

Gwynne Holford Ward Amputee Rehabilitation Service

Information for patients and relatives

This leaflet explains about the ward and what happens during your stay on the ward. If you have any further questions, please speak to your keyworker or a member of the team.

What is Gwynne Holford ward amputee rehabilitation service?

Gwynne Holford ward is a 36 bed rehabilitation ward. People staying on this ward are admitted for amputee rehabilitation or neurorehabilitation. During your stay you will be under the care of the amputee rehabilitation team, which is part of the Douglas Bader Rehabilitation Centre.

How can I be referred to the service?

Referrals are considered from GP and hospital clinicians and all patients are assessed prior to admission. There is usually a short waiting list for beds. If you have any questions about your suitability or that of a patient please contact:

Kamila Ciepielska-Tchorz – Clinical Nurse Specialist – on 020 8487 6030

Kamila.ciepielska-Tchorz@stgeorges.nhs.uk

Where do I need to go?

Gwynne Holford ward is situated on the lower ground floor of Queen Mary's Hospital. It is situated along the corridor on the left past the Courtyard Restaurant.

If you need to contact the hospital regarding your admission please contact:

Kamila Ciepielska-Tchorz – Clinical Nurse Specialist – 020 8487 6030

Kamila.ciepielska-tchorz@stgeorges.nhs.uk

Sukpal Kaur– Ward Matron – 020 8487 6131

Sukpal.kaur@stgeorges.nhs.uk



What do I need to bring with me?

Medication - Bring the medication you are taking.

Toiletries - Please provide your own toiletries.

Wheelchair - If you have your own wheelchair please bring it with you.

Clothing

- For rehabilitation you need practical clothing. You should ensure you have: Suitable clothes for rehabilitation including underwear, shorts or comfortable trousers.
- Good fitting pair of trainers or low heeled shoes. NB. Slippers are not suitable for walking.

Please ensure all items are clearly marked with your name.

Valuable / personal property:

- Full responsibility for any property lies with you. We recommend that all valuables and money be placed in the hospital safe or taken home, where possible.
- On admission, you or someone acting on your behalf will be asked to sign a form. This states the hospital will only take responsibility for items placed in the hospital safe.
- You can bring in electrical equipment but please check with the nursing staff if it is appropriate and all equipment will need to be checked by a hospital electrician. Laptops and tablets are permitted but no televisions please.

What facilities are available?

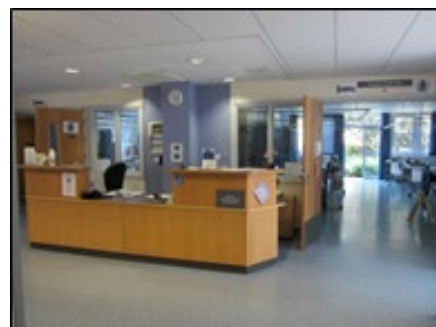
The ward has four single rooms, four six-bedded bedrooms and two four-bedded bedrooms. These are provided as “same-sex accommodation”. Same-sex accommodation is where sleeping areas, toilet and washing facilities are designated either men-only or women-only. This means that men and women should not be in beds next to each other and toilets should be clearly signposted. Disabled toilets and washrooms contain specialist facilities or equipment, so can be used by either men or women.

Please be aware that whichever bed you are in, you may be moved according to your needs, to assist with infection control and other ward management issues.

Washing and shower facilities. There is a wet room facility with a shower for each bay.

Other

- There is a washing machine and tumble dryer for patient use. You should provide your own washing powder. A nurse can show you how to use the washing machine.



- Mobile phone. You can use your mobile phone on the ward and in hospital, but please be aware that the signal can vary with different networks. Please refrain from using your phone during treatment sessions.
- There are TVs in the dining rooms.

Who will be treating me?

Medical team

- This consists of a consultant and their team.
- Medical cover is available on the wards from 9.00am to 5.00pm weekdays only.

Nursing

- Your nurse will develop a care plan for you.
- They will help you prepare for your therapy sessions.
- They will support you in your rehabilitation outside your therapy sessions.

Ward administrator

- They will carry out general administration tasks including appointment queries and booking transport.
- They will liaise between team members including patients.

Occupational therapy (OT)

- OTs practise activities of daily living – washing and dressing, meal preparation.
- They will provide you with a wheelchair.
- They will help you to consider your home environment to maximise independence and facilitate a safe discharge. This usually involves an access and / or a home visit.

Physiotherapy (Physio)

- Physiotherapists provide exercise programmes to perform by yourself.
- They focus on improving strength, flexibility, balance, endurance and fitness.
- They will practise transfers and start the process of teaching you to walk with a prosthesis.

Prosthetist

- They will be responsible for the manufacture and fitting of your prosthesis.
- They will adjust your prosthesis as you progress through your rehabilitation.

Clinical psychologist

- They will support you and your family with the emotional adjustment to amputation.
- They can help address other psychological issues – i.e. low mood.
- They can help with coping strategies for managing pain.

Dietician

- They can provide an individual assessment of your nutritional requirements.

- They can advise on healthy eating and the use of dietary supplements if required.

Social worker

- They will advise and assist with financial benefits and community resources.
- They can liaise with community social services, especially in relation to discharge planning, home care and day care.
- They can assist with re-housing applications or longer term care if necessary.

What will happen when I arrive?

- You will be admitted by the nursing staff and they will introduce you to the ward.
- You will be seen by the doctor.
- The rest of the core team will carry out assessments within the first week.
- You will be assigned a keyworker during our multidisciplinary team meeting.
- Therapy takes place Monday to Friday
- Your daily timetable telling you when your therapy sessions are, plus any other activities, will be written up on a whiteboard above your bed. You will be encouraged to get yourself up, washed and dressed and to take yourself to the dining room for meals and to your treatment sessions.

Who else will be on the ward? Respecting others

Gwynne Holford is a rehabilitation ward catering for patients for two medical specialties: amputation and neurological conditions. Every individual on the ward will be working towards his/her own unique goals. There might be times when you find the behaviour of fellow patients challenging. It is important to bear in mind that different traumatic events or medical conditions can have an impact on an individual's emotions and behaviours. Please be mindful of this and it is expected that you should treat all your fellow patients with respect, for example when you disagree with ideas and values they express.

Furthermore, please always try to be mindful of your own behaviour and comments to others.

If you are at all concerned about any of these issues, we strongly encourage you to discuss them with a member of the multidisciplinary team.

Activities and private space

- You can draw the curtains round your bed to make this space more private.
- There are rooms and spaces that are more private. Ask the nursing team to direct you to these.
- There are outside garden areas located near each bay which are available for patient use.



- There are books, puzzles and board games provided in the rehabilitation centre, as well as a communal television. It is a good idea to provide your own activities for your spare time as well.
- There is a chaplaincy service and if you would like a visit from the chaplaincy staff please ask one of the staff. There is also a Sanctuary room next to the Courtyard Restaurant which can be used for prayer or sitting quietly.

What are the facilities in the hospital?

- Costa cafe, upper ground floor. Open from 8.00am to 5.00pm Monday to Friday.
- Courtyard Restaurant, Lower ground floor. Open from 10.00am to 3.00pm Monday to Friday.
- Vending machines are available around the hospital selling snacks, drinks and sandwiches.
- A mobile hairdresser visits frequently or ward staff can contact them and arrange an appointment.
- The Douglas Bader Gym is a community gym in which patients, staff and members of the public can use independently. If this is appropriate for you to use, your physiotherapist will refer you for an induction and your own personal exercise programme.



What will happen each day?

Ward routines

Meal times

- All meals are on the ward in two dining rooms. You can make yourself hot drinks throughout the day.

Breakfast	8.00am	Self service
Drinks round	10.00am	Coffee/Tea
Lunch	12.00	noon
Supper	5.00pm	
- Individual menus will be given to you 24 hours in advance for you to choose your meal.
- The standard menus cater for most vegetarian and diabetic requirements, with Halal, gluten free and soft diet menus available. If you should have any special dietary requirements or general likes and dislikes please inform the nursing staff. Where possible we will try to cater for your needs.
- Additional items are available for you to choose from along with the standard menu.
- There is a fridge for you to use if you want to bring in food from home.

Cleaning routines

- Daily cleaning is routinely carried out with one of the bedrooms being deep cleaned each day Monday to Friday. All mobile furniture such as beds, lockers and tables are moved to conduct an enhanced cleaning regime.
- The deep clean day is displayed on the door of each bedroom and side room.
- If during your stay you have any comments about the cleaning please speak to the nursing team who will contact the manager or supervisory team as required.

Diet and nutrition

- All patients are weighed weekly. Appropriate patients will then be referred to the dietician for further individual specialised support.
- It is important to avoid excess weight gain during your rehabilitation, as this could affect your progress, unless you are under weight on admission. Monitoring your weight weekly helps to assess if you are eating the correct balance of foods compared to your activity levels.
- The ward menus have been designed to meet energy and protein requirements for both people who need to lose weight and for those who need to increase their weight. The meals which are suitable for diabetics and healthy choices and these are coded with a heart symbol. For those who need to gain weight, the meals marked as high energy would be the best ones to choose.
- Additional snacks such as sandwiches can be ordered to have before bed if required.
- If you have not been referred to a dietician during your stay but would like to see one please speak with the nurse looking after you.

Therapy

- You will attend the rehabilitation gym every morning and afternoon, Monday to Friday. Times will vary and will be written up on your whiteboard.
- Other sessions will take place where required - on the ward, in the kitchen, outside, at home.
- The occupational therapist may visit your home with or without you. This is to assess the property for any adaptations or equipment you may require.



Nursing handover

- This is when nursing staff pass on information to colleagues at the beginning of each staff changeover.
- Changeovers last approximately 30 minutes and take place at 7.30am and 7.30pm. Please try to direct queries to nurses outside of these times.

Medicines

- Medicine rounds take place at
 - 8.00am with breakfast
 - 1.00pm with lunch
 - 6.00pm with supper
 - 10.00pm
- If you need any tablets at times other than these, please discuss this with a nurse.
- Please can any queries from relatives be dealt with after the drug round has finished.
- As part of your rehabilitation you may be able to administer your own medicines during your stay, with advice and assistance from staff. The nurses will discuss this with you and start the self-medication policy of your medicines before your admission.

Ward round

- Takes place on Thursday on the ward between 2.00 and 3.00pm.
- There will usually be two doctors and a member of the nursing team, who will see you and review your medical care. This is an opportunity for you to discuss and ask questions about your care.

Multidisciplinary team meeting

- A team meeting takes place on a Monday afternoon. Please discuss any issues with your keyworker that you would like them to raise on your behalf - for example regarding weekend leave.

When can I have visitors?

- In general, visiting is encouraged after therapy sessions, not to disturb treatment, therefore **Visiting Times** would be
 - **Weekdays 3.00pm to 9.00pm**
 - **Weekends 9.00am to 9.00pm**
- If you are planning to visit outside these hours please check with nursing staff that this is convenient on 020 8487 6126/7
- If visitors wish to join therapy sessions please discuss this with the therapist.
- If you plan to go out of the hospital with your visitor, please discuss this with a member of the team.
- There is a car park and public transport information is available on the website.

Can I leave the hospital at the weekends?

- Taking leave from the ward is encouraged, where possible, as part of your rehabilitation programme. It provides you with the opportunity to begin problem solving in preparation for your discharge from the unit and to also spend time with family and friends.

- Sometimes it is not possible to take leave due to your medical condition or other infection control restrictions e.g. Covid / Influenza / Norovirus.
- Weekend leave should be planned with the multidisciplinary team to ensure it is carried out in the safest possible way. You must discuss and plan for any situations you may encounter. This includes considerations about your medical state, wound care, your ability to manage physically within your home and making sure the support you will require is in place.
- **You will need to arrange your own transport.**
- As the leave needs to be planned and may require input from all team members it is usually not possible to take leave within the first week of your admission onto the unit. The decision to have leave needs to be made by the team and not one member of staff.

Transport

Hospital transport can only be provided for those patients who are eligible under the Department of Health guidelines. These state that patients are eligible if their medical condition or mobility requires the skills of ambulance staff and the patient would be unable to access healthcare or it would be detrimental to their health to travel by any other means. If you feel you are eligible for transport under the Department of Health guidelines, please speak to your keyworker.

How will I get transport to go home when I am discharged?

You will need to arrange for transport to take you home, either through your GP if you are eligible for hospital transport, or via family/friends. Please see transport above.

What happens after I am discharged?

After discharge, you will be sent an appointment for a team review at six weeks and again at six months. We will provide you with contact details in case you encounter any problems in the meantime.

You may also be referred for continuing therapy in the community or at your local hospital as an outpatient. If you have been using the Bader Gym during your rehabilitation and wish to continue to do so, please talk to a member of the gym staff.

Is smoking or drinking allowed on the ward?

Smoking is not permitted inside the buildings or on the grounds of any NHS premises, therefore there is **no smoking in the gardens adjacent to the ward and patients can only smoke at the entrance to the hospital on Roehampton Lane**. The Trust will support staff, patients, visitors and contractors who require help in giving up smoking.

Fire precautions

If you discover a fire, please inform a member of staff immediately. The fire alarm is tested on a Wednesday, if you hear it at any other time please follow instructions from the staff. It is very important always to inform staff on the ward where you are, so if there is a fire, they are aware of everyone's whereabouts.

Consumption of alcohol

The consumption of alcohol is not permitted on hospital premises:

- It may interact with medications you are taking, putting your health at risk.
- If your leave from the unit results in your returning intoxicated, your future leave will need to be reviewed by the team and your discharge from hospital may be brought forward. See full alcohol policy for more information.

Illegal substances

- The use of illegal substances on hospital premises is strictly prohibited.
- Failure to comply with this is likely to result in your immediate discharge from the ward.

Harassment

The Race Relations Act of 1976 makes it unlawful to verbally or racially abuse any individual or group, regardless of nationality or colour. Such behaviour is considered unacceptable by the trust. This applies to employers, employees and everyone who uses the trust's services. The trust considers this to be a very serious issue and any incidents should be immediately reported to the department manager/ward manager. Please see the harassment policy for more information.

How do I give feedback on my stay in the hospital?

We hope you find your time on our unit beneficial. Please do not hesitate to discuss any queries or concerns that you have during your stay either with your keyworker or relevant team member.

At the end of your stay you will be asked to complete the government Friends and Family survey. This is a confidential on-line survey. You will also be sent an anonymous feedback questionnaire with a prepaid stamped addressed envelope for you to give us your feedback.

We welcome your suggestions and comments. If you or your relatives have any thoughts about your stay with us please either put it in writing and place in the 'Suggestions Box' on the ward or speak to the ward sister. We hope that you will feel able to discuss any issues with our staff. They in turn will do their best to resolve them.

If you do not feel well enough at the time or are unhappy with the outcome of your discussion, our Patient Advice and Liaison Service will be pleased to help. Their contact

details are at the end of this leaflet. You are welcome to write directly to our chief executive at the same address.

Useful sources of information

There are various user and support groups which can offer information and advice covering all aspects of limb loss activities and events. Information about these organisations is available on the patient information board adjacent to the gym or from your treating therapists.

Contact us

If you have any questions or concerns about Gwynne Holford Ward, please contact:

Kamila Ciepielska-Tchorz on 020 8487 6030 (Monday to Friday, 8am to 4pm).

Out of hours, please contact the Nurse-in-Charge on 020 8487 6126/7 or Sukpal Kaur – Ward Matron – 020 8487 6131.

Sukpal.kaur@stgeorges.nhs.uk

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 advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

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 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.



Reference: QMH_GHW_05 Published: May 2026 Review date: May 2028