



Scan the QR
code to
download



Information about
staying on our
wards

1/3 fold |

1/2 fold |

1/3 fold |



Patient information

Information about staying on our wards

Author	--
Department	--
Ratified date / review date	Sept 23 / Sept 26
Version number / ID number	52/1174/V3



Sustainability

Please consider the environment
before printing this leaflet

Find us online @WestHertsNHS



www.westhertshospitals.nhs.uk

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.

Queries or concerns

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

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.

In some wards, sisters have regular surgeries to support patients, relatives and carers, ask the ward for details.

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

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 in our wards. Emergency areas and some assessment areas may mix sexes, but we will always maintain your privacy and dignity.

Visiting times

Visiting hours are between 2pm to 8pm each day and a maximum of two visitors per patient are allowed at one time. For the latest visitor guidance, please see our [website \(westhertshospitals.nhs.uk\)](http://westhertshospitals.nhs.uk).

Mealtimes (please check with the ward you are attending)

Breakfast: 8am to 8.30am

Lunch: 12.20pm to 1.20pm

Supper: 5.20pm to 6.20pm

- 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 mealtimes 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.

Protected mealtimes (please check with your ward)

Some wards have a protected mealtime, when routine ward activities are paused to allow patients a quiet time to enjoy their meal. Visitors are asked to respect this quieter time. Visitors to any patients who need support with their meals can assist and encourage the patient with their meal, supplement, snacks or fluids.

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 can buy hot and cold drinks, newspapers, toiletries and confectionery.

Food and drink

Watford General Hospital:

- Peabodys, main building entrance, reception area, level 2
- The Kitchen Restaurant, opposite the main block (next to disabled car park)

St Alans City Hospital:

- The Real Good Coffee Co, Gloucester wing, main entrance, level 1

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.

Falls

When being admitted to hospital you should be in well-fitting slippers. You may be unsteady, and we want you to stay safe. Call a nurse if you need help to move around.

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.

Where can I park?

Car parking at Watford General Hospital is available in the [multi-storey car park](#). It's pay on exit, so you only pay for the time you need. You can pay by cash or card. The post code for the car park is WD18 0LT.

The ticket machines in the external car parks only accept cash, but you are able to pay by card via the Saba parking app at <https://www.sabaparking.co.uk/app> (excluding AMEX), or search Saba parking app at the [App store](#) or [Google play](#).

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 arrange translators when needed and help to provide information in other formats such as large print. PALS can also put you in touch with other local agencies or voluntary services that can offer help or advice.

Contact PALS on **01923 217198** (with out of hours answer phone) or email westherts.pals@nhs.net.

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 about your discharge, but do not make final arrangements for your collection as you may have to wait for your prescription to be prepared.

We do not routinely provide transport and ask that you arrange for 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.

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.

Patient lounge

You may be taken to the Patient 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.

Who's who – our uniforms

Here are the uniforms of the staff you are most likely to see on your ward. Some staff do not wear uniforms, for example pharmacists, dietitians and social workers.



West Hertfordshire
Teaching Hospitals
NHS Trust

Who are we...

Staff you are likely to meet during your visit to the ward



Healthcare care assistant (HCA)

Sky blue / white trim tunic or dress, navy trousers.

A HCA works under the supervision of the sister/charge nurse or staff nurse and helps with your personal care.



Specialist healthcare assistant (SHA)

Sky blue / red trim tunic or dress, navy trousers.

A SHA helps to support specialist nurses and patients with specific conditions.



Assistant practitioner

Sky blue / navy trim tunic or dress, navy trousers.

Assistant practitioner performs the same duties as a HCA and will have undertaken further courses and training.



Nursing associates

Stripe tunic with white piping. Male tunic example shown.

Nursing associates are registered practitioners, who support the registered nurses in delivering patient care. Nursing associates should be between assistant practitioners and registered nurses.



Staff nurses

Metro blue / white trim tunic or dress, navy trousers.

A registered nurse who looks after you during your stay in hospital.



Junior sister – Charge nurse

Royal blue / white trim tunic or dress, navy trousers.

A registered nurse who works on the ward or department and supports the senior sister in running the ward.



Senior sister – Charge nurse

Navy blue / white trim tunic or dress, navy trousers.

A registered nurse who works on the ward or department and has overall responsibility for managing it.



Matron

Red / navy trim tunic or dress, navy trousers.

A senior nurse who is responsible for the coordination of the quality of care across a group of wards.



Specialist nurse

Navy blue / red trim tunic or dress, navy trousers.

A specialist nurse has specialist knowledge in an area of nursing and supports people with specific conditions.



Corporate and lead nurse

Charcoal / white trim, or navy with a purple stripe tunic or dress, black trousers.

- Lead nurses
- Corporate nursing
- Consultant nurse and midwife
- Deputy head of nursing



Divisional heads of nursing and midwifery

Black top tunic-smart tunic with two trims to collar and cuffs and action back pleats.

- Chief nurse
- Deputy chief nurse
- Associate chief nurse
- Heads of nursing
- Director of midwifery



Band 6 specialist nurse

Royal blue / red trim tunic or dress, navy trousers.

A specialist nurse has specialist knowledge in an area of nursing and supports people with specific conditions.



Housekeeper

Lilac / white trim tunic or dress, navy trousers.

A housekeeper assists with your care and contributes to house-keeping and administrative duties.



Pastoral education link (PEL) nurse

Navy blue/yellow trim mandarin neck tunic.

The PEL provide support for staff in a clinical, practical, and pastoral capacity.



Ward clerks

Light blue fleur print or navy blue darcey print.

The ward clerk is responsible for greeting and welcoming you to the ward or department and managing administrative duties.



Smart scrubs

You may see some staff wearing smart scrubs, the scrubs correspond exactly with the staff tunics, for example: staff nurses will wear a metro blue / white trim scrub top.

Other staff you may see on the ward

Student nurses from University of Hertfordshire wear a blue tunic with dark blue piping with navy trousers. The University of Hertfordshire name is embroidered on their tunic.

Student nursing associate wear a white tunic with orange piping.

Registered nurse degree apprentice (RNDA) from BPP university wear a white tunic with purple piping with navy trousers. The BPP University name is embroidered on their tunic.

Physiotherapy assistant wear a sky blue tunic with navy trim and blue trousers.

Occupational therapy assistant wear a bottle green tunic or polo shirt and bottle green trousers.

Phlebotomist are responsible for the taking of blood samples, wear a white tunic or dress, navy trousers.

Physiotherapist wear a navy trim on sleeve and collar, navy blue trousers or scrubs.

Occupational therapist wear a green trim on sleeve and collar green trousers or scrubs.

Speech and language therapist wear a grey trim on sleeve and collar, grey scrubs.

Dietetics wear a light green trim on sleeve and collar, teal scrubs.

Radiology wear a grey trim on sleeve and collar, white scrubs with grey trim on sleeve and collar.

Smart/casual dress code for consultants, doctors, occupational health staff, social workers, pharmacists, mental health team although at times may be in scrubs.

How to contact us

[Watford General Hospital](#)

Vicarage Road

Watford

Hertfordshire, WD18 0HB

Hospital switchboard: 01923 244366

Watford General Hospital				
Ward name	Specialty	Beds	Contact no	Location
AAU Blue / Yellow	Respiratory	30	01923 436669	AAU, level 3
AAU	Assessment	60	01923 217778	AAU, level 1
Aldenham	Acute Medicine	27	01923 217515	Main building, level 4
Ambulatory Care Unit (ACU)	Assessment		01923 436772	Shrodell, ground floor
Ambulatory Care Unit	Assessment		01923 436772	Shrodell, ground floor
Bluebell	Frailty	16	01923 217882 01923 436342	AAU, level 1
Cassio	Medical	20	01923 217860	Main building, level 3
Castle			01923 217680	Shrodell, level 1
Cleves	Orthopaedic	22	01923 217510	Main building, level 5
Cardiac Care Unit	Cardiology (Green)	24	01923 436681	AAU, level 3
Cardiac Care Unit	Cardiology (Purple)		01923 217159	AAU, level 3
Croxley	Medicine Elderly care	28	01923 217517	Main building, level 4
Elizabeth	Surgery	22	01923 217902	Main building, level 5
Flaunden		28	01923 217041	Main building, level 5
Gade	Medical	17	01923 217845	Main building, level 4
Helen Donald Unit	Haematology	17	01923 436240 01923 217721	Helen Donald Unit (portacabin)
Heronsgate	Care of the Elderly	20	01923 217516 01923 217886	Main building, level 4
Intensive Care Unit (ICU)	See here for info		01923 217610	Main building, level 6
Langley	Surgical	18	01923 217039	Main building, level 5
Oxhey	Elderly Care	12	01923 436100	Main building, level 3
Red Suite	Elderly Care		01923 217956 01923 217381	AAU, level 1
Ridge	Orthopaedics	29	01923 217152	Main building, level 5
Sarratt	Medicine Elderly Care	36	01923 217514	Main building, level 4
Stroke Unit	Stroke		01923 217270 01923 217147	Main building, level 3

Tudor	Medicine Elderly Care	24	01923 217445 01923 217233	Shrodell, level 1
Winter	Medical Surge Unit	18	01923 217701 01923 217929	AAU, level 1
Winyard	Elderly Care	18	01923 217406	Granger Suite, level 2

How to contact us

[St Albans City Hospital](#)

Waverley Road

St Albans

Hertfordshire, AL3 5PN

Hospital switchboard: 01727 866122

St Albans				
Ward name	Specialty	Beds	Contact no	Location
Beckett	Elective Surgery	18	01727 897418 01727 897509	
De la Mare	Elective Surgery	28	01727 897139 01727 897121	

The names of team members, like matrons and senior nurses, will be displayed on the ward.



For more information on PALS, please scan the QR code or visit our website at www.westhertshospitals.nhs.uk



Language



Large Print



Braille



Audio

If you need this leaflet in another language, large print, Braille or audio version, please call 01923 217198 or email westherts.pals@nhs.net