



Royal Berkshire  
NHS Foundation Trust

# Welcome to Castle Ward

## Information for patients, relatives and carers

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Castle Ward is located on Level 2 of Battle Block and specialises in rheumatology and endocrinology. Rheumatology covers over 200 conditions affecting joints, bones, soft tissues and muscles. Endocrinology is concerned with hormone under- and over-production.

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## Aims

Our aim on the ward is to create and support an environment which allows our patients to achieve their maximum potential. We do this by providing a multidisciplinary team approach, person-centered care and individual programs of therapy, which are carried out by a friendly, professional and highly skilled team.

When you are admitted onto the ward the nursing staff will identify both short and long term goals with you, which will help map your progress and help to identify and address any potential problems at the earliest opportunity to ensure that you are as fit as possible when you leave hospital.

## The ward team

You may meet many different types of staff on the ward, including doctors (consultants and their junior colleagues), nurses (sister, specialist nurses, discharge co-ordinators, senior staff nurses, staff nurses, junior nurses and health care assistants), pharmacists, phlebotomists (blood tests), occupational therapists, physiotherapists, ward clerk, housekeepers and porters.

All of these Trust staff will wear a name or ID badge and if they need any contact with you, they will introduce themselves to you but please feel free to ask if you are unsure who someone is.

## Useful items to bring in

Basic toiletries, supportive flat slippers and practical shoes. (Toiletries and Velcro slippers can be purchased from the League of Friends shop on the ground floor in Maternity Block.)

## Single rooms

Some rooms are single with en-suite bathrooms.

Single rooms are allocated to patients with the greatest clinical need.

## Expectations

In order to aid your recovery and to ensure you are fully prepared to leave hospital, we will expect you to take an active part in your care and rehabilitation. This means:

- Washing and dressing yourself (after a clinical assessment).
- Mobilising yourself and following any exercise regimes given.

We will aim to:

- Provide you with information about your medications and when to take them.
- Optimise your nutrition and hydration.
- Encourage you to wear your own clothes and safe footwear.
- Communicate plans about your discharge and available support in the community.

## Visiting

There are no strict ward visiting times. However, in order for us to accommodate open visiting you may at times be asked to wait outside to respect the privacy and dignity of other patients. We can accommodate a maximum of two visitors per bed during these times. Children are allowed to visit unless any infection control issues arise. One small flower arrangement per patient is allowed.

## Meals/refreshments

Meal times are: **Breakfast** 8am-9am, **Lunch** 12.30pm-1.30pm, **Evening meal** 6.30pm-7.30pm.

We offer a large variety of meals including cultural and religious choices, special diets including gluten free, vegan and diabetic. Meals are available in different textures and in small, medium and large portion sizes. Cakes, fruit and biscuits can also be ordered for between meal snacks.

## Telephone enquiries

If you are unable to visit the ward for information, we are able to give limited information over the phone. Please aim to ring after 10am for general enquiries. Our telephone numbers are: **0118 322 5424** and **0118 322 5479**. Please nominate **one relative** as main contact.

## Car parking

Public parking is pay on foot (pay at a paypoint machine before exiting) and the nearest parking is in the multi storey car park (public parking is on Levels 0-3). Disabled bays are clearly marked. A reduced cost parking permit on a 'one per patient' basis is available for regular visitors to long-stay patients – authorised at the discretion of the ward sister – ask for an application form on the ward.

## Mobile phones

Use of mobile phones is allowed in the ward but please be sensitive to the needs of others when using your phone. Phone cameras must not be used under any circumstances.

Hospedia IV/Phone consoles (bedside entertainment system) are available with cards available from a machine outside the ward in the Battle Block Level 2 corridor.

## Talk to us

Please talk to a staff nurse, the nurse in charge or the ward sister if you have further questions or need to discuss any concerns about you or your relative/friend's care. Please don't hesitate to ask a doctor or a nurse to explain care or discharge plans. Telephone enquiries unfortunately have to be brief due to confidentiality. An appointment can be arranged with the consultant, with the patient's consent.

Visit the Trust website [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)