



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

Adelaide has open visiting.

We request that there are no more than two visitors per bedside at any one time. There is a large day room where larger families can wait while visiting their relatives. Please adhere to this out of respect for other patients.

We also ask that relatives respect the needs of all patients in relation to privacy, dignity, peace and quiet, in order to allow adequate rest. Appropriately behaved and supervised children are welcome to visit.

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

confidentially, information regarding test results or diagnosis will not be given over the phone.

We also kindly request that you refrain from calling 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, thus allowing availability of hospital/ambulance transport for those with the greatest need. You may be transferred to the Discharge Lounge to await collection from hospital. The Discharge Lounge is next to Sidmouth Ward on level 2 Battle Block. Contact number is: 0118 322 6696.

Ward facilities

Adelaide Ward has a spacious day room with TV and videos. Please feel free to use this facility at any time.

The Trust offers free Wi-Fi network using log-in 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 is 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

For more information about the Trust visit www.royalberkshire.nhs.uk

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