

# Welcome to 6 East Ward

We aim to provide the highest standard of medical, nursing & specialist therapy we can. We work closely as a team and involve you & your relatives in your care as much as possible.

The ward is for men and women. There are bed bays that are single sex, and some side rooms. There is also a high dependency unit where the very unwell patients are nursed. This may be mixed sex.

6 East Ward mainly admits neurology patients with diseases and disorders of the nervous system. This includes the hospital's stroke unit. As a specialist neuroscience centre, we take patients from other hospitals as well as the local area.

If you have any queries please do not hesitate to ask us – ask the nurse in charge of the ward if you are not sure who to speak to. Our phone number is 020 7830 2719.

## TELEPHONE ACCESS

Mobile phones must not be used on the ward. There are bedside telephones for incoming and outgoing calls that patients can register to use.

Telephone enquiries about patients can be made directly to the ward via our direct line. Friends/ relatives should ask to speak to the nurse looking after you for an update. The nurse will be happy to answer any queries.

Friends/ relatives should not ask to speak to you on this line as it is one of two official lines required by staff. They can contact you on your bedside telephone.

We also ask that if you belong to a large family that there is a designated person to make enquiries and pass on information to the rest of the family, as repeated phone enquiries take staff away from patients.

We hope that you understand our reasons for these requests and will be able to help us help you with your enquiries.

## VISITING

Visiting time is 2pm-8pm every day and two people are permitted at the bedside at a time. This is to allow patients rest at times and also staff access to the patient at all times. However, we realise that sometimes there is a need for more flexibility and visiting at other times can be arranged. If you want to discuss this, speak with the nurse in charge who will usually confirm what is possible after speaking with the ward sister or matron.

## CAR PARKING

There is a pay-and-display hospital car park, but it is often full. Our car park charges are set to reflect local street charges. There is only limited street parking in the area as roads are mainly 'residents only' parking. Another option is to use the Heath car park, but times vary according to the season so please check before you leave your car.

## SMOKING

This is a 'no smoking' hospital - there is no smoking anywhere in the hospital or its grounds at any time.



## FOOD

Choice is offered for meals, including specialist diets and cultural requirements.

BREAKFAST	7.30-8.00am
MORNING TEA	11.00am
LUNCH	12.00-12.30pm
AFTERNOON TEA	2.30pm
SUPPER	6.00-6.30pm
EVENING DRINK	7.30pm



## CLEANLINESS

The cleanliness and ward environment are very important. It is important for all to help the staff maintain our standards by co-operating. This includes:

- Using hand gel
- Not sitting on beds
- Following any other requests from staff

We ask that visitors do not bring plants and flowers as they can harbour harmful bacteria.



## DISCHARGE ARRANGEMENTS

We will discuss arrangements for your discharge home or transfer back to your local hospital with you. When you leave, a copy of your discharge summary will be provided which will confirm follow-up arrangements including when your next appointment will be. An

appointment letter will follow in the post. The out-patient appointment centre number is 020 7830 2902/3.

We will provide the medication you require.

Hospital transport is only provided where there is a medical need.

## ANY QUESTIONS

Whilst a patient on the ward if you have any questions, please speak to the nurse caring for you. If they are not able to help they will involve the nurse in charge, ward sister or matron.



## TOILETS FOR VISITORS

These are situated off the ward on the tenth floor, and also on the ground floor. Please ask for directions.

## DONATIONS

Any monies given to the ward are always gratefully received. Should you wish to make a donation please see the ward sister or matron about which fund you would like your money to go towards.