

# Welcome to Guist Ward

## Information for Patients and Visitors

### Welcome to Guist Ward

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you and your family to Guist ward.

Guist ward is a 38 bedded ward that cares for patients with acute medical conditions, specialising in Gastroenterology.

We understand that you may be anxious about your stay with us and may have a number of queries or concerns. We would like to assure you that the quality of care that you can expect to receive is of the utmost importance to all of us.

### Finding Guist Ward

The ward is located on the **second** floor in the **centre** block.

Please use the inpatient West and centre or inpatient East and centre entrance/s and follow the signs to Guist Ward.

If you are coming by car and need to park, the closest car park/s are K, L, M, N and O.

### Contact Numbers

- **Ward reception- 01603 289966**
- **Nurses station- 01603 286391**

### Visiting Hours & Protected Mealtimes

**Our visiting times are between 1400 and 1600 and between 1800 and 2000.**

We welcome visitors to the ward and suggest no more than two visitors at any one time. It may be best to check with the ward before bringing young children to visit. If our visiting hours are difficult for your relatives, please talk to one of the nurses on the ward.

### Visitor Parking

We follow the hospital policy re: validating of parking tickets, therefore we can validate tickets of those relatives who have come to visit end of life patients. Any other validation of parking tickets is at the discretion of the Ward manager.

### Protected Mealtimes

We have a 'protected mealtime' policy between 1200 and 1300 and between 1700 and 1800 so you can eat without being interrupted. This means visitors will not be allowed on the ward except for emergencies or if your relative is assisting you with eating and drinking.

You will get three meals a day (with a choice of hot or cold dishes) and hot and cold drinks throughout the day. Meals on the ward are served at the following times:

- Breakfast: 0800
- Lunch: 1200
- Dinner: 1700

## Telephone Enquiries

We understand that family and friends will want to telephone the ward to ask about your wellbeing. We are happy to help, but we do ask that these calls are kept to a minimum. Mornings are particularly busy on the ward, so please ask people not to call until late morning, unless it is urgent. **Please note there may be times when the ward is particularly busy and the telephone may not always be answered promptly** Please nominate one person to telephone and share information with others. This helps nurses use their time as efficiently as possible for the benefit of all patients. Please remember that we are not able to discuss specific details about patients over the telephone, due to patient confidentiality.

## Infection Prevention and Control

Cleanliness on the ward and the prevention and control of infection are a priority for all the ward staff. Your visitors can help us to prevent infections from spreading by following the guidance below:

- Please stay at home if you feel unwell. If you have diarrhoea and/or vomiting, please do not visit until you have been symptom-free for at least 48 hours.
- Make sure you clean your hands on entering and leaving a ward.
- Check with a nurse before entering a single room.
- Cluttered rooms are difficult to keep clean, so please do not bring in too many possessions and take home any surplus.
- Please do not use patient toilets. Visitors' toilets are accessible near to the ward entrance.
- Check with staff if you are thinking of bringing in food, as any food brought in should be in small quantities, non-perishable and suitable for the dietary needs of the patient.
- If something is not clean, let staff know.
- Use a tissue to cover your mouth when coughing or sneezing, dispose of it in a bin and then clean your hands.
- Please do not sit or lie on patient beds.

## Facilities on the Ward

- Most patients have access to their own Hospedia bedside entertainment system that includes a telephone, radio, TV and Internet and e-mail facilities.
- Each bedside machine includes a telephone to make and receive phone calls. Telephone card machines to use the service can be bought from dispensers at ward entrances. The system also has a loop system for the hard of hearing.
- Patients do not pay for incoming telephone calls.
- Patients are not encouraged to bring electronic items such as mobile telephones or tablets into hospital, as you will be unable to plug them into an electrical supply.
- All radio stations are free at all times, including Hospital Radio Norwich.
- The Norfolk County Library and Information Service provides a selection of books, large print books and audio tapes. Volunteers from the St. John Ambulance Library Service bring the library trolley to the wards.

## General Information

The Ward sister is **Wendy Parsk** and the Ward matron is **Kay Marrison**. They would both be happy to answer any queries you may have.

## Planning for your Discharge Home

If your admission to hospital was planned we will have already started planning for your discharge when you came for your pre-admission clinic appointment. Discharge planning is a continual process to make sure you are discharged home safely.

If your admission was unplanned your nurse on the ward will co-ordinate your return home. Your nurse will explain your discharge to you and discuss with you the options available. They will make sure referrals to social services or local community hospitals are arranged as required. Please make sure you have suitable clothes to change into ready for when you leave hospital.

Please note that hospital transport to take you home is only available if you have a medical need. Please arrange your own transport home, or for a relative or friend to collect you.

## Let us Know Your Views

Your views are important to us and help us to provide the best care to our patients. If you are unhappy about any aspect of your care and treatment, you can speak to the nurse caring for you or request to speak to the ward manager, who will address your concerns.

If you would prefer to talk to someone else, please contact our Patient Advice and Liaison Service (PALS) on 01603 289036 or 01603 289045. The office has an answerphone which is available 24 hours a day to leave a message.

## Further Information

You can find more information about the Norfolk and Norwich University Hospitals on our website: [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk).

