

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or patient.information@addenbrookes.nhs.uk

Potete chiedere di ottenere queste informazioni in altre lingue, in stampato grande o in audiocassetta.

Italian

若你需要本信息的繁體中文、大字體或音訊格式的版本，請要求索取。

Cantonese

तमने आ माहिती जी छु भाषाओमां, मोटा अक्षरोमां अथवा सांभली शकाय जेवा माध्यम (ओडीओ डोमेट)मां जेठनी छोय तो कृपा करीने पूछो.

Gujarati

تکایہ پرسیار بکہ نہ گہر نہ وزانیاریہت دہوی بہ زمانیکی تر . بہ بیٹی گہورہ یانیش بہ شیوہی دہنگ

Kurdish

آگراپ کو یہ معلومات دوسری زبانوں میں، بڑے الفاظ کی اشاعت میں یا آڈیو ٹیپ پر درکار ہوں تو براے مہربانی اس کیلئے درخواست کریں۔

Urdu



Addenbrooke's is smoke-free. Please do not smoke anywhere on the site.

For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

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Neurosciences

Welcome to ward A3

Vision Statement

We, the staff of A3, are committed, as a team, to provide the highest attainable standards of individualised care, where all are able to learn and flourish in an environment that respects diversity.

Mission Statement

We on A3 are continually evolving through shared experience, knowledge and expertise to achieve our vision of providing high standards of care. We aim to foster the development of a team that recognises and supports the individual's potential and needs. Working as a partnership in a modern, dynamic environment, we endeavour to nurture the values of trust, tolerance and mutual respect.

These two statements were produced and agreed by all the staff on ward A3.

About Ward A3:

Ward A3 is part of a regional Neurosciences Unit. We specialise in caring for patients who require surgery or treatment for conditions relating to the brain and spine.

Welcome to the ward. We hope your stay will be comfortable. Please do not hesitate to ask any questions.

Contact details:

- Ward A3, Box 2, Addenbrooke's NHS Trust, Hills Road, Cambridge CB2 2QQ
- Tel: 01223 216 303 or 216 305 (or hospital extensions 2303 or 2305 or)
- Patient Advice and Liaison Service (PALS) Tel: 01223 216 756 (or Patientline: *801); Patientline switchboard: 070 411 70123 + extension.

Directions and travel:

- Ward A3 is on Level three of the A block at Addenbrooke's, which is between the main Outpatients Centre and the main reception (entrances are on level 2). Ask at either reception for directions.
- For security, there is an intercom at the ward door.
- Parking is restricted on the site, and we encourage visitors to use public transport. Please follow the signs for visitors' parking (Car Park J) and enter the hospital by the main

- It is very helpful if you appoint just one member of your family to make enquiries to staff about your progress – they can then pass on the information to others. If you or your relative wish to speak to your consultant or other medical staff, please ask for an appointment to be made.
- Please call after 0800 hours, the changeover of nursing staff will be complete by this time.
- If you or your visiting relatives have any concerns, please discuss these with your nursing staff, Ward sister or Unit Manager.
- You can also discuss them with the Patient Advice and Liaison Service (PALS) staff, who can visit you on the ward
- For non-clinical problems (for example: help with benefits or accommodation), we can arrange for a visit from a social worker and/or you can book to meet advisors from the Information Centre.

Drug Rounds

- Please try not to interrupt the nursing staff while they are doing the 'drug round' or checking medicines.

Doctor's Ward Rounds

- Please note you may not see your consultant everyday.

End of your stay with us:

Your staff will let you know in advance when you are likely to be discharged from the ward and will discuss with you how you will get home. There are strict criteria for hospital transport.

Ward assistants will bring you your meals and drinks and ensure the cleanliness of the ward.

Our ward clerk works Monday to Friday: 0800-1530 hours, and can help with general enquiries, make clinic appointments and book hospital transport.

Your doctor's name will be written on the board behind your bed.

On your Arrival

When you are first admitted, you will meet a member of the medical and nursing staff as soon as possible. If there is a short delay, please bear with us – we might be waiting for another patient to be discharged or be busy caring for other patients.

Visiting Hours:

- You may visit from 1030 to 1300 hours and from 1430 to 2000 hours. At other times, please contact the nursing staff.
- Up to two visitors only are allowed at each bedside at any time. Children may visit at the discretion of the nurse in charge and must be strictly supervised by a parent or guardian.
- When you have visitors, please be considerate of other patients, who may be feeling very unwell; a lot of noise or commotion may prevent them from resting.
- Visitors can also meet you or wait in the ward's day room. If you are well enough, they can take you out of the ward for a

- entrance. Here, there are drop-off only and disabled parking spaces.
- If you are likely to be hospitalised for two weeks or more, your visitors can get a discounted parking ticket from the main reception. This allows you to exit from the car parks for 14 consecutive days from the day you validate the ticket.

Staff:

Nurses' uniforms:

- Ward manger – navy blue
- Senior staff nurse/junior sister – royal blue
- Staff nurse – white with blue stripes
- Health care assistants – white with grey stripes
- Student nurses – grey and white

During your stay, you will be cared for by one of two nursing teams, led by a senior staff nurse. Nurses work three shifts:

- Early (0700-1500)
- Late (1400-2130)
- Night (2100-0730)

During the overlap, we handover your care to the next team of staff. Your named nurse for the shift will come to see you briefly at the start of each shift. Nurse practitioners also work with the consultants and can give you further advice and information about your care and treatment.

change of scene but please check with a member of staff first.

- Visitors are kindly requested not to sit on the patient's bed.
- Because space is limited and to reduce infection, we do not allow cut flowers on the ward. Any flowers delivered will be placed in the day room.
- To help us prevent the spread of any infections, please ask visitors to use the hand rub at the entrance to the ward on arrival and on leaving.

Infection control:

- Addenbrooke's has a number advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website:
<http://www.addenbrookes.org.uk/patientinformation/index.html#i>

If you do not have access to the Internet, please contact PALS on 01223 216756 or extension 2756.

Food and drink:

We will bring you three meals each day (breakfast, lunch and supper) and hot drinks at intervals. When you arrive, we will explain how this works and will ask you if you have any special requirements. Please check with nursing staff before you consume any food or drink that has been brought in for you or purchased in the hospital.

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

Ward facilities:

We have a day room for patients and visitors' use, which has information about health issues and organisations associated with brain and spinal care.

At the ward entrance, there is a vending machine for Patientline cards (for bedside TV and telephone use).

Post is delivered twice a day to the ward. Outgoing post can be placed in the out tray on the reception desk. Toilets on the wards are for the use of patients only. Toilets for visitors' use are situated at the ward entrance.

Clothing and Laundry:

We encourage patients to wear daytime clothes when they feel able. We do not, however, have facilities to launder your clothes routinely. It is very helpful if relatives can take responsibility for this.

Who to contact for further advice/questions

- You will have a Patientline phone by your bed, which enables you to phone in and out directly. Where possible, please encourage people to contact you on this phone (incoming calls are free to you).
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