

Welcome to Thomas Young Ward

Lanesborough Wing, third floor

This information is for you and your visitors. It explains what you need to know about your stay on Thomas Young ward. If you have any further questions, please speak to a doctor or nurse caring for you.

About Thomas Young Ward

Thomas Young ward consists of 16 acute stroke beds and 10 neuro-rehabilitation beds. Our aim is to provide every patient with realistic goals to help improve quality of life and independence.

When you arrive on the ward

If you have brought your medicines with you, please give them to the nurse or ask a relative to bring them from home for you. The team on Thomas Young ward will assess your needs and plan your care.

The length of time you spend on Thomas Young ward will depend on your condition and the progress you make. Stroke patients follow a slightly different pathway to neuro-rehabilitation patients and therefore may have a differing length of stay.

The Thomas Young team

You will be looked after by a number of different members of our multi-disciplinary team. There is a picture of them on the wall in the ward including their uniforms.

Occupational Therapists (OT) – A team of specialists who will look at how you are able to manage your daily activities and make any changes or suggestions to maximise your independence.

Physiotherapists (PT) – A team of specialists who will look at how you are able to move around, your balance and how you maintain your fitness.

Doctors – The team of doctors includes Lead Consultants - specialised in Stroke, Rehabilitation Medicine, Neurology and Neuropsychiatry - and junior doctors. Members of the medical team will see you on ward rounds and will regularly discuss your medical care and rehabilitation goals with the team.

Keyworkers - You may be allocated a keyworker, as a point of contact for you, your family and the treating team, they will help to liaise between the team, yourself and your next of kin.

Speech and Language Therapists (SLT) – These are skilled professionals who will work with you and your family on your goals for communication and swallowing.

Clinical Psychologist / Clinical Neuropsychologist – S/he will work with you and your family to support you with your emotions and adjusting to your condition. They will also help you to manage any changes to your thinking and memory.

Dietician – A specialist who will monitor your weight and advise about any diet changes and supplements that may be required.

Ward receptionist – Can help to answer your questions about visiting / parking. They will often answer the ward phone during daytime hours.

Hostesses – Provide food and drinks to the ward. Please let them know if you have specific requirements.

Pharmacists – Will ensure that you are taking the correct medication during your stay in hospital and ensure that you have the correct medications to take home.

Housekeeper and domestic team – Are responsible for keeping our ward clean and free from hazards.

Porters – Will take you to appointments / investigations. They wear orange polo shirts.

Food and drink

A full range of hot meals, sandwiches, salads and snacks is served in a two week menu-cycle. Meals are served in the dining room at approximately the following times:

Breakfast	8.00am
Lunch	12 midday
Dinner	5.00pm

Snacks and hot drinks are served in the mid-morning, mid-afternoon and mid-evening.

We have protected mealtimes on Thomas Young. This means that we ask that all non-urgent activity stops during mealtimes, although in some cases relatives may be allowed and encouraged to stay at these times if the person they are visiting needs help to eat.

The Hostess will come round to each patient before a meal with the menu, so you can choose a suitable option. They can assist you in choosing your meals.

Hot and cold drinks are available at other times for patients. Please ask the hostess or nursing staff.

Please let a member of the nursing team know if:

- You need help with ordering your meal.
- You miss a meal, as snack boxes are available.
- You need a special diet for health or cultural reasons.
- You want a different size portion.

Ward facilities

- **Pay phones** are available in every wing. The staff can also help you to use the ward phone if you need to make a brief call.
- **Television** - on Thomas Young Ward there is a TV in the dining area that is available for you to watch. If you wish to bring in your own TV you must consult the ward manager first.

Visitors

Visitors are welcome, but it is also very important to your health and recovery that you have plenty of time to rest. Visiting hours are **3.00pm to 8.00pm**. Please speak to the ward sister or charge nurse if your visitors have difficulty with these times. If you need a carer with you then it might be possible that he or she will be able to stay.

Because of lack of space and to help infection control, we request that **only two visitors are at the bedside** at any time. This is national advice from the chief medical officer of the NHS.

If your visitors are unwell, please ask them not to come to the hospital until they have had 48 hours without symptoms.

Please discuss with the ward manager the suitability of bringing children to the ward.

Mobile phones

Mobile phones may be brought to Thomas Young Ward but are entirely your own responsibility to keep safe. Please also be considerate of other people and silence your phone while you are on the ward. If you are using a laptop/radio/TV in a patient area, please use the headphones at all times so that you do not disturb other patients. Please do not use camera phones in the hospital.

Your safety is important to us

- **Infection control - Hand washing** is important to help us stop infections spreading. Please remember to wash your hands before eating, after contact with other patients and after going to the toilet. Alcohol hand gel is available as well as soap and water.
- **Leaving the ward** - If you would like to leave the ward for a short walk or to visit one of the shops in the hospital please discuss it with the nurse in charge first and always sign in and out of the ward so that we can account for you if there were to be an emergency.
- **Entry to wards** - Thomas Young ward has a buzzer entry system. Please remember that the staff may be busy with other patients so the doors may not be opened for you immediately.
- **Fire alarms** - If there is a fire in the hospital, an alarm will sound. The staff will tell you what to do. It is important that you do not panic. It is a good idea to make yourself familiar with the fire exits on your ward, which have a green and white symbol. The alarms are tested every week on a Thursday morning.
- **No smoking policy** - Smoking is **not** permitted in any buildings or grounds owned by

St George's. If you would like to stop smoking, please talk to a member of your healthcare team or visit the Health Information Centre, ground floor, Grosvenor wing.

- **Zero tolerance to violence** - This means that violence and aggression is not acceptable to patients, visitors or staff.
- **Storing valuables** - If you bring valuables to our ward please inform the nurse who will need to document a list of what you arrived with. If you would like to keep them with you, you will be given a disclaimer to sign; alternatively you can give it to the nursing staff to store in a safe locker. Your relatives should take home anything which you don't need.

Car parking

Your visitors may be able to claim reduced fee parking; please ask staff in the ward or department for more details. Additional information about car parking can be found on our website.

Leaving hospital

Being discharged from hospital can be a daunting process. The team will help to guide you through it and make decisions about where your discharge destination will be. The occupational therapists will offer advice about any equipment you may need. They may visit your home to see if any recommendations are needed to make living there easier. The team may refer you to other organisations that may be able to assist you, with your consent, for example the 'early supportive discharge team' or the district nurse. When the day comes for you to leave hospital the nurses will make sure you have a discharge summary containing the information about what treatment you received on Thomas Young. This information will also be sent to your GP.

Comments or questions

If you have any comments or questions and would like to discuss them further, please ask to speak to the ward manager, deputy ward manager or nurse in charge of the shift.

Useful sources of information

There are useful leaflets related to stroke opposite the reception desk. Please feel free to take one. Alternatively visit:

The Stroke Association: <https://www.stroke.org.uk/>

Different Strokes: <https://differentstrokes.co.uk/>

For Brain Injury:

Headway: <https://www.headway.org.uk/>

Brain Injury Hub: www.braininjuryhub.co.uk

Brain Injury is BIG: www.braininjuryisbig.org.uk

For Spinal Injury:

Brain and Spine Foundation: www.brainandspine.org.uk

Spinal Injury Association: <https://www.spinal.co.uk/>
Aspire: <https://www.aspire.org.uk>
Backup: <https://www.backuptrust.org.uk>

For Carers:
Carers UK: www.carersuk.org

For Financial Advice:
Citizens Advice Bureau: <https://www.citizensadvice.org.uk/>

Contact us

If you have any questions or concerns about please contact Thomas Young Ward on 020 8266 6544

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

