



Royal Berkshire
NHS Foundation Trust

Neuro-rehabilitation on Caversham Ward, Royal Berkshire Hospital

Information for patients, relatives
and carers

Welcome to the Neuro-rehabilitation Unit on Caversham Ward. This booklet outlines what to expect during your stay on the ward as your rehabilitation journey progresses. If there is anything you don't understand or if you have any concerns or questions, any member of the team will be happy to discuss them with you.

Your rehabilitation with us

The multi-disciplinary team caring for you at the Royal Berkshire Hospital (RBH) have identified that you would benefit from further rehabilitation as an inpatient on Caversham Ward – a specialist neuro-rehabilitation unit (NRU).

Here you will work with a full multi-disciplinary team of doctors, nurses and therapists to achieve the desired goals from your treatment, for a period of time that is agreed by you and the team caring for you.

You will only be transferred for rehabilitation when your consultant says that you are medically well enough.

What is rehabilitation?

Rehabilitation is designed to increase function, reduce debilitating symptoms, and to improve a patient's quality of life. The types of rehabilitation treatments recommended will depend on how you have been affected by the condition you were originally admitted to hospital with and any ongoing health conditions.

Symptoms that may prompt the need for rehabilitation include:

- Muscle weakness and abnormal muscle tone
- Pain
- Difficulty walking
- Difficulty with daily activities like eating, dressing, bathing, toileting
- Difficulty swallowing
- Difficulty speaking

- Impairments in thinking, memory and problem solving
- Impairments in vision or eye-hand co-ordination
- Difficulties with emotions and behaviour

Who are the multi-disciplinary team members?

- Consultant – Dr Beenish Feroz
- Ward doctors
- Matron – Leilah Wooldridge
- Ward sister – Clare Gould
- Senior staff nurses
- Staff nurses
- Health care assistants
- Physiotherapists
- Occupational therapists
- Speech and language therapists
- Neuropsychologist
- Dietitian.

If your family or carer would like to meet the team, this can be arranged by contacting the ward on 0118 322 7177 or 0118 322 5376 or emailing Rbft.neurorehab@nhs.net

Essential items to bring in

- Toiletry items such as soap, flannel, hairbrush, toothbrush and toothpaste.
- Slippers and practical shoes – ask your physio about suitable shoes.
- Night and day clothes.
- Books, magazines, smart device.
- Snacks, juice (fridge facilities available).

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.

Visiting

- As a hospital, we encourage open visiting. However, on Caversham Ward, please schedule your visit between 10am and 8pm. This allows our team to deliver essential care – including doctors' ward rounds, personal care and rehabilitation. 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 if any of your household have any Covid-19 symptoms.
- Avoid visiting during mealtimes – 12 noon-1pm and 5pm-6pm.
- Visiting out of hours to be discussed with the nurse in charge.

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. Free car parking available for registered carers for inpatients (ward approval required) .Please ask a member of staff to find more about how we can support unpaid carers.

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.

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 healthcare 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

Friends and Family Test

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

Nurse in charge

Each shift has a 'nurse in charge', who can be identified with a picture on the board displayed at the nurses' station; they will be happy to help with any queries or concerns you might have.

Finding the ward

Caversham Ward is located on level 3 in Battle Block. Please use the buzzer system, which is in front of the main ward door. Lift access can be found on the ground floor and second floor.

Telephone enquiries

If you are unable to visit the ward, 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.

Mobile phones

Mobiles can be used on the ward, but please keep the ring tone on a low setting or silent, especially at night and please do not use the camera facility to take photos of other patients or staff.

Ward facilities

Meal times:

- Breakfast 7.30am-8.30am
- Lunch 12.00pm-12.45pm
- Supper 5.00pm-5.45pm

Hot drinks are served with each meal, and at approximately 9am and 2pm. If you would like a drink outside these times, please ask and we will try to provide this if possible.

Consent

When a member of staff asks you to agree to any form of examination, treatment or care, remember you have a choice. You are always free to say no, or to ask for more information before you make up your mind.

Safety and house rules:

- Smoking, alcohol, and illicit drug use are not permitted anywhere in the hospital or its grounds.
- For safety reasons, please inform nursing staff when you want to leave the ward for a short period, even if accompanied by family or friends. Please also inform the staff that you are back, on your return to the ward.

Who to contact if you have problems during your stay

If you face problems during your stay in hospital or if you need information:

- Please speak to your nurse or the person in charge of the unit and they will try to resolve your problem immediately.
- If you are uncomfortable doing this, ask to speak to PALS (Patient Advice and Liaison Service). They can provide patients, relatives and carers with on-the-spot help to resolve your concerns, help to get the services you need and information. You can contact PALS by telephone: 0118 322 8338 or by emailing PALS@royalberkshire.nhs.uk

Contact us

Caversham Ward

Battle Block

Royal Berkshire Hospital

Reading RG1 5AN

Tel: 0118 322 7177 / 0118 322 5376

Mob: 07766 545 983 or 07385 408 146

Email: Rbft.neurorehab@nhs.net

Donations

You can directly contribute to the advancement of treatments and therapies, to help individuals regain lost functions and improve their overall quality of life.

Your generous donation can fund innovative research, train skilled neuro-rehabilitation therapists, and provide access to cutting-edge treatments for those in need. Your donation can make a real difference in the lives of individuals and their families, offering hope and renewed possibilities for a brighter future within your local community.

If you would like to contribute, please scan the QR code below to donate direct to the fund online. Alternatively, cheques should be made payable to: The Royal Berks Charity Neuro-rehabilitation fund U134.



To find out more about our Trust visit www.royalberkshire.nhs.uk

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

RBFT Neuro-rehabilitation, October 2025
Next review due: October 2027