

Delirium

Some older patients in hospital may suffer an acute state of confusion called 'delirium'. It may have many causes, such as infection, constipation, pain and medications. Delirium can take time to resolve once the underlying trigger has been treated. It frequently settles faster when the patient is in a familiar environment, such as their own home. It can take weeks or even months to fully resolve, but sometimes may represent a new chronic level of confusion, and sometimes may unmask a new diagnosis of dementia. Delirium can be distressing to witness and experience, but the ward team are trained to recognise and treat it if it develops.

ReSPECT

If patients become more unwell, the intensity of treatment may need to be escalated. However, some treatments (e.g. on ICU), can be physically and mentally challenging, and may not be the right course of action. During an admission, patients and families will be given the opportunity to discuss the patient's individualised Recommended Summary Plan for Emergency Care and Treatment (ReSPECT). For further info, visit www.resus.org.uk/respect.

Call 4 Concern

Call 4 Concern enables patients and families to call for immediate help and advice if they feel that the healthcare team has not recognised their own, or their loved one's

changing condition. Contact Call 4 Concern directly on **0777 475 1352** if:

- a noticeable change in the patient occurs, and you feel that the health care team is not recognising your concern
- you feel there is confusion over what needs to be done for the patient and you need clear information about what is happening
- you have ongoing concerns after you have spoken to the ward nurse or doctor

For other concerns, please contact the ward manager or the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk

Contact details

The direct ward phone number:
0118 322 5241 or 0118 322 6521

Clinical Admin Team (CAT 10)

Tel: **0118 322 5474**

Email: rbb-tr.cat10@royalberkshire.nhs.uk

Ward Manager: Brian McGrath

Tel: 0118 322 7044

Consultants: Dr Hannah Johnson and Professor David Oliver

Trust website: www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Elderly Care, July 2026

Next review due: July 2028



NHS

Royal Berkshire
NHS Foundation Trust

Welcome to Mortimer Ward: Elderly Care Unit

Information for
patients, relatives
and visitors

Mortimer Ward is an acute medical ward for older male patients. Our goal is to enable each patient to become as independent and self-caring as possible, where appropriate.

You / your relative have been admitted to the Elderly Care Unit for specialised care. The ward consultants are Dr Hannah Johnson and Professor David Oliver. Consultant ward rounds happen regularly Monday to Friday. Consultant input will happen daily for new admissions to the ward and for patients who have become unwell. There is consultant cover at the weekend if required.

The ward team comprises of doctors, physician associates, nurses, health care assistants, pharmacists, occupational therapists, physiotherapists, speech and language therapists, dietitians, and care crew.

Essential items to bring in

- Toiletry items such as soap, flannel, hairbrush, toothbrush and toothpaste.
- Slippers and practical shoes. Night and day wear.
- Books, magazines, pens, paper.
- Snacks, bottle of squash.
- **Any regular medication you (or the patient) takes** (in its original packaging).

Valuables

Patients are responsible for their own belongings. Please do not bring any valuables into hospital – relatives / friends will be asked to take them home for safekeeping. Please keep cash in the locker under £10 for newspapers etc.

Visiting

As a hospital, we encourage open visiting; however, **on Mortimer Ward, please schedule your visit between 12pm and 7pm.** This allows our team to deliver essential care – including ward rounds, personal care and rehabilitation. Designated carers and visitors to patients at the end of life are allowed anytime. Please discuss your needs with the nurse in charge.

Two visitors per patient at any one time.

Please contact the ward before visiting, as visiting times and restrictions may change.

Do not visit if you have / had diarrhoea and/or vomiting in the last 48-hours; or any of your household have any COVID symptoms.

Please ensure you use the hand gel when entering and leaving the ward.

Medical information

If you have any questions about your treatment, aftercare or any other matters, please ask the doctor, nurse or therapist, who will be happy to help.

Telephone enquiries

If you are unable to visit, we are only able to give limited information over the phone.

Please ring after 11am for general enquiries and please nominate one relative as main contact to maintain good communication.

Finding the ward

Mortimer Ward is on level 3 in Battle Block and is accessible via the stairs or lift. The stairs to Mortimer are opposite Sidmouth Ward on level 2 in the Battle Block corridor. Go up to L3, turn left at top of stairs. Lift access can be found on level 1 near Whitley Ward and Battle Outpatients, and level 2 near Castle and Sidmouth Wards.

Car parking

Public parking is pay on exit (pay at pay point machine or via the APCOA app before leaving) and the nearest parking is located on Levels 0-3 of the multi-storey car park. Disabled parking bays are clearly marked.

Mobile phones

You can use mobile phones in public areas but not on the ward, without permission. Be sensitive to the needs of others when using your phone.

Entertainment systems are at the bedsides with charge cards available from a machine near the ward entrance.

Please note we have zero tolerance to abuse towards our staff.