



Ward patient information

Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital

Welcome to
Simpson and
Churchill Wards
Hemel Hempstead Hospital

This leaflet can be made available in Braille, symbol / picture format or produced in another language – please contact PALS (Patient Advice & Liaison Service on 01923 217198)

West Hertfordshire Hospitals NHS Trust

Simpson and Churchill Wards
Hemel Hempstead Hospital
Hillfield Road
Hemel Hempstead
Hertfordshire
HP2 4AD

Tel: 01442 287244
01442 287585
01442 287223
01442 287586

Welcome – We are here to help

We understand that having to stay in hospital can be a stressful and worrying time for you and your relatives or carer. We will endeavour to make your hospital stay as comfortable and stress free as possible.

Simpson and Churchill Wards

Simpson and Churchill Wards are located in Verulam Wing, Level 1 (ground level). Each Ward has single sex bays.

- Simpson Ward is a 15 bed stroke rehabilitation and assessment Ward.
- Churchill Ward is a 25 bed Ward for patients waiting placement in a care home, or assessment of needs for assistance at home.

- **Matron for Medicine is:** Moira Gallagher on 07979 455253 available Monday to Friday, 8am to 4pm
- **The Ward is managed by Senior Sister:** Mary Hoare on 01442 287165
- **The Sisters are:** Rosita Ignacio and Nova Susana

If you have any concerns during your stay regarding your treatment or care, please ask to speak to one of the Sisters as soon as possible, so that we can deal with your concern quickly, or please ask to speak to the Matron.

Alternatively the Sisters have regular Surgeries to support patients, relatives and carers.

Surgeries are held as follows:

Day: Monday to Friday
Time: 2pm to 3pm
Location: Sisters' Office

The Spiritual and Pastoral Care Team

The hospital's Spiritual and Pastoral Team is multi-faith and provide pastoral, spiritual and religious care for your needs, as well as your relatives and carers.

If you would like a member of the Spiritual and Pastoral Care Team to visit you, please ask a member of staff to arrange this for you. Should you wish to make contact with your own religious leader, please also ask a member of staff to assist you with this.

Going Home

The Discharge Planning Nurse will liaise with you and your family about your discharge. Arrangements will be quite complex and involve a team of healthcare professionals.

We are able to arrange transport for you, if you have mobility problems.

You will be provided with two weeks' prescription of medication and a discharge summary will be sent to your GP on discharge.

A thorough assessment of your needs will take place before you are discharged. The nursing staff will keep your family informed of progress.

If you have been referred to a rehabilitation centre, we try to arrange for you to be sent to the unit nearest your home, though this is not always possible.

Transfers to rehabilitation centres will take place very quickly. This is because when the Ward staff are informed that a bed is available for you, your transfer to the centre will take place on the same day. This means that we will have a very limited amount of time to get you ready for the move. We will do our best to keep your family informed of your transfer.

The Nursing Staff of Simpson and Churchill Wards

hands before you leave the Ward, by washing with soap and water or use the alcohol hand gel.

Please encourage your relatives and visitors to do the same.

Don't forget, it is okay to ask us if we have cleaned our hands!

Visiting Times

Day: 2pm to 4pm

Evenings: 6pm to 8pm

Only two visitors per patient please. Chairs are available for visitors.

Please keep to visiting times, unless previously arranged with the Nurse in Charge.

Small children may visit, but please get permission from the Nurse in Charge before you arrive.

Ward Phone Numbers

01442 287244, 01442 287585, 01442 287223 and 01442 287586

Please note that we are unable to give diagnosis or personal information over the phone, in line with NHS policy on confidentiality.

Meal Times

Breakfast: 7.30am onwards

Lunch: 12pm to 1pm

Supper: 5pm to 6pm

You will be given a full colour Menu, in the morning, to order your evening meal for that day and your lunch for the following day.

If you have any special dietary, cultural or religious food requirements, please let the staff know.

A wet wipe will be placed on your meal tray, for you to clean your hands before eating your meal.

Hot drinks are served at breakfast, mid-morning, afternoon and early evening.

We operate a protected meal time in order to allow our patients to enjoy their meals in comfort. Please encourage your visitors to avoid visiting at these times, unless they are helping you with your meal.

Snack Boxes

Snack boxes are available for patients during the day and evening. Please ask a member of staff for details.

Mobile Trolley Service

This service visits the Ward twice a day, morning and afternoon, where you are able to buy newspapers, toiletries and confectionery.

Retail Outlets

- **WRVS Shop:**
Second floor, Outpatients Department, Verulam Wing
(serves hot meals and snacks)
- **Deli Marche Café:**
Second floor, Verulam Wing
(sells snacks, teas and coffees and a selection of cards and toiletries)

Valuables

While we encourage you not to bring in valuables to hospital, we appreciate that many of our patients may wish to have their mobile phones and iPods with them. These items will be listed on a Patients' Property sheet, which you will be asked to sign and provided with a copy.

Please arrange for a relative, friend or carer to take anything of value home if you don't need it.

Ear Plugs

These are available for all patients to help get a good night's sleep. Please ask a member of staff should you require these.

Mobile Phones

Patients may use mobile phones, but we would appreciate if you would keep them on silent mode during your stay and use them appropriately, so as not to disturb other patients.

Parking

Concessionary parking is available for carers and visitors. Please ask a member of staff for details.

Patient Advice and Liaison Service (PALS)

The hospital's PALS team is available to patients, carers, relatives or friends who wish to raise concerns regarding your stay in hospital. PALS can also provide information about support groups, concessionary travel costs and other benefits.

PALS can be contacted on 01923 217198. Alternatively, please ask a member of staff to contact PALS on your behalf, who can visit you on the Ward.

PALS staff are available Monday to Friday, 10am to 4pm.

The Senior Sister is available every weekday. Please approach her directly to ask or make an appointment. Alternatively, there is a Sister on duty in the evenings and weekends.

If you would like to speak to a Doctor about your treatment and care, please let us know and we will arrange this through one of the Named Nurses.

Doctors are usually available to talk to relatives / carers daily until 5pm. However, during busy periods you may be asked to make an appointment. At the weekends, nights and evenings the Doctors operate an "on call" system and it is not always possible to speak to the Doctor except in emergencies.

Staff Uniforms

Matron:	grey / red trim
Senior Sister:	navy blue with white spots
Sister:	navy blue
Specialist Nurses:	navy blue / red trim
Staff Nurses:	pale blue and white striped
Student Nurses:	royal blue
Senior Health Care Assistant:	burgundy and black
Health Care Assistant:	grey
House Keeper:	lilac and white striped
Ward Clerk:	white
Cleaner:	navy blue

Infection Control

Everyone needs to play their part in preventing and controlling the spread of infection.

Please help us to protect you and others by cleaning your hands before you enter the Ward, using the alcohol hand gel. Please also clean your