

Please be aware that the doctors have duties not only on other wards but also in clinics and other hospitals, so they may not be able to speak to you immediately. Appointments to speak to the medical team can be arranged.

### Car parking

Public parking is pay on foot with a barrier on exit and the nearest parking is located on Levels 0-3 of the multi-storey car park. Parking for disabled badge holders is free of charge and the disabled bays are clearly marked. Caversham Ward is on Level 3 Battle Block. Access to Battle Block is via Level 2 of the multi storey car park.

### 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.

### Smoking

Smoking is **not** permitted anywhere in the hospital or its grounds.

### Talk to us

Please talk to a staff nurse or the sister if you have further questions or concerns about the patient's care or future plans.

### Friends and Family Test

Please fill in a Friends and Family Test card and return it before or shortly after you leave hospital. Your feedback will help us improve services.

### Endowment fund

Much of the ward equipment used to help patients with rehabilitation and to make their stay more comfortable has been purchased from fundraising and donations from relatives and friends. If you wish to donate to our fund please make cheques payable to:  
Caversham Ward  
Many thanks.

Caversham Ward, Nov 2018  
Review due: Nov 2020



Royal Berkshire  
NHS Foundation Trust

# Welcome to Caversham Ward

Information for relatives  
and friends

T: 0118 322 7177

### **Visiting times**

10.00pm – 12.30pm

2.00pm – 5.00pm

6.00pm – 9.00pm

Please respect patients' rest  
periods between visiting hours

Two visitors to a bed

Sorry, no flowers accepted

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## Welcome to Caversham Ward

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Caversham Ward is a 12 bedded ward for elderly care and neuro rehabilitation patients. Both are nursed in separate areas and have access to separate bathrooms.

Your relative will be under the care of a consultant and his/her team of doctors, who will be on the ward regularly to prescribe treatment and to monitor how your relative is progressing.

The Ward Sister is Clare Gould. Please ask any member of the nursing team if you need help or if you have any questions and we will do our best to answer them.

Patients may also receive treatment from physiotherapists, occupational therapists, a speech and language therapist, psychologist and a dietitian, depending on why they have been admitted.

### Visiting

We encourage visiting but please remember that patients get tired very quickly, so only **two** people should be around the bedside at any one time

and **no** visitors at rest periods or mealtimes unless agreed with the nurse in charge.

Children are welcome under supervision. Chairs are available for visitors so please do not sit on the beds or in patients' wheelchairs. Please stack chairs neatly after visiting.

Please ensure you use the hand gel when entering or leaving the ward and do not visit if you have had diarrhoea and/or vomiting in the last 48 hours.

### What to bring patients

- Basic toiletry items, such as soap, flannel, towel, shaving kit, hair brush, toothbrush and toothpaste, tissues or freshening wipes.
- Slippers and practical shoes. Trainers are recommended for physiotherapy sessions.
- Night and day wear. Comfortable clothing such as jogging bottoms/t-shirts are recommended for day wear.
- Books, magazines, pens, paper, small radio with headphones.
- Flowers are not allowed.

- Overhead TVs are in place at every bed and cards can be purchased for these from machines off the ward. Nursing staff can direct you.

### Telephone enquiries

It is helpful if just one person telephones with enquiries and then informs other relatives and friends. A telephone is attached to the overhead TV unit to be used with a pay card (as for the TV). We can also take messages for patients.

### Medical information

The nurses will be able to give you information on your relative's condition; however, we are not able to give anything other than general information about your relative over the telephone.

Relatives should have the agreement of the patient before attempting to discuss the patient's medical condition.

In general, we will only supply information to one member of the family and expect other family members to receive information from them.