

Information for patients at Gloucestershire Royal Hospital and
Cheltenham General Hospital

About your stay in hospital



Easy read





What is in this book?

	Page number
Coming into hospital	3
Support for you and your carer	3
What to bring with you	5
Life in hospital	7
When you arrive	7
Care and support in hospital	8
People who work in hospital (staff)	10
Food	11
Radio and TV	12
Other things in hospital	12
Keeping in touch with people	13
Keeping you safe	14
What to do if there is a problem	15
Leaving hospital	16

Coming into hospital

Support for you and your carer



We have 2 nurses who work just with people with learning disabilities.

They are called Bev and Carol.

They can help you plan your visit to hospital and make sure you get good care.



You can phone them from Monday to Friday on **08454 224953** or **08454 224985**.



When you come to hospital please tell us -

- if you have a carer or someone who looks after you
- what support you need in hospital.



Your carer may be able to get

- free parking
- a badge to wear that shows they are a carer. This will help staff remember to speak to your carer about your health as well.

It is OK for your carer to stay with you in hospital.

We will make sure your carer gets the right support.



Your carer can have a Carer's leaflet which tells them helpful things. Your carer can ask staff for this leaflet.

When you come to hospital please tell us if you have a book about you and your health.

This is sometimes called a **hospital passport**.

You can get a book like this to fill in details about your health.



Phone us on **0800 0193346** to ask for a book.

This number is free to phone.

Or ask for a book when you get to hospital.

What to bring with you

These things may be useful to bring with you



Your medicine



Drinks



Nightclothes



Clothes for the day



Underwear



Slippers



Towels



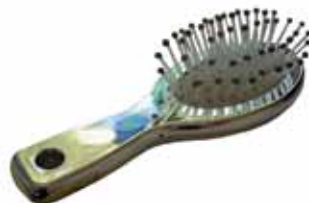
Tissues and wipes



Soap



Toothbrush and toothpaste



Comb or hairbrush



Shaving things



Things to read or write with



Headphones



Earplugs. They help keep out noise



We cannot wash your clothes in hospital. Ask someone you know to wash them for you.

Bring these if you need them

These things may be useful to bring with you



Things to help you move around



Reading glasses



Hearing aid and the box to put it in



The box you put your dentures in

Do not bring



X lots of money

X or things that cost a lot of money.

They could get lost or stolen.

Give anything like this to the nurse in charge to look after.

Life in hospital

When you arrive



Staff will do a check to make sure you do not have **MRSA**. MRSA is an illness. It can spread easily to other people.

Staff will check your nose and a part of your body called your groin. Staff will explain everything.



You will stay in a big room with other people called a ward.



If you are a man you will be with other men.



If you are a woman you will be with other women.

Care and support in hospital



Your doctor in hospital will talk to you about the treatment they think you should have.

The doctor will ask if you are happy to have this treatment.

If you cannot say, the doctor will ask the people who know you well what they think.

Support while you are in hospital



Ask staff at any time if you have any questions or need help.

If you need help very quickly, you can press the **nurse call button** by the side of your bed.



Staff will show you where it is and how to use it.

Care and support in hospital



There is a book on your ward with pictures in it.

Staff can use the book to help tell you what is happening.



You can also ask to speak to Bev and Carol.

People who work in the hospital (staff)



There are lots of people who work in the hospital.



Here are some of them.

Consultants

This is the person in charge of your medical care. Staff will tell you who your consultant is.



Doctors

They will give you medical care.







Nurses

They look after you on the ward.

The Senior Sister or Charge Nurse are in charge of the Nurses on your ward.

Food

You will get 3 meals a day and other food and drinks. There is water to drink by your bed.

		Time 
	Breakfast	From 7am to 7.30am
	Lunch	From 12pm to 1pm
	Dinner	From 5pm to 6pm



Choosing your food

You will get a menu every dinner time. You can look at the menu and choose your food for the next day.

Tell staff if you need a special type of food.

Here are what the letters on your menu mean

- V** This food is vegetarian. It has no meat or fish
- E** This food is easy to eat
- GF** This food has no gluten in it. Gluten is in food like cereal and bread. Some people cannot eat it
- HE** This food is healthy

Radio and TV



You may have a radio by the side of your bed. Use your headphones to listen to it.

Channel 9 is the hospital radio.



Check with staff where the nearest TV is.

Other things in the hospital



Ask staff where these things are

- Shops. Someone may also come round every day to sell things like newspapers and snacks



- Cafes and restaurants



- Cash machines
- Places to go if you have a religion or belief.



There is also a person called a chaplain to support you with your religion or belief.

Keeping in touch with people




Visitors

People can come and visit you everyday.

2 people can visit at a time.

Visiting times are

	Time 
Afternoon	from 3pm until 4.30pm
Evening	from 6pm until 8pm



Phoning people

Staff will tell you the phone number of your ward.

There is a phone by your bed. You need to buy a phone card from a machine in the hospital to use it.



Mobile phones

You can use your mobile phone in most parts of the hospital. Staff will tell you where.

Please keep your phone on **silent** or **vibrate**.



Do not make any calls on the ward before 7am and after 10pm.

Keeping you safe



Staff will keep the hospital very clean.



You can help keep the hospital clean by washing your hands with soap and water.



We test our fire alarms in the hospitals every week.

Do not worry if you hear the alarm for a short while.

Staff will tell you if the real alarm goes off.



There is no smoking in the hospital.

What to do if there is a problem



You can

1. Talk to a nurse in charge.



2. Or talk to some people called PALS.

PALS are there to sort out any problems in hospital.

You can visit them in hospital. Ask staff where they are.



Phone them on **0800 019 3282**

Text them on **07827 281266**



Or email them at
pals.gloucestershirehospitals@glos.nhs.uk



3. Or you can talk to Bev or Carol the learning disabilities nurses.

Leaving hospital



On the day you leave, someone you know should pick you up at 10am.



Or you can wait in a special room in the hospital until they arrive.

There will be food and drinks there.



Staff will help make sure everything is sorted out for when you leave.



Staff will tell you how to look after your health when you are not in hospital any more.



If you need more healthcare after you leave, staff will talk to you and your carer about this.