

Welcome to the adult oncology wards

Information for patients and visitors



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A very warm welcome to the oncology wards.

The aim of this folder is to tell you what to expect while you are here. It contains specific information that will be useful to you and your visitors during your stay with us.

The wards are spread over two floors. On the 14th floor is ward T14 north (female) and ward T16 north (male) is on the 16th floor. Both floors have a small number of individual rooms and priority is given to nurse patients with infections.

During your stay with us it is our aim to ensure you feel comfortable and secure with the care you receive. We endeavour to be welcoming and approachable at all times, to ensure you, your family and friends, receive advice, support and high standards of care in a pleasant environment. You can expect to be treated with respect and dignity throughout your admission.

Nursing Team

You can identify the nursing staff by the uniform they wear:

Dark Red	Modern Matron
Navy blue	Ward Sister
Royal blue	Ward Nurse Leads
	Clinical Practice Development Nurses
Pale blue	Staff Nurses
Green	Healthcare Assistants
	Medical Support Worker
Pale blue blouses	Housekeepers

There are also agency staff who sometimes work as part of the team and who wear different uniforms to those stated above. All staff wear identification badges which should be visible.

Jennifer Spears and Rachel Guillatt are our practice development team and provide ward based support to our nurses with their professional development.

Pat Fitch and Kathy Tibbey are our ward administrators who you will meet at reception.

Janet Saunders is the modern matron for the oncology unit.

Selena Sandeluss is the ward sister for T14 North.

Amy Steels is the ward sister for T16 North.

The nurses work a variety of shifts and during the overlap between shifts they will hand over your care to the next team of nurses. The nurses will plan your care with you and will keep you updated of any changes.

A named nurse will care for you on each shift.

Doctors

There are 24 consultants whose patients can be admitted to the wards. Each consultant has a registrar and senior house officer (SHO) who work for them. The SHO is the doctor who is responsible for the day to day management of your care.

The doctors mainly work 9am to 5pm Monday to Friday, but there is always a doctor on duty. The on-call doctor might not always be attached to your regular consultant's team and there may be a wait to see the on-call doctor. This is because the doctor might be attending to other oncology patients who are located outside the inpatient unit, i.e. accident and emergency or are on other wards within the hospital.

Ward Rounds

The ward rounds are carried out at various times during the week. There are a team of consultants who work together to do this. The consultant you see might not be the usual consultant in charge of your care.

Please ask a member of the nursing team for the approximate time so you can make sure you are present on the ward.

Students

UCLH is a teaching hospital. Student doctors, nurses, physiotherapists, occupational therapists and other healthcare workers learn to do their jobs by spending time with patients and their families. You might be asked if you will allow medical students to learn details of your condition. If you do not want to see medical students, please say so.

Multidisciplinary Team

Other people you might see on the ward include members of the palliative care team, pharmacists, specialist nurses, physiotherapists, occupational therapists, dieticians, welfare rights advisor, counsellor and speech and language therapists.

Chaplaincy (Religious and Spiritual Support)

Members of the hospital chaplaincy visit the ward regularly.

If you wish to practice your religion whilst in hospital the chaplains will support you. You do not have to be religious to make use of the chaplaincy.

The Christian chapel, Muslim prayer room and multi-faith quiet room are all located on the ground floor of the hospital and open 24 hours a day for private prayer and quiet.

Complementary Therapies

Members of the complementary therapy team regularly visit the wards and offer reflexology, reiki and aromatherapy massage.

The therapists are available on weekdays. Treatments, for which there is no charge, take place at the bedside.

If you would like to know more about the service and therapies on offer, please ask a member of the nursing team or check the patient information boards.

Visitors and Visiting Times

Our visiting hours are:

11am - 1pm

3pm - 8pm

We ask that visitors are kept to a minimum with only two persons at the bedside at any one time. This is because large numbers of visitors can be disturbing for other patients.

If you have difficulty visiting between these times, please discuss this with the nurse in charge. Allowances are made for critically ill patients.

For security there is an intercom system to gain access to the floors. You will need to press the call button located at the entrance of the ward and wait for the door to be released. There is written instructions outside each floor to remind you. Please be prepared to state your name and that of the person you are here to visit.

Anyone who has been in contact with an infection such as chicken pox, measles or diarrhoea is asked not to visit. Thank you for your consideration. Please telephone the ward if you unsure if you should visit.

Children are welcome. However we ask that the number is restricted to two. They must be supervised at all times.

Rest Period

Every day between 2pm and 3pm there is a rest period. We aim to maintain a quiet environment and during this time, the lights will be dimmed.

Food & Drink

Meal times are as follows:

Breakfast	8am – 9am
Lunch	1pm – 2pm
Evening Meal	6pm – 7pm

We advocate protected meal times; therefore, visiting does not usually take place during these hours. This is to allow staff to concentrate on ensuring that patients receive an adequate nutritional intake with minimal disturbance. If you wish to assist your relative or friend with nutrition, please inform a member of staff.

Menus are handed out so you can choose your meal and you will be asked to make a meal choice for the following day. We have a folder with large print copies of all menus which is kept in the beverage bay if you have difficulty reading the menu print.

Vegetarian, afro-carribean, halal, kosher, gluten free, low fat and low salt diets are catered for. If you require a special diet, please inform the ward staff on admission to the ward. Further information or advice is available from the ward dietician.

We are unable to microwave food for patients due to health and safety regulations.

Hot drinks are served regularly by the catering assistants throughout the day.

Following the rest period, nutritional milky drinks are served which provide vitamins and essential minerals to supplement your diet.

Please speak to a member of staff if you miss a meal.

Keeping in contact

Some patients can be contacted directly on their bedside entertainment system telephone. These calls are charged at a premium rate.

Mobile phones must be placed on 'discreet' when on the wards. Please be respectful of other patients when using mobile phones. We ask that visitors leave the ward area to make and receive calls.

A coin operated telephone is located in the T14 reception area.

Your family and friends are welcome to telephone and enquire about your progress. For reasons of confidentiality we are unable to give specific patient details over the telephone.

Telephone Numbers:

0845 155 5000 (main switchboard)

T14 North ext: 71402 or 71480

T16 North ext: 71603 or 71683

Mail is delivered to the ward each weekday. If you wish to receive mail, please ask your relatives and friends to write your name and the name of the ward on all correspondence. Outgoing stamped post can be placed in the out tray at the reception desk.

The address of the hospital is:

UCL Hospitals NHS Foundation Trust

235 Euston Road

London

NW1 2BU

Directions and Travel

By Bus Tottenham Court Road Bus No: 10, 73, 24, 29, 134

Gower Street Bus No: 10, 24, 29, 73, 134

Euston Road Bus No: 18, 27, 30, 88

By Tube Warren Street for Northern and Victoria Lines.

Euston Square for Circle, Hammersmith and City and Metropolitan Lines.

There are no car parking facilities and the hospital. UCH is located outside of the congestion charge zone.

Information leaflets are available for those eligible for help with hospital travel costs and reclaiming the congestion charge if this applies.

Personal property and valuables

We would advise you not to bring in quantities of money or valuables. Following your admission, it would be helpful if your relatives could take home any money or valuable items. You will be asked to sign a disclaimer form.

There is currently no cash point within the hospital however, there are cash points very close to the hospital, the nearest being outside Sainsbury's and outside Tesco's on Tottenham court Road.

Infection control

One of the easiest ways of preventing the spread of infection is hand washing. The staff monitor ward cleanliness throughout the day, but we would encourage you to report to the nurse in charge anything you feel is not as clean as it should be e.g. bathroom facilities.

At the end of each bed is a container of alcohol hand gel to guard against cross infection. Please use this regularly. We ask that all visitors use the hand gel provided when entering and leaving the wards.

Priority for the side rooms located on both floors is given to nurse patients with an infection. This means you might be required to be transferred into a bed on the open ward if necessary.

Please refer to the infection control notice boards at the entrance to the wards for further information.

Flowers

There is an increased risk of infection from flower water we therefore do not allow cut flowers or plants at the bedside.

Television and Radio

At the side of some beds is an entertainment system with a telephone, radio, television and computer link.

The entertainment payment cards can be purchased from the yellow vending machines which are located on both floors. Please ask a member of staff to show you the location.

Access to internet services and games is also available. The radio can be listened to free of charge.

When using the entertainment system, please be respectful of others regarding volume and use headphones at all times. Headphones are available from the nursing staff or the entertainment service provider's representative who regularly visit the wards.

When using the system for the first time, you will need to register. This is done by picking up the handset and following the instructions. If during your inpatient stay you move to a different bed space, a different ward or you are being discharged from hospital, you will need to inform customer services. This is done by lifting the telephone handset and pressing the 'operator' button.

Please ask a member of staff for further guidance.

Ward facilities

There is a water cooler and hot drink vending machine (for which there is a small charge) located in the reception area on T14.

There is no provision for the laundering of patient's clothes on either ward.

Patient Information

Throughout the wards there are various display boards which have information about health issues and hospital services.

There are many leaflets on offer so please take time to look at these.

The Macmillan Cancer Information Centre is located on the ground floor of the Rosenheim Building in Grafton Way and offers a wide variety of booklets and advice about cancer. It is a short walk from the main hospital.

Hospital shop (@normans)

The shop is situated on the ground floor in the main entrance and sells a variety of toiletries, newspapers, magazines, confectionary, snacks, stamps, etc.

Opening hours are:

Monday to Friday	7am to 8.30pm
Saturday	7am to 6pm
Sunday	7.30am to 6pm

Hospital restaurant

The Timeout Restaurant is located on the ground floor.

Opening times are:

Monday to Friday	7.30am – 8.30pm
Saturday and Sunday	7.30 am– 6pm

There are also a number of vending machines in the area which have various refreshments and snacks.

Volunteers

The hospital has a team of volunteers who are available for a variety of activities e.g. shopping, helping patients at mealtimes and accessing the library book service.

Please ask nursing staff for more information.

Leaving Hospital

Soon after you come to hospital the staff caring for you will start helping you to plan for your discharge from us. Plans will be discussed with you and your family.

Transport

Hospital transport is only provided for those who for medical reasons are unable to use other forms of transport.

An assessment is carried out to determine if you meet the eligibility criteria.

Medical Certificates

Please inform the nursing staff if you require a certificate to cover your time spent in hospital as an inpatient. This may be for your employer or for social benefit purposes.

Medication

If you need any medication to take home we will provide you with a supply. It may take time for your medicines to arrive on the ward prior to your discharge so please be patient at this time.

Health and Safety Information

For security there is an intercom at the ward entrance.

In the event of the fire alarm sounding, the nurses will keep you informed of what is happening at all times and will let you know what to do

Compliments, comments and complaints

We welcome any comments or feedback from our patients and visitors. If you have any concerns or complaints about your care or the services we provide, then please speak to the nurse in charge.

You might wish to contact PALS (Patient Advice and Liaison Service) who are contactable on 020 7380 9975 The office is located on the ground floor opposite the main reception desk.

Comments cards are available for you to complete. Please post your comments card in the grey box located in reception or hand it to your nurse.

If you would like to make a donation to either of the oncology wards then please ask a member of staff for further information.

Behaviour towards UCLH staff

UCLH is committed to ensuring the safety and security of all members of staff and any person with permission to be on the premises, whilst providing high quality care to our patients. All forms of harassment, threats or actual violence faced by staff from patients, their families or friends are unacceptable and will not be tolerated.

If you require a large print, audio or translated version of this booklet, please ring 0845 155 000 ext: 71420. We will do our best to meet your needs.

Publication date: January 2009

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