

## Mobile phones

You can use mobiles in public / communal areas but please ask permission to use on the wards. Be sensitive to the needs of others when using your phone.

Charge cards for bedside entertainment systems are available from a machine near the ward entrance.

## Delirium

Around a third of patients aged over 65 admitted to hospital may suffer an acute confusional state called 'delirium'. There are many causes of delirium, such as infection, constipation, pain and medications. Delirium can take time to resolve once the underlying trigger has been treated and 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. It may sometimes represent a new chronic level of confusion, or may even 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, such as intensive care (in 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).

More information on what this is can be found here: [www.resus.org.uk/respect](http://www.resus.org.uk/respect)

**We have zero tolerance to abuse towards our staff. If you have concerns, please contact the ward manager or the Patient Advice and Liaison Service (PALS) on 0118 322 8338, email [PALS@royalberkshire.nhs.uk](mailto:PALS@royalberkshire.nhs.uk)**

## Contact details

The direct ward phone number:

**0118 322 5232 or 0118 322 8202**

Clinical Admin Team (CAT 10)

Tel: **0118 322 5474** or email:

[rbb-tr.cat10@royalberkshire.nhs.uk](mailto:rbb-tr.cat10@royalberkshire.nhs.uk)

**Ward Manager:** Rod Santillan

**Consultants:** Dr Chatterjee / Dr Dean / Dr Dhillon / Dr Joyce / Dr Crane / Dr Green

## Friends and Family Test

Please give feedback by completing the Friends & Family Test – fill in a card issued before you leave hospital.

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

RBFT Elderly Care, June 2026

Next review due: June 2028



**NHS**

**Royal Berkshire**  
NHS Foundation Trust

# Welcome to Woodley Ward: Elderly Care Unit

Information for  
patients, relatives  
and visitors

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**Woodley Ward is an acute medical ward for older female patients. Our goal is to enable each patient to become as independent and self-caring as possible.**

**In addition, we have some palliative care beds for patients approaching the end of their life. Our aim is to ensure dignity and comfort during this time.**

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You / your relative have been admitted to the Elderly Care Unit for specialised care.

The ward consultants are Dr Apurba Chatterjee, Dr Natalie Joyce, Dr Kate Dean, Dr Manpreet Dhillon, Dr Rachel Crane, Dr Victoria Green.

Patients receiving palliative and end of life care are looked after by the ward team with input from Specialist Palliative Care Nurses, supported by Palliative Medicine Consultants.

Consultant ward rounds happen regularly Monday to Friday. There is daily consultant cover available, including 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.

### **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, under £10 for newspapers etc, in the locker.

### **Visiting**

As a hospital, we encourage **open visiting**; however, **on Woodley Ward, please visit between 12.30pm 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-19 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**

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

### **Car parking**

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