

We advise you to keep only small change (under the value of £10) on your person to buy items off the paper trolley.

Car parking

Public parking is pay on foot (pay at the paypoint machine before exiting) and the nearest parking is located on Levels 0-3 of the multi-storey car park. Disabled bays are clearly marked.

Refreshments

Visitors are welcome to use the hospital restaurant and tea bars. Ask a member of staff for directions and the times when these are open.

Mobile phones

Patients and visitors can use mobile phones in public and communal areas but not on the wards. Please be sensitive to the needs of others when using your phone.

Talk to us

Please talk to a staff nurse or the ward manager if you have further questions or need to discuss any concerns about you or your relative/friend's care or future plans.

Contact details

The direct ward phone number:

0118 322 6901 or 0118 322 8272

Clinical Admin Team (CAT 10)

Tel: **0118 322 5474**

Email: rbbh.CAT10@nhs.net

Consultants

Dr Chatterjee / Dr Dean / Dr Joyce

Friends and Family Test

Before you leave hospital you will be given a card asking one question - "How likely are you to recommend our service to family and friends if they needed similar care or treatment?" Please spare a few moments of your time to give us your feedback.

For more information about the Trust, please visit our website:

www.royalberkshire.nhs.uk

This document can be made available in other languages and formats upon request.

Emmer Green Ward, October 2018

Review due: October 2020



Royal Berkshire
NHS Foundation Trust

Welcome to Emmer Green Ward: Hip Fracture Unit

Information for patients,
relatives and visitors

Emmer Green Ward is a Hip Fracture Unit. We manage your care before and immediately after surgery and we provide rehabilitation to help you reach maximum independence following your injury. Our aim is to discharge every patient within two weeks.

Patients will be allocated a physiotherapist and an occupational therapist who will work closely with the doctors and nurses to rehabilitate and plan for a safe discharge.

From the admission day, the team will start to plan for discharge (leaving hospital). Sometimes, going home isn't possible and patients may be transferred to another rehabilitation setting such as a community hospital.

Many patients are discharged home with a care package or community rehabilitation.

Patients who go directly home needing wound care or injections after discharge will receive this care from the GP practice nurses or district nurse if unable to travel to the GP practice.

The ward staff will arrange this.

If an outpatient appointment is needed, it will be given on discharge or sent in the post.

If you are being discharged directly to your home we do ask if you can arrange your own transport. Advice will be given regarding getting in and out of a car. We aim to use the Craven Road Discharge Lounge for all our patients awaiting discharge, and there is a pick up point close to the lounge by the main entrance on Craven Road.

Useful items to bring in

- Basic toiletry items
- Slippers and practical shoes. Shoes are recommended for physiotherapy sessions.
- Night and day wear.
- Books, magazines, pens, paper.

Visiting

Please see times in next column.

Please aim to keep visitors to two at any one time. Please feel free to use the day room if large numbers visit. Children are welcome, under supervision.

Visiting times are:

9.30am – 8.00pm

Visitors who wish to assist with their relative's personal care needs (e.g. feeding / washing) are welcome to be involved.

Flowers are not permitted on the ward.

Medical information

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

Telephone enquiries

If you are unable to visit the ward we are able to give limited information over the phone. Please aim to ring after 10am for general enquiries.

Valuables

The ward can not accept responsibility for loss or damage of personal property.

Please give valuables, such as jewellery, cash cards, cheque books and cash to your family or friends to take home for safekeeping.