

Welcome to our Hospital

Calderdale Royal Hospital



Huddersfield Royal Infirmary



Information about our wards



You should always be treated with respect and dignity. Please let staff know of any of your needs so we can support you.



Staff can help you with any concerns or religious needs. Ask a staff member if you would like to use our chapel or prayer room.



Please let a member of staff know if you wear a hearing aid or have hearing problems.



Interpreting services are service which help patients understand information in different languages or British Sign Language.



Please let staff know if you need an interpreting service.

Some things you may need in hospital



And ...



Any medicines you were taking before coming into hospital.



Any aids such as a walking stick, hearing aid, glasses.



Please do not bring anything of value into hospital.



You can wear your day clothes during the day.

Medicines



You will be given help to take your medicine in hospital. Please ask a staff member if you have any questions.

Ward rounds



Ward rounds are where staff come to see you in on the ward in the morning. You, your family, or carer can also ask any questions or share any concerns.

General Information

Food and mealtimes



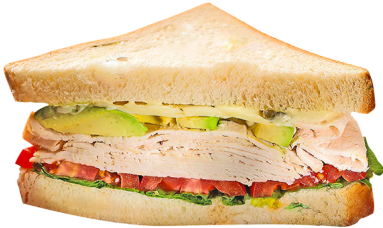
You will be given a menu to choose your food.



If you need a different menu for any diet needs, please ask a member of staff.



Breakfast is at 8:00 – 8:30am



Lunch is at 12:00 – 13:00pm



Dinner is at 17:00 – 18:00pm



Please ask a member of staff anytime if you want a drink. A trolley with drinks will also come around to see you.

Our staff uniforms



Matron



Sister



Staff Nurse



**Healthcare
assistant**



**Discharge
Co-ordinator**



Domestic



**Student
Nurse**



Therapist



Housekeeper



Ward Clerk



There are cafes and shops at the hospital which are open 7 days a week.



Smoking is not allowed anywhere in or outside the hospital. This includes electronic cigarettes and vapes.



If you would like help to stop smoking please contact **01422 262373**.

Visiting times



You can find visiting times on the hospital website
<https://www.cht.nhs.uk/patients-visitors/>



Main phone number for Huddersfield Hospital is **01484 342000**



Main phone number for Calderdale Hospital is **01422 357171**



Please tell visitors to stay away if they are unwell.



Recording or videoing on mobiles or other devices is not allowed.



Ask a member of staff if you need help.
You can talk about your care, treatment
or any worries you may have.

Please let a nurse know if you believe:

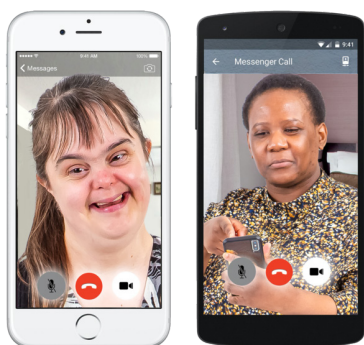
- You have missed any medication.
- You have not had your pain relief within 30 minutes of asking.
- Your care needs are not being met.



You might see staff recording patients
on mobiles. This is so they can record
the patient to properly update their notes.



We want to keep noise down. Please put
your mobile phone on quiet or vibrate and
tell a member of staff if the ward is too loud.



You can have a visit using video calls
Monday to Friday between 10:15am and
06:15pm



Please ask a staff member about our Loved One service if you wish to send a letter online.



We want to make sure all carers feel seen, heard and supported. Please tell the nurse if you have a carer or are a carer yourself.

Hand hygiene and infection prevention



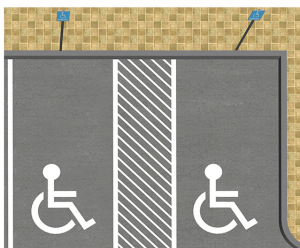
We recommend everyone to use alcohol gel provided to clean their hands as they enter and leave the hospital wards.

Fire alarm



Fire alarms are tested at the hospital every Wednesday morning. A member of staff will tell you what to do if you hear the fire alarm any other time.

Travel and parking



You must pay to park at the hospital car parks. Unless you are a blue badge holder or carer, in which please go to reception before you leave.

Preparing to go home



Make sure you know how you are getting home and make sure you have your house keys and clothes.



It may take time to plan you going home and you might have to wait for medicine you need to take home with you.

Before you leave



It is important you understand how to take any medicines and know of any side effects.



You need to know who to contact if you become worried.



Please make sure you ask any questions with the nurse arranging you going home.

Discharge lounge



The discharge lounge is where you may be asked to wait to go home. If this is during mealtimes, food and drink will be given.

How are we doing?



Before you leave, we will give you a card to share your views on your time in hospital. Once complete staff can tell you where to post the card.



Please tell a member of staff if you are worried about your care or treatment whilst you are in hospital.



If you feel the ward staff have not listened to you, ask to speak to the Matron

or contact the Patient Advice and Complaints Service on **01484 343800**.

Our address is...

Huddersfield Royal Infirmary
Acre Street
Lindley
Huddersfield
HD3 3EA

Calderdale Royal Hospital
Salterhebble
Halifax
HX3 0PW



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

Complex Needs Matron
Huddersfield Royal Infirmary
via Switchboard

Telephone No: (01484) 342000

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

ਬ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ 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"