



**Royal Berkshire**  
NHS Foundation Trust

# Welcome to Kennet Ward

Information for patients,  
relatives and carers

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Kennet Ward is an inpatient general medical ward specialising in respiratory conditions.

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The ward is divided into male and female bays with separate washing and toilet facilities for each sex; the ward also has four side rooms. Side rooms are given out on a clinical needs basis, and you may be asked to move in or out of the side room during your stay on the ward.

### Visiting times

We have open visiting on our ward; however' you may be asked to leave the bedside for therapies, medical examination and at mealtimes.

We ask that there are not more than two visitors at the bedside at any time - other visitors can wait in the day room until their turn to visit the patient. Many of our patients are poorly or require treatment that makes them very tired, so please try to leave time between visits to allow the patients to rest. Relatives can stay overnight in exceptional circumstances - please discuss this with the nurse in charge.

### Phone enquiries

We request that where practical, one person be nominated to make telephone calls to enquire about the patient's condition. This person should then liaise with other family members and friends. Please phone after 8.30am to speak to a nurse (unless urgent!). To protect patient confidentiality, information regarding diagnosis or test results will not be given out over the phone, unless requested by the patient.

### Next of kin

Each patient needs to give the hospital a contact number for the person nominated as 'next of kin'. It is important that you tell your nominated next of kin that you are doing this in case they have the anonymous call rejection (ACR) facility on their telephone.

The next of kin will be responsible for contacting other relevant friends and relatives when necessary.

## Contact numbers

Ward clerk: 0118 322 8791

Ward nurses station: 0118 322 7491 / 8749

## Nurses

Each patient is designated a trained nurse and health care assistant to care for them. They will introduce themselves at the start of each shift. We also have a team of health care assistants and a housekeeper to help with your needs.

## Doctors

Consultant ward rounds take place on Monday, Wednesday and Friday mornings. In addition, a doctor from the consultant's team will visit daily as well as weekends to review emergencies. At weekends there is an on-call team to see emergency cases only. If you, your relative or carer need to speak to a doctor, please ask your nurse how to arrange this.

## Meal times

Breakfast 7.30am-8.30am

Lunch 12.15pm-1300pm

Supper 5.00pm-6.00pm

You will receive your own menu card daily to order your meals. Ward staff will explain how to fill these in. If you require a special diet please ask to see a dietitian. Hot drinks are served at mealtimes and at 10.30am and 7.00pm (unless you are on a fluid restriction).

## Toiletries

We recommend that visitors ensure that their friend or family member has an adequate supply of basic toiletries such as soap and toothpaste, for the duration of their stay in hospital as well as their own nightwear and shoes/slippers.

## Ward information

- The ward has limited storage space so please ensure personal property is kept to a minimum and is neatly stored in the bedside locker. Please do not bring valuables into hospital. The Trust is not liable and does not take responsibility for loss or damage to your personal property.
- Flowers are not permitted on the ward.
- Mobile phones are permitted on the ward but please respect other patients by having a low ring tone and not using the phone at night.
- There is no smoking allowed anywhere in the hospital.
- The nearest tea bar is on Level 2 in the Eye Block; alternatively, there are also refreshment facilities situated in the conservatory on Level 1 in Battle Block and on Level 2 in the main entrance. All are open Monday to Friday. Marks & Spencer also have a shop at the Craven Road entrance to the hospital. The hospital restaurant is open seven days a week and is located on Level 1 South Block.
- The nearest public toilets are on the concourse opposite Lloyds Pharmacy. Visitors should not use the patient toilets on the ward.
- Children must be supervised at all times and never left alone on the ward for any reason.

## Talk to us

We hope that your stay on Kennet Ward is comfortable. If you have any queries or concerns, please speak to the nurse caring for you or alternatively, ask to speak to the nurse in charge or the ward co-ordinator. They will try to find an appropriate solution.

You can contact Matron Angela Forster on 0118 322 8918 or pager 40014, or Kirsty Ward, Care Group Director of Nursing, on 0118 322 8877. You can also contact the Patient Relations Team for on-the-spot help and information. Ask a member of staff to arrange for them to visit you on the ward or email [talktous@royalberkshire.nhs.uk](mailto:talktous@royalberkshire.nhs.uk).

Kennet Ward

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