

# Stroke Rehabilitation Unit on Ward 1, West Park Hospital

Allied Healthcare Professional (AHP)  
Physiotherapy & Occupational Therapy

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

# Welcome to Stroke Rehabilitation Unit on Ward 1 at West Park Hospital

Stroke Rehabilitation Unit is part of West Park Hospital and The Royal Wolverhampton NHS Trust.

Ward 1 contact number – 01902 44 4395

The unit is managed by a Senior Sister who will be introduced to you upon your admission.

On Ward 1 we have 20 specialist beds for patients within the Stroke Rehabilitation pathway.

Our aim is to offer specialist inter-disciplinary rehabilitation in an inpatient setting. Patients will be supported with an agreed realistic, patient led, goal orientated therapy plan with specific time frames. The unit includes a neurological gym space which our patients attend, where appropriate, from Monday - Friday.



## The Team

Our team is led by Consultants with support from a Multidisciplinary Team (MDT) comprising of Doctors, Nurses, Occupational Therapists (OT), Physiotherapists (PT), Clinical Psychologist, Speech and Language Therapists (SLT), Dietitians, Pharmacists, House-keeping staff and Administrative staff.



## Nursing and therapy expectations of you or your relative

We expect the patient to nominate (if able) one family member, friend, or next of kin who will be able to liaise with the team during their stay on Ward 1. This person will be expected to participate in family meetings, access visits, therapy sessions, home visits, equipment delivery, social worker assessments and arranging discharge dates.

The nominated person will be the main contact for the nursing, therapy and social work team. This is to improve the discharge process with more effective communication between hospital staff, patients and families.

## On Admission to Ward 1

The Trust takes patients dignity and privacy seriously. When you arrive on the ward, please ensure you have or have arranged with friends and family to bring in:

1. Your own day and night clothes
2. Suitable footwear to participate in therapy
3. Toiletries including toothpaste, toothbrush, shampoo, hairbrush, hygiene and sanitary products you would normally use. These will be required for ongoing washing and dressing assessments
4. Access to your property for example; house keys, or key codes
5. We do not provide laundry facilities on site, please arrange for family or friends to take washing home

The Trust Infection Prevention Policy requires patients transferring from other healthcare settings or home to be screened for MRSA (Methicillin-Resistant Staphylococcus Aureus) and CPE (Carbapenemase Producing Enterobacteriaceae). Patients will be allocated a single room and barrier precautions will commence until the screen results are available. This can sometimes take a few days and the patient will be isolated and asked to stay in their room. Visitors and staff will be required to wear protective gowns or aprons during this period. As always, active hand hygiene is encouraged.



## Visiting

Visiting Times: Daily between 2pm and 8pm. Visiting outside of these hours must be pre-arranged. Visitors may be asked to leave during protected mealtimes. A maximum of two visitors per patient are allowed at any one time.

Children may visit at the discretion of the Senior Sister and may vary dependent on the ages of children, relationship to the patient and rehabilitation management.

Depending on the clinical needs of the patient, we may need to restrict visiting in the best interest of the patient. If this is the case, we will discuss it with the patient and where appropriate their relatives.

West Park Hospital does not have a restaurant, there are vending facilities that provide cold drinks and snacks. Families who wish to bring additional meals for their friends and relatives must notify the nursing staff. Meals must comply with the patients' dietary needs as their diet may be modified, please liaise with the nursing staff regarding advice. Please be aware that staff will not be able to reheat the food brought onto the unit.

A disclaimer needs to be signed for each meal brought into the unit.



## Discharge planning

Discharge planning will be part of your agreed rehabilitation plan. You will be given an expected date of discharge in the first family meeting, based on your clinical needs. However, discharge planning will start upon your arrival on Ward 1.

A social worker referral will be made with your consent, if required.

On completion of your rehabilitation inpatient goals, you may require further rehabilitation in the community. The referral to the relevant community rehabilitation will be arranged by our therapists. You will receive a copy of your discharge summary with the list of medicines and recommended plan for your rehabilitation in the community.

It is very important for our patients to re-integrate back into the community. Home leave, where appropriate, can be part of the discharge planning process and will be decided by the MDT. We understand some patients would like to leave the ward for special occasions (funerals for example). If appropriate, special leave can occur following an MDT risk assessment carried out on an individual basis. As the ward is part of the hospital, nursing staff must be informed about leave outside of the ward.

The Royal Wolverhampton NHS Trust has a non-smoking policy. Where possible smoking cessation will be encouraged. Nursing staff on the ward are unable to accompany patients off site to smoke.

## Friends and Family Feedback

Before you or your relative is discharged you will be asked for feedback relating to your experience on Ward 1. This information will provide data on how the unit is performing and highlight areas for future development.

Patient experience is one of the key drivers of quality improvement. To achieve this, our staff must understand what matters to our patients and make sure that every contact with a patient counts towards delivering the highest quality services. Patient experience is captured through the Patient Experience Department who deal with complaints, compliments and also manage patient stories, surveys and real time feedback. It is important that all of our staff receive this feedback and together learn lessons to improve and develop hospital services.

If you would like to raise a concern, provide a compliment or other feedback, please contact Patient Experience via the details below:

### **Patient Experience Department**

Royal Wolverhampton Hospitals NHS Trust  
New Cross Hospital,  
Freepost WV1894  
Wolverhampton  
WV10 6BR,

Call us on 07880 601085

Email us at [rwh-tr.pals@nhs.net](mailto:rwh-tr.pals@nhs.net)

Or

Complete an online form at the Royal Wolverhampton Hospitals NHS Trust website.

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。