

Castle Ward

Watford General Hospital

Vicarage Road
Watford
Hertfordshire
WD18 0HB

Tel: 01923 217 723

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email pals@whht.nhs.uk



Ward patient information

Watford General Hospital

Hemel Hempstead Hospital

St Albans City Hospital

Welcome to
Castle Ward

Watford General Hospital

Author	Patient Services
Department	Castle Ward
Ratified Date / Review Date	May 2015/ May 2017
Version Number / ID Number	2



Welcome - We are here to help you

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

Castle Ward

Castle Ward is located on the first floor of Shrodell's which you can access by lift or stairs.

- **Matron for Castle Ward is:** Lyn O'Donnell
- **The Ward Manager is:** Chloe Cameron

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

Castle Ward Phone Number

01923 217 233

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

The Spiritual and Pastoral Care Team

The Trust's Spiritual and Pastoral Care Team is multi-faith and provides pastoral, spiritual and religious care for your needs, as well as those of 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 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 to be prepared. We will give you as 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 situated by the main reception area on Level 2 of the Main Block. The lounge has a TV and magazines for your use while you are waiting. Meals, snacks and refreshments will also 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 the Castle Ward

Ear Plugs

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

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 in a Patients' Property Book, which you will be asked to sign and you will be provided with a copy for your records.

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

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 to patients, relatives and carers who attend the hospital more than once a day or twice a week. Please ask a member of staff for details.

Patient Advice and Liaison Service (PALS)

The Trust's PALS team is available to patients, carers, relatives or friends who wish to raise concerns regarding your stay in hospital. PALS can also put you in touch with other local agencies or voluntary services that can offer help or advice. Contact PALS on Tel: **01923 217 198** (with out of hours answer phone) or email: [**pals@whht.nhs.uk**](mailto:pals@whht.nhs.uk)

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 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.

Infection Control

During your stay in hospital good hand hygiene from 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 using soap and water after using the toilet 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. 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.

Single Sex Accommodation

We maintain single sex bays at all times to ensure privacy and dignity to all our patients.

Visiting Times

2.00pm to 8.00pm - Daily

Protected Meal Times: 12.00pm to 1.00pm and 5.00pm to 6.00pm

- Only two visitors per patient. Please do not sit on the beds as 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.

Meal Times

Breakfast: 7.00am to 8.00am

Lunch: 12.00pm to 1.00pm

Supper: 5.00pm to 6.00pm

- 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 protected meal times 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 to patients during the day and evening. Please ask a member of staff for details.

Mobile Trolley Service

This service visits the ward once a day, mid morning, where you are able to buy hot and cold drinks and newspapers, toiletries and confectionery.

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.

Personal Items

To make your stay in hospital more comfortable, please consider bringing personal items such as toiletries, slippers (with non-slip soles), dressing gown and a change of comfortable loose fitting clothes in with you or if you have arrived without personal items asking a friend, relative or carer to bring them in after your admission.