Welcome to
Frome Community Hospital
Information for patients & visitors
Frome Community Hospital

The Matron, Hayley Hughes, and the staff welcome you to the hospital.

We hope that your stay at Frome Community Hospital is a comfortable one. Although a period in hospital is not something any of us look forward to, we assure you that you will be in good hands and that we will do everything we can to make your visit or stay as comfortable and pleasant as possible.

This booklet has been produced to help and guide you. We hope it contains useful information, whether you are coming to stay as an inpatient, or visiting a relative or friend.
Commitment

Our commitment to you

When you are in hospital, you can expect:

- to have a clear explanation of your condition, and the treatment options available to you
- to be asked for your written consent before any procedure
- the information in your records will remain confidential
- to be treated with respect and dignity at all times
- to be kept informed of your progress and also, if you wish, for your relatives and carers to be informed

Your commitment to us

In return, we ask you to:

- provide us with the necessary information about your condition, symptoms or medication so that we can provide you with appropriate care
- treat our staff with the same respect you expect from them
- help as far as you are able, by feeding yourself, keeping mobile, and looking after your personal hygiene needs
- arrange your transport home, if possible
- arrange with your family or friends to take care of your personal laundry
Guide to who’s who

Our staff wear different colour uniforms. The pictures below show what each colour means. All staff should be wearing a name badge with their job title and Somerset Partnership NHS Foundation Trust logo.

**Matron**

wears a red dress or red tunic with navy trousers

**Ward Sister**

wears a navy blue dress or tunic with red (Senior Sister) or white (Sister) piping with trousers

**Staff Nurses**

wear a teal dress or teal tunic with navy trousers

**Emergency Nurse Practitioners**

wear a light grey tunic and navy trousers

**Healthcare Assistants**

wear a pale green dress or green tunic with navy trousers
Physiotherapists
wear a white top with blue piping
with navy trousers

Occupational Therapists
wear a white top with green piping
and green trousers

Therapy Assistants
wear a white tunic with aqua piping
and navy trousers

Podiatrists
wear dark blue trousers and
a white tunic

Housekeeping Staff
Housekeeper wears a burgundy tunic or dress
and navy trousers
Assistant Housekeepers wear a lilac tunic or
dress or shirt and navy trousers
Porter wears sapphire shirt and navy trousers

Reception/Administration Staff
wear a navy and white diamond patterned
or plain white shirt with dark skirt or trousers
Hospital routine

Our hospital routine is flexible but this is a guide to the daily mealtimes

<table>
<thead>
<tr>
<th>Time</th>
<th>Meal</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:45</td>
<td>Breakfast</td>
</tr>
<tr>
<td>10:00</td>
<td>Morning coffee</td>
</tr>
<tr>
<td>12:30</td>
<td>Lunch</td>
</tr>
<tr>
<td>15:00</td>
<td>Afternoon tea</td>
</tr>
<tr>
<td>17:30</td>
<td>Supper</td>
</tr>
<tr>
<td>20:30</td>
<td>Hot drinks</td>
</tr>
</tbody>
</table>

Snacks are available on request.

We encourage you to wear comfortable daytime clothes and sensible shoes or slippers.

Visiting Times

Visiting times on the wards are between 14:00 – 17:00 and 18:30 – 20:00 daily. Visiting is restricted so that patients can rest and have their meals in a calm environment, clinical teams can look after patients and housekeepers can clean properly. We kindly ask if visitors can leave by 20:00 so the hospital can be secured for the evening.

If family or friends would like to visit you outside these visiting hours please discuss this with the nurse in charge of the ward. We ask visitors not to use mobile telephones in any ward or clinical area to ensure privacy and dignity for all patients. There is a visitors’ sitting room available located on the ward.

Doctors

There is a ward based Doctor from local GP surgeries from Monday to Friday 08:00 to 18:00. Physician for older people’s health from Royal United Hospital in Bath makes a regular ward round. There is a GP on call service over the weekend and in
case of emergencies out of hours we would access the acute hospital via the emergency services.

**Medication**

We ask you to bring your regular medication into hospital with you. Your medication will be returned to you unless it is no longer required when we will ask for your written permission to destroy it.

**Privacy and Dignity**

We are committed to providing every patient with same sex accommodation because it helps to safeguard your privacy and dignity. This means that, unless there are exceptional circumstances, you will only share the room where you sleep with members of the same sex. Same sex toilets and bathroom will be close to your bed area.

**Food hygiene**

Hospital patients are particularly vulnerable to the effects of food poisoning, and the utmost care is taken to prevent contamination of food stored or served on hospital wards.

Visitors are requested to ensure our patients only eat safe foods. So we are advising you not to bring in ‘high risk’ foods or homemade products, such as sandwiches, cream cakes and dairy products.

We would discourage you from sharing any items brought in with other patients. Please be mindful of the ‘14 Allergens’ (gluten, nuts, peanuts, molluscs, crustaceans, fish, milk, eggs, lupin, sesame seeds, celery, mustard, sulphur dioxide and
soya) now recognised by law. Individual needs can be provided by contacting the nursing team who will in turn liaise with the local catering department.

**Protected meal times**

This is a period of time over breakfast, lunch and supper, when all non-urgent clinical activity stops. The intention here is to provide patients with the opportunity to eat their meals without interruption. The nursing and hotel services staff are then available to help serve the meals and give assistance to patients. We hope you can enjoy your meals in a calm and relaxing environment without any unnecessary interruption. However we do encourage relatives to come in and assist at mealtimes where this is helpful for patients.

**The 24 hour ward pantry service**

In addition to the mealtime provision, we have a 24 hour service to meet your needs. This is provided from your ward kitchen and consists of such items as fresh fruit, bread and toast and a range of hot and cold beverages. To ensure that patients do not miss a meal through late arrival, having treatment or other reasons, a snack box or snack can be provided.

Please see the patient menu booklet for more details.

**Special diets and cultural choices**

We cater for a variety of diets such as Textured Diets, Gluten Free Diets, Renal Diets and many others to suit the needs of all of our patients, please see the patient menu booklet for more details.
Facilities

**Beverage Vending Machines** - there is a hot drinks machine and a snack / cold drinks machine in reception.

**Meal Times** - meals are served three times a day. You will be asked to complete a menu card with a choice for your meals including options for special diets. If you have a particular diet for health, religious or cultural reasons please let us know. Snacks and hot and cold drinks are available throughout the day.

**Newspapers** - if you require a daily newspaper please ask the ward receptionist and this can be arranged for you.

**Postal Arrangements** - we distribute mail received each morning. If you would like to post a letter, please ask the ward receptionist or your nurse who can hand it in to the administration office.

**Hairdressing** - is available on request. Please ask a member of the ward team and they will arrange an appointment for you.

**Telephones** - there is a public telephone in the main reception area and a cordless phone on the ward which you can use for incoming calls only, Marshfield Ward 01373 454783 or 01373 454784. Please feel free to use mobile phones.

**Laundry** - the hospital cannot take care of personal laundry. Please can your family or friends bring clean clothing. If this is not possible please speak to a member of the ward team.

**Children’s Play Area** - there is a small children’s play area in the main reception. Please do not leave young children there unaccompanied.
**Day Rooms** - There is a day room with a television and a dining room where all patients who are well enough are encouraged to take their main meal. There are televisions over each bed free of charge. Personal headphones are available.

**Relatives Room** - there is a private relatives’ bedroom with ensuite facilities and telephone. Please speak to the nursing staff if you would like to arrange to use this room while sitting with your relative overnight.

**Religion and Spirituality** - we have a hospital chaplain who attends regularly and can be contacted by the ward staff if you would like a visit. Ministers of all faiths are welcome.

**Valuables** - please avoid bringing valuables into the hospital. You will be asked to sign a disclaimer if you keep your valuables with you and this is at your own risk. Safekeeping is available in the hospital safe if there is no-one to look after your valuables at home. Please ask for details.

---

**In the event of a fire**

In the event of a fire, do not panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, please alert a member of staff immediately. Take instructions from the duty fire warden who will be wearing a yellow vest and controlling the situation.
Infection control

Please help us reduce the risk of infection to patients by following a few simple guidelines when visiting the hospital.

- Do not visit the hospital if you have had any diarrhoea and/or vomiting in the previous two days.
- Always use the alcohol gel provided for visitors at the entrances to the wards, both on arrival and when you leave.
- Observe any visiting restrictions that may be in place. Visitors are requested not to sit on beds.
- Follow any other instructions given to you by staff.
Visiting tips

Visitors play a crucial role in the rehabilitation process but please remember that the person you are visiting may be in hospital for several weeks. With this in mind a list of tips has been compiled to help make visiting feel worthwhile and as enjoyable as possible.

- You may be visiting over the course of a few weeks so think about spacing your visits and only promise to visit if you can do so.
- Visitors can be tiring, not too many at one time, however surprise visits are much appreciated. Bring some news of the family, friends, neighbours, the latest TV programmes etc, as patients sometimes feel that they do not have a lot to talk about.
- Don’t feel you have to talk all the time, a hand held or gentle touch can offer great comfort.
- Small gifts, such as magazines, fruit or sweets are often welcome. Some patients may have difficulty chewing or swallowing some foods, so please check with staff first.
- Think about a trip outside in the wheelchair. Do ask staff if this is possible.
- Ask ward staff about our Digital Reminiscence Therapy software which you are welcome to use during your visit. This is a touch screen device which can be really beneficial to patients.
- Bring in cards, games or crossword puzzles.
- Do ask staff if there is anything you can do to encourage and help the patient you are visiting.

We would prefer it if you did not visit at mealtimes unless you are helping to feed your relative.
Planning your discharge from the hospital

Most patients are discharged from hospital to their own home to recover. Plans for discharge are considered throughout your hospital stay.

Once you are well enough to be discharged the health and social care staff will work with you to decide what assistance you need to be able to return home.

The staff will help you to get home as soon as you can.

Key points to remember:

- arrange to have suitable clothes and footwear to change into when travelling home
- take all your possessions and valuables
- take a supply of your current medication with you
- discuss arrangements for transport home with staff
- please inform a senior member of staff before you leave
Planning your discharge to another location

A small number of people will need further nursing or social care when they leave the hospital. This might involve nurses, occupational therapists, physiotherapists and social workers undertaking an assessment of your home circumstances, in order to help find the best option for you.

Options for you to consider are:

- return to your own home with assistance from visiting care staff (subject to review)
- a short-stay care bed in a residential or nursing home
- a residential home
- nursing home

If you would like information about eligibility for Continuing Health Care funding, please speak to a member of staff.
In addition to the inpatient services at the hospital we provide outpatient clinics for a wide range of specialties. These include:

**Consultants** – Renal, Diabetic, Child Health & CAMHS and Sexual Health.

**Specialist Clinics** - Diabetic, Continence, Cardiac Rehabilitation, Dietitian, Retinal Screening, Pain Management, ZING, Children, Young People and Families, Orthotic, Ultrasound, ADHD and Sleep Nurse, Orthopaedic.

**Therapists** - Speech and Language, Podiatry, Physiotherapy, Occupational Therapy and Talking Therapies.

**Clinician Clinics** – OASIS Orthopaedic Assessment Service in Somerset.

**Renal Dialysis Unit** - this service is provided for patients requiring dialysis by B Braun.

**Birthing Centre** - this service with facilities for antenatal care and birthing care is provided by Royal United Hospital in Bath.

**Hearing Aid batteries** - supplied via Royal United Hospital.
The Ambulatory Care Treatment Clinic Service is a nurse led service providing the following ambulatory care for patients requiring day care treatments:

- blood transfusions
- care of central venous lines
- intravenous drug administration, for example antibiotics and bisphosphonates
- wound dressings
- catheter care/changes
- intravenous therapies (including seven day antibiotics and peripherally inserted central catheter (PICC) line management)
- vacuum-assisted closure (V.A.C.) therapy
- provision of full ankle brachial pressure index (ABPI) assessment for lymphoedema patients on regular or oedematous limbs.

The service is available seven days a week. Ongoing treatments may be provided where applicable at the weekends:
Monday to Friday **09:00-17:00.**
Saturday, Sunday and bank holidays **09:00-13:00.**

To make a referral or to discuss whether care could be provided locally for a particular patient please call 01373 454799 or 07500 990723.
Assessment Service

The assessment service aims to help reduce unnecessary emergency admissions to acute hospitals.

- “off legs” (must be able to mobilise)
- urinary tract infections
- lower respiratory infections
- cellulitis
- falls (without head injury)
- transient loss of consciousness (without head injury)
- hypoglycaemia
- post-seizure in known epileptics
- epistaxis
- renal colic in patient with known renal stones
- low risk upper gastrointestinal (GI) bleed
- acute urinary retention and catheter related problems
- acute back pain in the absence of red flags
- suspected deep vein thrombosis
- suspected low risk pulmonary emboli

Exclusion Criteria:

- 16 years old and under
- head injury outside MIU criteria
- diabetic ketoacidosis
- overdose
- alcohol withdrawal
- status epilepticus
- acute abdomen (except renal colic)
- transient ischaemic attack (TIA) /cerebrovascular event (CVE)
- hyperemesis
This service available Monday to Friday from 08:00 to 18:30 (excluding bank holidays)

Contact Lead Nurse 07500 990723 or GP of the day 07876 583117.

**Minor Injuries Unit (MIU)**

The Minor Injuries Unit (MIU) provides treatment for less serious injuries, such as sprains, broken bones, cuts and grazes. Our MIU is a nurse led service which is open seven days a week, including Bank Holidays, from 08:00 to 21:00, last patient booked in at 20:30.

**Comments, PALS and Compliments**

What do PALS do? We:

- are patient-friendly, easy to access, confidential service designed to provide a personal contact to assist patients, relatives and carers;
- can offer on the spot advice and information if you have queries or difficulties;
- will listen to your concerns and help you find ways of resolving them;
- will take note of what you tell us to help to improve the service our hospitals offer to patients.

We listen to the views of patients and their families and help them find speedy and effective solutions to any problems they may encounter.
If you contact PALS for assistance or advice, we will:

- advise you of the options available to you and help you to find the best way of resolving your problem;
- deal with any issues in confidence and only pass on information to other people or departments with your permission.
- Use anonymised information to improve services

So please contact us if you:

- want to say thank you to our staff or tell us about the things we have done well;
- have any issues that you would like us to help you resolve;
- have any suggestions to improve the Trust’s services.

Telephone 01278 432022 or email pals@sompar.nhs.uk.

Volunteers

We have a good team of volunteers who attend the hospital weekly and are an important part of hospital life. If you would like to become a volunteer please contact the Administration Office.
Donations

If patients/visitors would like to contribute to the hospital, please make your cheque payable to ‘Taunton and Somerset NHS Trust’. If you would like your donation to go to a specific department/ward please let us know.

League of Friends

The Friends of Frome Hospital is a registered charity for the benefit of the hospital. The committee meets at the hospital and new members are always welcome. Please ask at reception for membership details.

Friends of Frome Hospital website http://friendsoffromehospital.org.uk/
Contact details

Address
Frome Community Hospital
Enos Way
Frome
Somerset
BA11 2FH

Telephone 01373 454740
Fax 01373 454751
Email (Matron)
Hayley.hughes@sompar.nhs.uk

Direct dial telephone numbers

Administration Office 01373 454748 or 454746
Birthing Centre 01373 454763
B Braun Dialysis Unit 01373 454736
Marshfield Ward 01373 454783
Matron 01373 454787
Matron’s Personal Assistant 01373 454745
Minor Injuries Unit 01373 454770
Outpatients 01373 454791
Reception 01373 454740
Directions

From leaving the A36 towards Frome, take the first exit at the next roundabout and continue on A361. Go straight on the roundabout by the Frome Flyer and Premier Inn and on next roundabout the second exit continuing on A361. Take the first turn right into Clink Road towards Town Centre. At the traffic lights by the Vine Tree Pub turn right into Rodden Road, towards Bath. Turn right at the pedestrian crossing with traffic lights into Enos Way. The hospital is at the end of the lane.