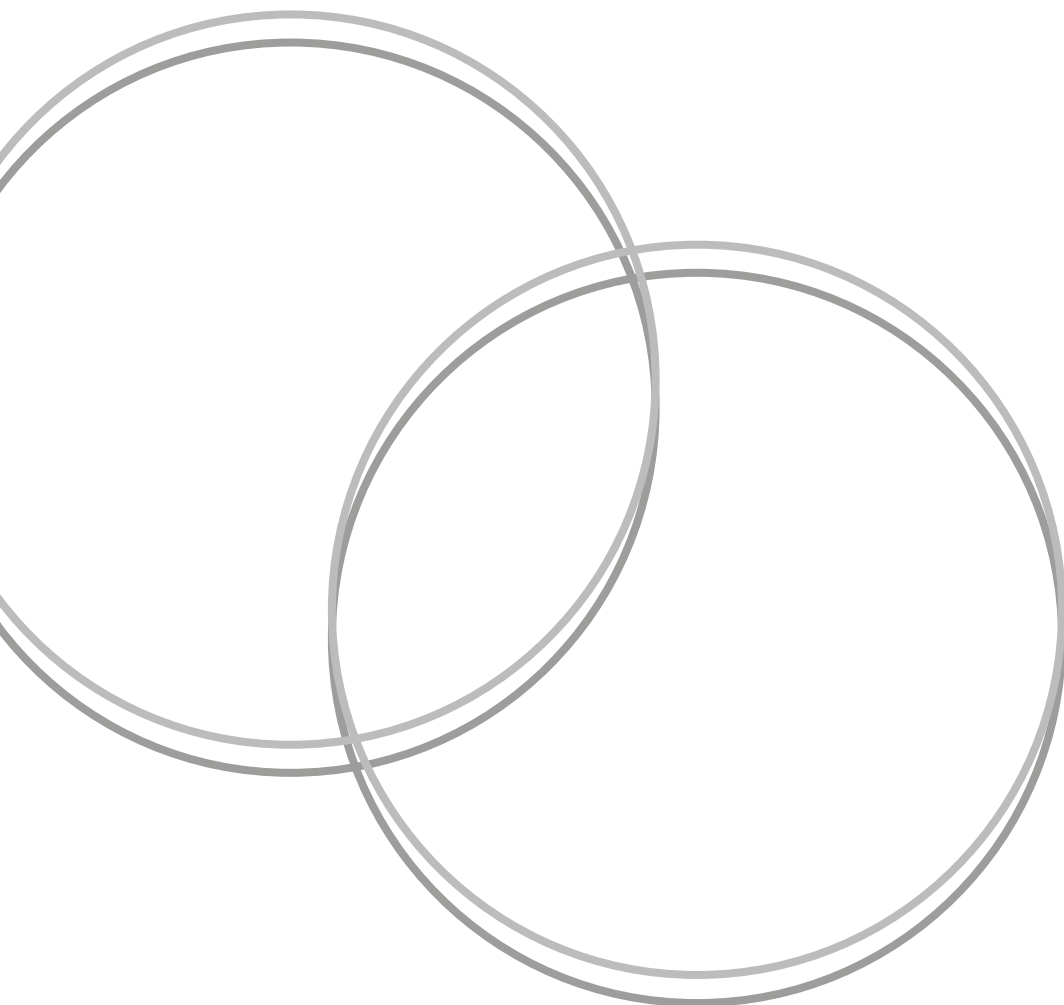


Welcome to the Winter Escalation Ward (6B)

Information for patients and visitors



The winter escalation ward allows you to transition from the acute ward environment to your discharge destination with appropriate support and planning.

The level of medical and nursing care will reflect your improving health, giving you time to rehabilitate in a calm environment.

Winter Escalation Ward (6B)

Level 6, John Radcliffe Hospital,
Headley Way, Headington,
Oxford OX3 9DU

Ward

Telephone: 01865 857 621 or 01865 857 622

Ward Manager

Caroline White

Telephone: 01865 221654

Email: caroline.white@ouh.nhs.uk

There is a Consultant led ward round each weekday, the team is made up of a Consultant and a team of resident doctors. There is also a daily multi-disciplinary team (MDT) board round where each patient's plan is discussed.

Physiotherapists, occupational therapists, speech and language therapists, social workers and a dietician may also provide treatment and advice.

If your relatives have any concerns, please ask them to speak to the nurse caring for you.

Telephone enquiries

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward. Please could they also phone after **10.30am** for the most up to date information.

We are not able to give out detailed medical information over the telephone, but we can report on how you are progressing in a general way, and we can take a short message for you.

Mealtimes

Approximate mealtimes are:

Breakfast: 7.30am to 8.30am

Lunch: 12.00 to 1.00pm

Supper: 5.30pm to 6.30pm

We operate protected mealtimes so that you are not disturbed by the healthcare professionals while you are eating.

We can cater for people with special dietary needs. Drinks are served during the day, and biscuits, cakes and fruit are also offered.

If you have missed a meal and are hungry, please let the nurses know. Staff are able to order additional snack items 24 hours a day.

Privacy, dignity and respect

We expect our staff to do their best for you. We expect them to treat you with dignity and respect and to take steps to preserve your privacy. In the same way, we do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

We do not allow patients or visitors to take photographs or videos in clinical areas (where patients are being looked after) at any time.

Oxford University Hospitals NHS Foundation Trust operates a zero-tolerance policy.

Infection, prevention and control

To help prevent the spread of infection, we ask all patients and visitors entering or leaving the ward to use the alcohol gel dispensers located at the entrances and exits.

It is very important that any child or adult with colds, flu-like symptoms, diarrhoea, or sickness should not visit.

If you are being looked after in isolation, the nursing team will discuss with your visitors what they may need to wear whilst in your room, for example, gloves, aprons or mask.

Visiting

Our visiting Times: Flexible during the day.

We encourage visiting, but please remember you may tire quickly. To ensure the ward doesn't become overcrowded or too noisy we would ask for only 2 visitors at the bedside at any one time. Chairs are available for visitors.

Children are welcome, however we request that they are supervised by an adult at all times.

Please be aware that visiting guidelines may change at short notice due to infection, prevention and control advice.

Personal property and valuables

Please do not bring anything that is of value to you into hospital – a family member should take them home. If necessary, we can put items in the hospital safe on request.

Please can you remind us before discharge if you have any items that have been placed in the hospital safe.

Oxford University Hospitals NHS Foundation Trust cannot be held responsible for the loss of personal property or valuables.

We actively promote you wearing your own clothes or nightwear where possible.

In case of fire

If a fire alarm sounds, staff will let you know what to do.

There are two types of fire alarms. An intermittent alarm indicates there may be a fire in a nearby area of the building; in this circumstance, staff may need to prepare to take patients who have been evacuated from another clinical area. Visitors may be asked to leave the ward to create space.

A continuous fire alarm indicates there may be a fire in this area of the building. If a **continuous fire alarm** sounds, **visitors** will be instructed to **evacuate** to the designated **Fire Assembly Point which is outside the main building in the Womens Centre Car Park**.

Patients must remain in their bed spaces, and the clinical team will assist you to evacuate to another clinical area where your care can safely be continued. Patients must not leave the ward with your visitors during a fire alarm; this could put people who may be looking for you at risk.

Parking

There are four main ANPR (Automatic number plate recognition) controlled public car parks with barriers.

Please enter your number plate and pay at a payment machine in the car park when you leave. Payment by card or by phone is preferred. If you do not have a card, you may also pay online up to 24 hours after leaving (see payment machine for details). If you need to pay with cash, please go to the car parking office on level 2 corridor before you leave.

You may park free for 30 minutes and there are drop off/pick up points on the hospital site. Car parks are run by the trust and all money raised is invested in patient and visitor services.

Parking charges can be found on the trust website:

www.ouh.nhs.uk/hospitals/jr/documents/jr-A4-travel-sheet.pdf

Patients who attend regularly for treatment over a prolonged period of time, visitors to long stay patients, relatives of patients in critical care and family carers, may be entitled to discounted or free parking.

Please see the posters on site or speak to the ward staff for more information.

Memory problems, acute delirium, dementia

If you have a 'knowing me' document, please let us know on your arrival. Placing these at your bedside is a helpful way for us to get to know you better and adapt our care and conversation accordingly.

We understand being in hospital is worrying and often a time that brings about change and uncertainty. Please speak to your nurse if you are concerned or anxious about your move to this ward.

On your discharge, the agencies listed below can offer help and support if you require it.

Carers Oxfordshire

Telephone: 01235 424 715

Website: www.carersoxfordshire.org.uk

Oxfordshire Dementia Advisors

Telephone: 01865 410 210

Website: www.dementiaoxfordshire.org.uk

Medicines 'To Take Out' (TTO)

A pharmacist or pharmacy technician will come and speak to you soon after admission, to check which medicines you normally take, and whether you have supplies of these medicines with you or at home.

Bringing your medicines in from home helps ensure you get the right medicines whilst you are in hospital. The ward may ask to use your own supplies of medicines whilst you are on the ward.

We will record the details of your hospital admission, and any changes to your regular medication, on the discharge summary.

When you leave hospital, you will be given some medicines to take home. This will include your regular medicines and any new ones.

There may be a wait whilst your prescription is being prepared. We aim to have it ready for you within 90 minutes, sometimes it can take longer, and we thank you for your patience with this.

If you have any questions about medicines you have received from us, you can contact our confidential Patient Medicines Helpline.

This is for patients recently discharged from one of our hospitals. One of our specially trained and experienced pharmacists or pharmacy technicians will answer your call.

Patient Medicines Helpline

Telephone: 01865 228 906

(Monday to Friday 9.00am to 5.00pm)

Email: medicines.information@ouh.nhs.uk

Website:

www.ouh.nhs.uk/services/departments/pharmacy/helpline.aspx

Leaving hospital

The discharge process starts on admission, and we will already have discussed discharge plans both with yourself, where appropriate, and your relatives and answer any of your questions.

Most patients go home when they leave hospital. You may be supported by Home First, this is a service which aims to get you home from hospital, working with you to regain and maintain your independence in your own home.

If community support services are needed these can be arranged, for example, if your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are six community hospitals in Oxfordshire, so the first available bed may not be the closest to where you live. However, if your needs are more complex and returning home from hospital is no longer appropriate for you, our multi-disciplinary team

will support you and your family to make suitable discharge arrangements.

We expect patients or relatives to arrange their own transport home. Hospital transport is only available for patients who meet strict medical criteria.

For more information please visit the following websites:

www.ouh.nhs.uk/leavinghospital

www.livewell.oxfordshire.gov.uk/

Notes

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

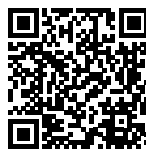
Author: Caroline White

December 2024

Review: December 2027

Oxford University Hospitals NHS Foundation Trust

www.ouh.nhs.uk/information



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