at all times.
Staff Uniform

Matron
Senior Sister/Charge Nurse
Staff Nurse
Physio/OT Assistant
Healthcare Assistant
Physiotherapist
Occupational Therapist
House Keeper

Other Uniforms

**Sister/Charge Nurse:** A navy dress/tunic and navy trousers with white piping on the tunic

**Ward Clerk:** Black and white enigma blouse with a black trouser or skirt and a black jacket.
Vision

On Beaconsfield East ward our approach is based on a holistic and a multi-disciplinary approach that aims to provide the highest standard of care. This will happen from your admission through rehabilitation to your safe discharge and is facilitated by our compassionate and caring staff in a dementia friendly environment.

The team work towards setting realistic and achievable goals for you. These goals are reviewed daily and discussed at length on a Thursday at our Multi-Disciplinary Team (MDT) meeting. At this meeting other issues relating to your care and discharge may be addressed, new goals may be set and a review of your estimated discharge may occur. Other outside agencies are also involved at these meetings including Age UK. You will be updated on any changes.

Ward Purpose

Beaconsfield East is a rehabilitation ward and has recently been upgraded to make it more suitable for the care of older people who may have memory difficulties, making it a more homely and welcoming environment.

The new facilities on the ward include improved showering facilities, better lighting, access to the garden from each bay, a new day room and a social dining space.

There are also new therapy areas including a kitchen where you
can practice skills before returning home. There is a multipurpose sensory activity room which therapists will use as part of your rehabilitation.

**Infection Control**

To help us prevent the spread of any infection during your stay in hospital, good hand hygiene from staff, patients and visitors is essential. It is important that the hand gel at the entrance is used by everyone before entering and leaving the ward.

**Ward Facilities**

There are four bays and four single rooms. Each bay is colour themed and accommodates four beds. Each bay has an access to an enclosed garden with seating for you to access in the summer months. Each bay has a separate toilet.

The four individual rooms in the ward have access to the toilets in the bays opposite. There is a large assisted shower room for male patients and another shower room at the end of the ward for female patients. A toilet for visitors’ use is situated adjacent to the ward reception.

We are committed in protecting your dignity and while you are on the ward you will be nursed in a same sex bay.

**Meal times**

**Breakfast:** 8 - 9am  
**Lunch:** 12 noon - 1pm  
**Supper:** 5 - 6pm

Coffee, tea, chocolate and biscuits are served in-between meals and night time drinks are available.

You will be given your menu at 9.30am for the following day. The staff will help you with this if you require assistance.
If you have any special dietary, cultural or religious food requirements, please let the staff know. Symbols in the menu will indicate the diet suited for you.

Meal times are protected to ensure patients have a quiet and relaxed environment to enjoy their meal. However, if patients require assistance with eating their meals, relatives are welcome to come and help at meal times and this can be arranged with the ward staff.

A wet wipe will be placed on your meal tray for you to clean your hands before eating your meal.

You can choose to dine in the day room with other patients or at your bed side. We also recommend that you join in our meal club.

**Ward Activity**

Generally the day begins with the morning hand over from the night to the day staff. This will take place at your bed side and you are fully involved in this process. Some days you will be given a choice to join the other patients in the day room for your breakfast or you can have your breakfast at your bed side. The morning drug rounds also take place at this time.

You can then have a choice of a shower, a wash in the wash room or if you are not feeling very well on the day, a strip wash at your bed side.

Lunch is provided at 12 noon and then your medication during the drug round at 2pm unless there are medications that you may have to take more frequently and at a specific time. We run three breakfast clubs on a Tuesday, Sunday and a special therapy led club on a Thursday and a lunch club on a Friday as part of your rehabilitation. You are highly encouraged to attend and be part of these activities.

The night staff will start their shift at 7.45pm with a handover at the bed side. They will help make you feel safe, provide comfort
and give you any medication that you may need. On a Sunday you can have breakfast in the day room and then take part in the activities that will be arranged between 2.30 and 4.30pm. We hope you will be involved with these activities and also enjoy them. Your family can also be part of these activities. Depending on your needs we may need to involve our other colleagues from the multi-disciplinary team; this may include a dietitian, clinical psychologist, psychiatric team and the speech and language therapist to help optimise your potential for rehabilitation.

**Doctors Rounds**

You will be looked after by a team of doctors led by two consultants, Dr Vowles and Dr Vasileiadis. On certain days the whole medical team will see you during the ‘consultant ward round’. You will also have daily visits from at least one member of the medical team. Doctors are usually available to talk to relatives/carers daily until 5pm. During busy periods however, we may have to arrange an appointment for you to speak to a doctor. Please note you may not see your consultant every day.

<table>
<thead>
<tr>
<th>Dr Vowles</th>
<th>Monday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time:</td>
<td>From 10am</td>
<td>From 10am</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dr Vasileiadis</th>
<th>Tuesday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time:</td>
<td>From 10am</td>
</tr>
</tbody>
</table>

**Physiotherapy Service**

Physiotherapy will be an essential part of your rehabilitation while you are on the ward. A team of physiotherapists and assistants will assess your level of mobility and any other symptoms you may have; for example breathing difficulties, pain, stiffness or loss of balance. This will happen within one working day of your arrival on the ward. A treatment plan will be made to address your needs. This may include exercise, walking, balance work
or stairs practice. We work closely with our medical, nursing and occupational therapy colleagues to plan your rehabilitation.

We treat our patients in the day room, sensory area or the gym located just outside the ward. Your therapist will decide which is most appropriate for you. An exercise class takes place some mornings on the ward. You may be encouraged to participate in this group as part of your rehabilitation.

It would be helpful if you or your carers could advise our team of any concerns you have regarding your mobility or function at home. To maximise your rehabilitation it is recommended that you have comfortable walking shoes, day clothes including a jacket for outdoors where possible and your usual walking aid.

Your Physiotherapist will be available on the ward from 8.15am to 4.30pm Monday to Friday and can be contacted on ext. 2991/3740.

**Occupational Therapy (OT) Service**

The overall aim of the Occupational Therapy (OT) service is to promote your independence. Within one working day of your arrival on the ward you will be assessed by an occupational therapist.

Your occupational therapist will work together with you and your family/carers to help you set realistic goals to overcome difficulties in self-care and activities of daily living.

**Following your assessment**

Your occupational therapist may:

- Discuss carrying out an assessment of your home environment.
- Provide equipment to improve your independence at home.
Assess current care needs to support plans to meet your ongoing needs when you return home.

The occupational therapy team are available on the ward from 8.15am to 4.30pm Monday to Friday and can be contacted on ext. 2991/3740.

Valuables

While we encourage you not to bring any valuables into the hospital, we appreciate that many of our patients may wish to have their mobile phones with them. This and other items will be listed on a patient’s property sheet, a copy of which will be given to you.

Please arrange for a relative, friend or carer to take anything of value home if you don’t need it.

Smoking

The hospital is a smoke free facility. Smoking is forbidden on the hospital property.

Discharge

We start planning your discharge with you and your family on your admission to enable us to facilitate a safe discharge from hospital. Once your doctor has agreed your discharge date with the rest of the multi-disciplinary team, yourself and your carer, the ward staff will arrange for your medication, transport, outpatient appointment and in some cases equipment to facilitate your discharge home.

Feedback

We appreciate and value your opinion and would love to hear from you about your experience and the care you have received while you were here on Beaconsfield East. You can do this by completing the Friends and Family Test.
Languages/ Alternative Formats

Please ask if you require this information in other languages, large print or audio format. Please contact: 01895 279973

Fadlan waydii haddii aad warbixintan ku rabto luqad ama hab kale. Fadlan la xidhiidh 01895 279 973

Jeżeli chciałbyś uzyskać te informacje w innym języku, w dużej czcionce lub w formacie audio, poproś pracownika oddziału o kontakt z biurem informacji pacjenta (patient information) pod numerem telefonu: 01895 279973.

如果你需要這些資料的其他語言版本、大字体、或音頻格式，請致電01895 279 973查詢。

إذا كنت تود الحصول على هذه المعلومات بلغة أخرى، بالحرف الكبيرة أو بشكل شريط صوتي، يرجى الاتصال بالرقم التالي 01895279973.