

Welcome to our hospital



Information about our wards.

Treating you as an individual - You should always be treated with respect and dignity. However, if you have any specific needs in relation to your culture, beliefs, sexuality, age, religion, disability or gender, please let staff know so that we can try and support what matters to you.

Spirituality - We have chaplains and volunteers of different faiths available to support you with wider concerns as well as religious needs. There is also a chapel on site including a prayer room, which you are free to use. Ask a member of staff if you would like to see a chaplain, access the chapel or find out about service times.

Hearing difficulties - Please let a member of staff know if you wear a hearing aid or have hearing difficulties.



Interpreting services - Interpreting services are available to patients in several languages and in British Sign Language. If your English is limited, please let your doctor or nurse know and an interpreter will be requested for you.

Some of things you may need in hospital



- Any medicines you were taking before coming into hospital.
- Any aids you may need, such as a walking stick, hearing aid, glasses.
- Please do not keep any valuables with you in hospital. If you do, valuables are your own responsibility, so please ask for a ward property disclaimer form.
- You can wear your day clothes during the day.

Medicines - You will be given support to help you continue to take your own medicines whilst you are in hospital. Please ask a nurse, pharmacist or doctor if you have any questions about your medicines.

Ward rounds - We have ward rounds that usually take place in the morning. This is a time to ask questions about the things that matter the most and raise any concerns that you or your family/carer may have.

General Information

Food and mealtimes - You will be given a menu to choose your meals. If you have specific dietary requirements; coeliac, vegan, halal, vegetarian or other, we have other menus available. There may be a nutritional assistant that could assist, or please ask another member of staff to contact the catering department and a member of their team will come and see you.

Breakfast 8:00 - 8:30am **Lunch** 12:00 - 13:00pm **Dinner** 17:00 - 18:00pm

Drinks - The refreshment trolley comes around regularly. However, if you need a drink any time, please ask a member of staff.

Many different people may be involved in looking after you during your stay with us. Some of the uniformed staff you may see are:-



Matron



Sister



Staff Nurse



Nursing Associate



Healthcare assistant



Discharge Co-ordinator



Domestic



Student Nurse



Therapist



Housekeeper



Ward Clerk

Refreshments - There are cafes and shops onsite which are open 7 days a week.

Smoking - Smoking is not permitted anywhere within the hospital or grounds; this includes electronic cigarettes and vapes. If you would like advice or support to stop smoking, please contact 01422 262373.

Visiting times - you can find details about our most up to date visiting times on the trust website <https://www.cht.nhs.uk/patients-visitors/>, Main telephone line for HRI is 01484 342000, CRH is 01422 357171.

There are exceptional circumstances to normal visiting – this is at the discretion of the nurse in charge.

Please adhere to any guidance around visiting as detailed in the sources above and ask relatives to stay away if they are unwell. This includes Covid symptoms, coughs, colds, diarrhoea or vomiting.

Use of personal digital devices - use of such devices is permissible however we do ask you to respect the privacy of patients and staff. Recording or videoing is strictly prohibited.

Your care : Please let a nurse know if you believe:

- You have missed any medications.
- You have not received your pain relief within 30 minutes of asking.
- Your care needs are not being met.

Electronic patient information - Staff use mobile devices to record patient observations for a smarter, safer patient experience. If you see staff using these devices, it's because they are updating patient information.

Preventing noise at night - We aim to keep noise (especially at night) to a minimum; however, this may not always be possible due to patient care. You can help by putting mobile phones on quiet or vibrate. If you think there is any unnecessary avoidable noise on the ward, please let a member of staff know.



Keeping in touch - We can connect using digital means - a virtual visit using Microsoft teams can be arranged Monday - Friday between 10:15 and 16:15.

We offer a digital Letter to a Loved One service. This can be completed Monday - Friday and we will deliver between 10:00 - 17:00. <https://www.cht.nhs.uk/patients-visitors/visiting-staying-in-touch-dropping-off-personal-items>.

Carer - If you have a carer or indeed you are a carer yourself, please make sure the nurses looking after you are aware of this. We want to make sure all carers feel seen, heard and supported within our hospitals.

Hand hygiene and infection prevention - We recommend all patients and visitors use the alcohol gel provided to clean their hands as they enter and leave the hospital wards. There may be occasions where additional measures are in place - we ask that you respectfully adhere to these.

Fire alarm - Fire alarms are tested at the hospital every Wednesday morning. If you hear the fire alarm at any other time please wait for instructions from a member of staff.

Travel and parking - There are car parks on site for which there is a charge. Blue badge holders and carers with a Carers lanyard are exempt - your car parking ticket will be validated at reception before departure.

Preparing to go home

Well in advance - Arrange transport in advance and ensure you have your house keys and own clothes.

On the day - It may take a few hours to make discharge arrangements after you have been told you can go home. Sometimes there may be a wait, such as waiting for any medicines you need to take home with you.

Before you leave - it is really important that you understand how to take any medicines and are aware of any possible side effects. You also need to know who to contact if you become worried about your condition. Please make sure you ask any questions you may have with the nurse who is arranging your discharge.

Discharge lounge - You may be asked to wait in the discharge lounge for your transport home. If this is during meal times, food and refreshments will be provided.

How are we doing?

Before you leave hospital we will give you a card to complete to share your views on the care or treatment you received on the ward. We are keen to receive your feedback, good or otherwise. Ward staff can tell you where the nearest post-box is located.

Complaints or concerns - Please tell us if you are worried about your care or treatment whilst you are on the ward. We will do our best to address any issues as quickly as possible.

If you feel the ward staff have not addressed your concern, ask to speak to the Matron or contact the Patient Advice and Liaison Service on 01484 343800.

**Huddersfield Royal Infirmary,
Acre Street, Lindley,
Huddersfield,
HD3 3EA**

**Calderdale Royal Hospital,
Salterhebble,
Halifax,
HX3 OPW**



If you have any comments about this leaflet or the service you have received you can contact :

The Ward Manager
through the Hospital Switchboard
Huddersfield Royal Infirmary Telephone: 01484 342000
Calderdale Royal Hospital Telephone: 01422 357171

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਰ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"