

Welcome to Inpatient Services

Mount Gould Local Care Centre



**200 Mount Gould Road
Plymouth PL4 7PY**

Kingfisher Ward

Skylark / SRU

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www.livewellsouthwest.co.uk

Who we are

We are the inpatient facility within the Local Care Centre, which has 62 beds spread over two floors - Kingfisher Ward and Skylark / SRU.

We are a Consultant led unit with 24 hour nursing care and a multi-disciplinary team comprising of Doctors, Nurses, Physiotherapists, Occupational Therapists, Podiatrists, Speech and Language Therapists, Dieticians, Social Workers, Psychiatric Liaison, Psychology, Unit Administrators, Hotel Services and Discharge Facilitators.

We are a teaching organisation and so there will also be student nurses, student therapists and medical students on the Unit at times.

Who would need to use our services?

Clients who are in need of assessment and treatment but who do not require the services of an acute hospital, or who need a period of rehabilitation following an admission to an acute hospital.

What do we do?

Doctors and Nurses: Deal with all your medical needs and your overall care whilst on the unit.

Physiotherapists: Assess, treat and advise you with the aim of maximising your mobility and quality of life.

Occupational Therapists: Assess, treat and promote independence and maximise function in activities of daily living to enable safe discharge.

Speech and Language Therapists: Help patients with communication difficulties and those who may also have problems with eating and drinking.

Dieticians: Help patients with special dietary or nutritional needs.

Psychiatric Liaison: Offer assessment and support for any emotional or mental health needs that may arise.

Social Workers: Assess your needs and provide relevant services to meet identified needs and support safe hospital discharge.

Podiatrists: Offer information, education and care for feet and lower limbs, particularly for amputees and those high at risk.

Wristbands

You will wear a wristband for identity purposes on the unit.

Property / valuables

Please do not bring valuables, jewellery or large sums of money into hospital. If this is unavoidable and you have no-one who can take them home for you, inform a member of staff and they will store them for you. They will be listed, locked in a safe and you will be given a receipt.

Livewell Southwest cannot accept liability for the loss or damage to items that are not handed in for safekeeping. You or your family will be asked to sign a disclaimer for any items you choose to keep with you.

Religious needs

Your spiritual health is important to your overall wellbeing. Being unwell with its fears and uncertainties may make you want to explore your faith. Livewell Southwest has a part-time Spiritual Care Advisor available, whatever your faith. Please let a member of staff know if you would like a visit, or of any requirements you have for your faith.

Alcohol

No alcohol is allowed on the premises. Alcohol may interfere with your medical treatment. Please discuss this with a member of staff if you have any concerns.

Medicines

If you are being admitted from home please bring all medications you are taking into hospital and pass on to a member of staff. If for any reason you are unable to bring your usual medicines into hospital with you, we will make sure that you receive the medicines you need. We will assess you for self-medicating.

Hand hygiene

Hand washing is one of the most important measures hospital staff and visitors can take to prevent the spread of infection in hospital. We would like you to help us with this.

Please feel free to ask any member of staff who is about to care for you 'Have you cleaned your hands?' Please encourage visitors to use the hand rub supplied at the start and end of each visit.

Meal times

Your meal time is considered protected time, free of interruptions and distractions. Where possible we try not to make appointments for investigations and case conferences at these times. We do not normally allow visitors at meal times. If you have any dietary requirements please inform a member of staff.

Breakfast is served between 8am and 10am

Lunch is served between 12 noon and 1:30pm

Tea is served between 5pm and 6:30pm

Snacks are available throughout the day upon request.

Visiting times

Visitors are welcome between 10am and 8pm on Kingfisher and between 1:30pm and 8pm on Skylark / SRU, except for during meal times. However, we can be flexible - please speak to a member of staff if you need to vary this.

Toilet / Washroom facilities

All side rooms have individual shower and toilet facilities. Each four-bedded bay has one shower and two toilets. There is a bathroom with a hoist facility and one assisted toilet and washroom with shower.

There is a disabled access visitor's toilet at the entrance to each floor.

Laundry services

We do not have a patient laundry service and so we would ask your family / carers to do your laundry. If you don't have anyone who can help you then please speak to a member of staff.

Hairdressing service

We have a hairdressing service on the unit or you can arrange for your own hairdresser to visit, but they will have to use our electrical appliances.

Postal services

We can post your stamped letters / parcels for you.

Emergency procedure

In the event of a fire our staff will advise patients and visitors of the procedure to follow.

Privacy and dignity

We are committed to treating you with respect and dignity at all times.

Will everything I say be kept private?

All our staff are trained to respect confidentiality. We may need to share information with other people helping you. If you are concerned about this please talk to our staff.

We will ask for your consent before we share information. We have quiet areas available for you should you wish to talk privately or to use when you wish to sit in peace and quiet.

What if I want to comment or complain about the service?

We welcome your views about our service. Please discuss these with our staff or, if you prefer, you can speak to the Patient Advice and Liaison Service (PALS) confidentially on 01752 435204 or 0845 155 8121. If you wish to make a formal complaint you can contact our Customer Services department on 01752 435201.

For more information on our Customer Services department or PALS please ask a member of staff.

Leaving hospital

We will aim to give you an estimated date of discharge as soon as we are able and we will work with you to arrange any care needed following your hospital stay. This might include advice and support, practical help at home or considering alternatives for long term care.

If you have any concerns about how you will manage when you leave hospital or if you would like more information on eligibility for long term NHS care, please speak to our staff.

Transport

We are only able to provide transport home if you have a medical need which stops you from using private or public transport. Please try and arrange for a friend or relative to collect you when you are discharged.

Disabled Access

Access is via the main entrance on Mount Gould Road. Disabled parking spaces are designated within the visitor parking area.

Telephone services

You can speak to patients on Kingfisher Ward on 01752 272591.
You can speak to patients on Skylark / SRU on 01752 436904.

Appointments to speak to Doctors or Consultants

For an appointment with Dr Burbridge please call his secretary on 01752 434490.

For an appointment with Dr Mahadik please call his secretary on 01752 434807.

Gifts / Donations

If you wish to make a gift or donation please speak to staff on the unit.

Smoking policy

Livewell Southwest has a no smoking policy. Smoking is not generally permitted in our buildings or grounds. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff member in your place of residence.

If you require this leaflet in a different language or format please inform us.



Livewell Southwest



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February 2016