



Ward patient information

Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital

Welcome to
Flaunden Ward
Watford General Hospital

**We can provide this leaflet in other languages,
large format and in braille. Call 01923 217187**

West Hertfordshire Hospitals NHS Trust

Flaunden Ward
Watford General Hospital
Vicarage Road
Watford
Herts
WD18 0HB

Tel: 01923 217512

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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.

Flauden Ward

Flauden Ward is located in the Main Block, PMoK (Princess Michael of Kent Wing), level 5.

Flauden Ward is a 34 bed surgical Ward, with single sex bays.

- **Matron for Surgery is:** Karen Bowler on 07979 457177 available Monday to Friday, 8am to 4pm
- **The Ward is managed by Senior Sister:** Amanda Budd on 01923 217152
- **The Sisters are:** Pearl Bowen-hall, Penny Colston, Sharon Clark and Alison James.

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 4pm
Location: Flauden Ward

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

Once your doctor has agreed to your discharge, the ward staff will arrange for your specific medication. Patients normally leave hospital in the morning after your medicines have been dispensed. We will give you much notice as possible regarding your discharge, however do not make final arrangements for your collection, as you may have to wait for your prescription to be prepared.

Please note, we do not routinely provide transport and ask that you arrange with a relative, carer or friend to collect you. Should you not have anyone to take you home, please speak to a member of the ward staff.

You may be taken to the Discharge Lounge while you wait to be collected. This is a warm and friendly environment, situate situated by the main reception area on level two of PMoK. The lounge has a TV and magazines and while you are waiting there, meals, snacks and refreshments will be made available to you.

Your discharge from hospital will be discussed with you, by your Named Nurse and a discharge pack will be given to you, with helpful information.

The Nursing Staff of Flauden Ward

soap and water, and hand wipes are supplied in order that hands can be cleaned before and after each meal. These will be on the tray with your meal. As part of our emphasis on hand hygiene, you may see staff wearing a yellow badge stating 'please ask me if my hands are clean'. Please feel free to ask staff if their hands are clean if you have not seen them wash or gel their hands prior to caring for you.

Visiting Times

Day: 2pm to 4pm

Evenings: 6.30pm to 7.30pm

- Only two visitors per patient. Please do not sit on the beds chairs are available.
- 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.

Flaunden Ward Phone Number

01923 217512

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

Payphones and Freephone Units

Freephones are available in the main reception areas for calling the hospitals Patient Advice & Liaison Service (PALS) and Patient Affairs (cashiering and bereavement) departments as well as to access Traveline for public transport timetables and to call a local taxis.

Meal Times

Breakfast: 7am to 8am

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.

Retail Outlets

- **League of Friends Tea Bar:** Level 2, Outpatients Department
- **League of Friends Sycamore house, Tea Shop:** Vicarage Road
- **WHSmiths:** Level 2, by Main Reception
- **Spice of Life Restaurant:** Opposite the Main Block Level 2 entrance

Day of Operation

If you have been advised that you are going to have an operation, we request that you please arrange for **one** member of the family to ring the Ward, on the day of your operation, who can then update other relatives and friends on your progress.

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.

Personal Items

To make your stay in hospital more comfortable, can you consider bringing in with you or if by circumstances you have arrived without personal items asking a friend, relative or carer to bring after your admission: Toiletries, toothbrush, deodorant, hair comb and or brush. Slippers (with non slip soles) dressing gown and a change of comfortable loose fitting clothes.

Ear Plugs

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 refer you to or put you in touch with other local agencies or voluntary services that may offer help or advice. Contact PALS on

☎ **Tel:** 01923 217198 (out of hours answer-phone) or

✉ **Email:** pals@whht.nhs.uk

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 with white trim
Specialist Nurses:	navy blue / red trim
Staff Nurses:	pale blue and white striped
Student Nurses:	royal blue
Senior Health Care Assistant:	burgundy with white trim
Health Care Assistant:	grey
House Keeper:	lilac and white striped
Ward Clerk:	white
Domestic Assistant:	female: pale blue with navy trim male: navy polo shirt
Volunteer:	yellow lanyard

Infection Control

During your stay in hospital good hand hygiene from both staff, patients and visitors is actively encouraged. It is important that the hygienic hand rub situated by the ward entrance, is used by everyone prior to entering and leaving the ward. Hands must be washed after using the toilet using