

## Points of contact

### Address for letters and cards:

South Hams Hospital  
Plymouth Road  
Kingsbridge  
Devon  
TQ7 1AT

We welcome your comments and feedback, so please complete a comments card before you leave the hospital.

If there is any aspect of care which you would like to discuss please contact:

**Diana Green, Community Hospital Matron**  
Tel: 01548 852349

## Important Note

For reasons of privacy and confidentiality the use of any camera or recording equipment on the ward is strictly forbidden, unless it has been agreed with the nurse in charge.

## Our Philosophy of care

### Respect and dignity

We respect everyone as a person. We will listen to them and be honest in what we tell them.

### Commitment to quality of care

We work hard to get things right. We want to hear what people think of us and we will listen and learn from what people tell us.

### Compassion

We care about our patients. We will be kind to people and will do what we can to make them feel better and happier.

This leaflet was printed in May 2018.

## Contact details

**South Hams / Kingsbridge Hospital**  
Plymouth Road  
Kingsbridge  
Devon  
TQ7 1AT

**Tel:** 01548 852349

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)

 Livewell Southwest

 @livewellsw

# Welcome to South Hams / Kingsbridge Hospital



**Tel:** 01548 852349

This leaflet aims to provide you with useful information to prepare you for coming into hospital

## Items to bring with you

- Soap / shampoo
- Contenance pads (if you already have them)
- Any prescribed medicines or dressings
- Denture pot
- Toothpaste and toothbrush
- Towels
- Shaving cream and razor

## Clothing

- Day clothes
- Nightwear and dressing gown
- Underwear
- Footwear (not open sandals)
- Walking aid, if used
- Own mobile phone, if applicable

We regret that there are no laundry facilities on the ward. Please ask family / friends for help with laundry if this is something you need during your stay.

## Medical Care

GP's from Norton Brook surgery provide medical cover.

Doctors are flexible and are available:

Monday, 10:00am - 1pm

Wednesday, 9:30am - 12:00pm

Friday, 9:30am - 12:30pm

They can also be booked to see relatives.

## Main Ward Staff

**Matron:** Diana Green  
**Ward Manager:** Mandy Ostenfeldt

## Mealtimes

**Breakfast:** 8am - 8:45am  
**Lunch:** 12:30pm - 1:30pm  
**Dinner:** 5:30pm - 6:30pm

We also offer a full English breakfast on a Tuesday and Saturday.

## Visiting Times

South Hams Hospital has an open visiting policy. Visitors will be asked to have a cup of tea in the dayroom during mealtimes. Therapy will take priority and patients may not always be available.

## Personal Property Disclaimer

Kingsbridge Hospital cannot accept responsibility for the loss or damage to patients' or visitors' personal property.

## How to identify staff by uniforms

### Matron

Dark blue dress with red trim

### Deputy Matron

Dark blue dress with yellow trim

### Staff Nurse

Blue dress or tunic and navy trousers

### Health Care Assistant

Green tunic and navy trousers or green dress

### Physiotherapist

White tunic and navy trousers

### Occupational Therapist

White tunic and green trousers

### Hotel Services

Light blue polo shirt and dark trousers

Supervisor wears green polo shirt

### Catering

Blue checked trousers and blue shirt / jacket

## When you leave hospital

Once your discharge has been planned we would be grateful if you could ask a friend or relative to pick you up wherever possible.

We will give you 2 weeks' medication and a letter will be sent to your GP. If you need a sick note for the period spent in hospital please ask before you leave hospital.

We will also start or recommence services for your home care such as meals on wheels or district nurses if you need this.