



Royal Berkshire
NHS Foundation Trust

Welcome to Adelaide Ward

Information for patients,
relatives and carers

Contact numbers

Nurses station 0118 322 7472

Ward Clerk 0118 322 7471

Charlotte Starmer-Smith Unit 0118 322 7470

This leaflet gives information about Adelaide Ward – a ward specialising in caring for oncology and haematology patients.

The ward is divided into multiple bays of single sex accommodation, the Charlotte Starmer-Smith Haematology Unit, and single side rooms. The facilities are allocated based upon clinical need, which on occasion means that patients may be moved during their stay.

Visiting

- Visiting between 2pm and 8pm daily.
- Only **TWO VISITORS per patient** at a time please.
- Open visiting for carers / care partners supporting patients with enhanced needs, requiring physical or emotional support and those at the end of their life.
- Please wear a face mask at all times.
- **DO NOT VISIT** if you are unwell or have any symptoms of COVID, colds, flu and other respiratory infections or vomiting and diarrhoea.
- Please maintain good hand hygiene before and after visiting.

Consultant appointments

- **Haematology:** Haematology consultants run a 'consultant of the week' service and patients will be reviewed by the consultant every day. If relatives would like to speak to the consultant or be there at ward round, please discuss this with the ward sister or the nurse looking after the patient.
- **Oncology:** Oncology consultants review their patients once or twice a week and ward doctors are available every day. If you would like to see the consultant, please speak to the nurses on the ward or the clinical nurse specialist. It may be possible to meet a consultant during the ward round but usually appointments need to be made.

Telephone enquiries

Please nominate **one person** to make telephone calls to enquire about a patient's condition. This person should then liaise with other family members and friends. Please note that in order to protect patient confidentiality, information regarding test results or diagnosis will not be given over the phone.

We also kindly request that you do not call during medication rounds; these are 7.45am-8.30am, 12.00-1.00pm, 5.30pm-6.30pm and 10.00pm-10.30pm. Staff are likely to be busy at these times and may be unable to take your calls.

Mobile phones

Mobiles can be used on the ward, but please keep the ring tone on a low setting or silent, especially at night.

Discharge arrangements

- Wherever possible, patients should arrange their own transport on discharge, leaving hospital / ambulance transport for those with the greatest need.
- Please ensure that you have all of your belongings with you on discharge.
- A member of the nursing team will go through your medication with you prior to discharge.

Ward facilities

- **Day room**
- **Wi-Fi:** Log on to our free Wi-Fi network RBHFT_GUEST.
- **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 also at approximately 10.30am and 7.30pm. If you would like a drink outside these times, please ask and we will try to provide this if possible.
- **Flowers:** Unfortunately, flowers cannot be brought onto the ward.

- **Personal belongings:** Each bed area has limited space and storage so patients are requested to keep personal belongings to a minimum and not to store them on the floor. **Please not do bring valuables into hospital.**
- **Bedside televisions and radios:** Viewing cards can be purchased from a yellow machine on the main hospital corridor or you can now pay via your television unit. Please use the headphones provided where possible, so that other patients are not disturbed.

Patient and public feedback

We value your comments and suggestions and ask you to complete the “Friends and Family” survey you receive on discharge. You can also post comments about your experience on the NHS website.

Facilities for visitors

If you are a carer, please inform the nursing staff and they will ensure you have access to carers’ support and information.

If you would like to stay the night with your relative, please speak to the nurse in charge and we will do our best to arrange this.

- There is a public toilet in the entrance of the ward corridor.
- There are various cafes onsite; please see Trust website for more information or speak to nursing staff for more information.
- Pay & display parking is available outside North Block on London Road. There is also ‘pay on exit’ parking on Levels 0-3 of the multi-storey car park

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 BCC, Adelaide Ward

Reviewed: May 2023. Next review due: May 2025