

Welcome to Wincanton Community Hospital

Information for patients & visitors



Wincanton Community Hospital



The Matron, Heather Ancill, and the staff welcome you to the hospital.

We hope that your stay at Wincanton 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



Sister in Charge

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



Hotel Services Staff

Supervisor wears a white blouse and black trousers.

Assistant Housekeepers wear a lilac tunic or dress or shirt and navy trousers

Porter wears sapphire shirt and navy trousers



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

08:00	Breakfast
10:30	Morning coffee
12:30	Lunch
15:00	Afternoon tea
17:30	Supper
21:00	Hot drinks

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



Visiting Times

Visiting times on the wards are between **14:30 – 16:30** 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.

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.

Doctors

Local Doctors from Wincanton Health Centre visit the hospital every day Monday to Friday.

Medication

We ask you to bring your regular medication into hospital with you. Your medication will be stored in a safe cabinet next to your bed.

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

Vending Machines - there are hot and cold beverages available and a vending machine providing savoury snacks and sweets in the main reception.

Meal Times - meals are served three times a day. Bedside menu cards give you a choice for your meals including options for special diets. If you have a particular diet for religious or cultural reasons please let us know. Snacks and hot drinks are available throughout the day.

Newspapers - a few newspapers are delivered daily to the ward. If you require your own personal newspaper please ask at nurse station or reception for information.

Postal Arrangements - we distribute mail received each morning. If you would like to post a letter, please hand it in to the Administration Office before 16.00 Monday to Friday.

Telephones

A public telephone is available on request and a cordless phone on Hadspen ward which you can use for incoming calls only.

Hadspen Ward 01963 828430 or 442

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 children's play area in the Blackmore Unit, Outpatients Department.

Day Room

Hadspen ward has a day room with a television.

Relatives Room

This room has kindly been refurbished by the Friends of Wincanton Hospital & Community.

Religion and Spirituality

We have a hospital Chaplain who attends the hospital and leaders of other faiths are welcome. The ward nurse will be able to contact the Chaplain to arrange a visit.

Valuables

Please avoid bringing valuables into the hospital. If you do bring valuables this is at your own risk.



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 Officer 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.
- 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.



Outpatient facilities

In addition to the inpatient services at the hospital we provide outpatient clinics for a wide range of specialties. These include:

Consultants

Paediatrics, Paediatric Diabetes, Trauma and Orthopaedics, General Surgery, Respiratory, General Medicine, Gynaecology, Diabetes and Endocrinology.

Specialist Nurses

Diabetes, Respiratory, Parkinson 's disease, Lymphedema, Dietetic, Paediatric Continence, Heart Failure, Colorectal and Stoma Care.

Therapists

Speech & Language Therapy, Physiotherapy and Talking Therapy.

Care Services

Podiatry, Balance and Safety Assessments and classes, Diabetic Eye Screening (Retinopathy) and Audiology.

Ridley Day Services

This service is provided for the elderly mentally frail.

X-ray and Ultrasound Scanner

X-ray service is available 09:00 to 16.00 every Tuesday and Thursday by appointment or by attending the walk in service with an issued Diagnostic Image Request form. Ultrasounds by appointment only.

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 make a donation to the hospital this can be done in several ways:

- By cheque, making it payable to '*Somerset Partnership NHS Foundation Trust*'. On the reverse write '*Wincanton Community Hospital Trust Fund*'. If you would like a specific department/ward please let us know.
- By cheque, making it payable to '*The Friends of Wincanton Community Hospital*'. This is our hospital Registered Charity 296475. More details can be found in the League of Friends section.
- By credit/debit card or PayPal via the Just Giving website, <https://www.justgiving.com/som-par/>. In the "Leave a Message to Your Charity" box, please include '*Wincanton Community Hospital*' and any specific instructions you may like your donation to be spent, e.g. ward or department.

League of Friends

The Friends of Wincanton Community Hospital raise funds to provide support to the hospital in the form of general building improvements, extra equipment, gardening, activities, newspapers and Christmas festivities. The Friends also support the care in the community with donations towards activities which supplement the hospital services.

During the past three years they have funded just over £1 million of improvements to the two wards at the hospital, the car park and gardens along with new equipment including a new ARJO bath, digital TV's in all areas and a Relatives Room with bathroom and kitchen facilities available for relatives/friends if they need to stay for a longer period. Other projects include the expansion of the Outpatient Department.

For further information the Friends can be contacted through the Hospital or directly by calling the Treasurer, Alan Judge on 01963 824539.



Contact details

Address

Wincanton Community Hospital
Dancing Lane
Wincanton
Somerset
BA9 9DQ

(For Satellite Navigation (Sat Nav) please use post code BA9 9JD.)

Telephone 01963 828444

Fax 01963 828456

Email (Matron) Heather Ancill
heather.ancill@sompar.nhs.uk

Senior Sister Tania Collin

Email tania.collin@sompar.nhs.uk



Direct dial telephone numbers

Management Office	01963 828446 or 447
Hadspen ward	01963 828430 or 442
Patient ward phone incoming only	01963 828431
Outpatients Department	01963 828445
Social Workers Department	01963 828437
Intergrated Rehabilitation Team	01963 828449 or 453
Ridley Day Services	01963 828440

Directions

From leaving the A303 into Wincanton, pass Morrison's store on your right and continue around the one-way system. Go past the church on right and turn left onto the Castle Cary Road, (by the Millers Inn). Continue up West Hill where at the top of the hill you will see King Arthur's Community School. Go past the school entrance and turn right into Dancing Lane. Continue along Dancing Lane and take the first turning left. The hospital is at the end of the lane.



This leaflet is available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please speak to a member of staff.

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