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**Welcome to the  
Helen Donald Unit**



**Patient information**

# **Welcome to the Helen Donald Unit**



**Excellent patient care, together**

## **Welcome - We are here to help you**

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

The Helen Donald Unit is a day care unit with a small friendly team of staff who will care for you during your visit.

## **The Helen Donald Unit**

The unit is named in memory of a former patient who had received treatment for leukemia. The Helen Donald nurse fund was set up by the family members of Helen Donald in the early 1980s. The fund paid for a nurse to work in the Haematology outpatients clinic at Hemel Hempstead Hospital. This same fund later paid for a nurse salary for one year on the Simpson Day Unit.

In recognition for all the support received from the family, the unit was relaunched and named the Helen Donald Unit in 2003 at Hemel Hempstead General Hospital. In 2009 the unit relocated to Watford General Hospital and continues to be named the Helen Donald Unit.

The Helen Donald Unit provides care for a number of specialties including haematology, oncology and other conditions requiring intravenous therapy.

## **Staff on the day unit**

The team includes doctors, nurses, clinical nurse specialists, health care assistants, pharmacists, administrators, student nurses and volunteers.

Opening times: Monday to Friday, 8.00 am to 6.00 pm

Ward manager: **Claire Roberts.**

## **Standards of care**

Our standards of care are to:

- Ensure that you are treated with respect and dignity at all times
- Keep you informed about your treatment
- Ensure your records are kept confidential
- Ensure you have a clear explanation of your treatment and opportunity to ask questions.

## **What to bring with you**

Please bring an appointment card and relevant letters relating to your treatment, a list of your current medication and medication book.

As your treatment could take several hours it is recommended you bring something to read.

## **What to expect on arrival**

Please ring the intercom buzzer and give your name on arrival. You will be asked to report to reception and take a seat in the waiting area. A nurse will call you for treatment. It is expected that appointment times are met, however, occasionally a delay may occur.

The unit has chairs and couches for treatment. The allocation of chairs or couches will depend on your treatment. For patient safety and confidentiality, carers and visitors are not permitted to wait within the unit unless special permission is granted. There is a drop off and collect area outside the unit, and a member of the team will give an approximate time for collection or call when you are ready to go home.

## **If you cannot attend your appointment**

If you need to cancel or change an appointment please inform the unit as soon as possible. If you develop any signs of infection such as high temperature, sickness and diarrhoea please inform the unit.

## **Refreshments**

The unit does not have facilities for hot food, however a sandwich and juice will be offered. Tea, coffee and biscuits are supplied free of charge. If you have specific dietary requirements please bring a packed lunch.

## **Infection control**

Good hand hygiene is encouraged from staff, patients and carers. To help reduce the spread of infection please use the alcohol gel provided before and after your visit.

## **Mobile phones**

Please refrain from using mobile phones, unless necessary. We would appreciate if they were turned to silent mode.

## **Smoking**

The hospital has a strict no smoking policy. Smoking including e-cigarettes is not permitted anywhere on the hospital site.

## **Parking and transport**

Concessionary parking permits are available to patients and carers. This gives parking at a reduced rate for frequent and long term attendances. These are available from reception.

There is a drop off and pick up area just outside the unit. Hospital transport is available to patients who qualify. Please ask a member of staff or see [here](#) for further information.

## **Going home**

On discharge please ensure you have obtained details of your next appointment. If you have not been picked up by transport by the time the unit closes you may be asked to wait in the discharge lounge for collection. This is located by main reception.

## **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.

There is a multi-faith room located in the main building of Watford General Hospital.

## **Other useful contacts**

### **Macmillan Information and Support Centre**

The West Hertfordshire Macmillan Cancer Information and Support Centre is based in the main reception at Watford General Hospital. They care for anyone who is affected by cancer and can help support patients, their families and healthcare professionals.

Opening hours: Monday to Friday 10.00am to 4.00pm

Tel: **01923 436 326**

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

## NHS choices

Provides information about NHS services. You can also give feedback about your experience.

Website: [www.nhs.uk](http://www.nhs.uk)

## How to contact us

Helen Donald Unit:

**01923 436 240**

**01923 217 386**

Ward Manager: Claire Roberts

[Claire.roberts17@nhs.net](mailto:Claire.roberts17@nhs.net)

Chemotherapy Lead Nurse: Chris Townsend

[Christine.townsend1@nhs.net](mailto:Christine.townsend1@nhs.net)

## Helen Donald Unit

[Watford General Hospital](#)

Vicarage Road

Watford

Hertfordshire WD18 0HB

Hospital switchboard: 01923 244366

## PALS

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email [westherts.pals@nhs.net](mailto:westherts.pals@nhs.net).



Language



Large Print



Braille



Audio

## Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so that we can improve patients' experience. Click this [link](#), scan the QR code with your smartphone or type in: [bit.ly/4o3QVFJ](https://bit.ly/4o3QVFJ).



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