

Welcome to Mulbarton Ward

Information for Patients and Visitors

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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 Mulbarton ward.

We are an acute care ward with 35 beds and provide comprehensive support for Acute and Palliative Oncology patients having curative or palliative treatment.

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 Mulbarton Ward

The ward is located on the 1st floor in the East Block.

Please use the Colney Centre and East Block entrances and follow the signs to Mulbarton Ward.

If you are coming by car and need to park, the closest car parks are J and K.

Contact Numbers

- **Ward reception:** **01603 289975**
- **Nurses' station:** **Red/Blue Team 01603 289920**
Blue/Green Team 01603 287045

Admission for cancer treatment

Being admitted for cancer treatment does not reflect the severity of your illness. Some chemotherapy drugs must be given intravenously; the blood levels of others must be closely monitored. In either case your chemotherapy will need to be given as an inpatient. Similarly, it may be in a patient's best interests to have radiotherapy as an inpatient – if, for example, treatment needs to be given daily and the patient lives a long way away from the hospital and has no personal transport.

Arrival on the ward

Please phone the Mulbarton Ward Reception on 01603 289975 between 10.30-11.30 on the day of your admission to check the time your bed will be ready.

The ward can seem a strange and confusing place. There will almost certainly be a high level of activity and a lot of 'comings and goings'.

You will have to wait for pharmacy to prepare and deliver your made-to-order chemotherapy drug regime to the ward. This can be a complicated and time-consuming process and one that cannot be done too far ahead.

At times, patients' demands for beds will exceed the rate at which others complete their treatment and leave the ward. It is impossible to administer chemotherapy to a strict timetable and, unfortunately, delays are always possible. There may be times when you will have to wait for a bed to become available.

Visiting Hours & Protected Mealtimes

Our visiting times are between 10.00 and 20.00. We request that you respect patients' privacy and dignity by avoiding first thing in the morning, when patients are washing, and mealtimes, which are 12.00 and 17.00.

We welcome visitors to the ward and request no more than two visitors at the bed 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.

Protected Mealtimes

We have a 'protected mealtime' policy between 12.00 and 12.30 and between 17.00 and 17.30 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: 07.30
- Lunch: 12.00
- Dinner: 17.00

If you are going to be off the ward please discuss this with your nurse.

Visitor Parking

The ward has access to a car park ticket validation machine, which allows us to reduce the cost of parking. We will validate your/your relative's ticket on the day of admission, as we cannot always guarantee the time the bed will be available. We will also validate the ticket for the person who comes to collect you when you are ready for discharge. If your admission lasts longer than 3 days, we will also validate your immediate next of kin parking tickets after the third day, or if they are coming in to support you with personal care or feeding.

All stays under 30 minutes are free. Within the first 30 minutes the car park ticket will not need to be validated through the pay machine.

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/bed spaces 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. They should be in a container which is then labelled with the patient name and a date. It will be kept for 24 hours.
- 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.
- Unfortunately we cannot allow fresh flowers onto the ward as the water may carry infection.

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 provide 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

Ward Philosophy:

We aim to provide a welcoming, friendly and calm atmosphere.

We aim to treat patients with dignity and respect.

We see basic care as a priority.

We aim for a strong team spirit support and

Matron: Tracy Shaw

Ward sister: Helen Payne

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 clinic appointment. Discharge planning is a continual process to make sure you are discharged home safely.

If your admission was unplanned, the staff on the ward will co-ordinate your return home and discuss with you the options available. They will make sure referrals to social services or local community hospitals are arranged as required.

We are aware that patients who are informed about their care are more likely to leave hospital on time. Make sure that you and/or your family ask your doctors, nurses and therapists these questions:

- What is the matter with me?
- What is going to happen next?
- When am I going to be discharged?
- What needs to happen before I can leave?

Please make sure you have suitable clothes to change into ready for when you leave hospital.

You may be asked to leave your bed space before your medication or transport is ready in order for the next patient to be admitted and commence their treatment.

Please also 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.

