Hospital Information Booklet

Information for patients being admitted to hospital
Welcome

Welcome to Craigavon and Daisy Hill Hospitals. We are committed to making your stay as comfortable as possible. This booklet tells you important things you need to know before you come into hospital.

Please ask a member of staff if you require any further information.

We hope to make your stay in hospital as comfortable as possible and to ensure that you have a quick recovery.
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Section 1: Preparing for Your Stay in Hospital

Time and place of admission

Your admission letter will tell you the date and time of your admission and any special instructions you may need to follow (such as not eating or drinking, advice regarding medication you may be taking).

Access for people with a disability

If you need any special assistance then please let the hospital know in advance of your visit. For assistance on the day of your visit contact our Portering Service which is located on the ground floor in our A & E Department or ask any member of staff for help.

Loop systems, minicoms and other special equipment are located in various departments to assist people with the hearing impairments. Please ask a member of staff if you require any help.

Guide Dogs are permitted in most hospital facilities. However due to infection control and health and safety regulations access may be prohibited or limited. Please ask a member of staff.
What should I bring – A Checklist!

- Relevant paperwork/admission letter/medical card.
- All medicines that you are taking.
- Your mobility aids, e.g. Walking stick, rollator.
- Nightdress/pyjamas, dressing gown, slippers, personal toiletries, towel, tissues, hairbrush or comb, shaving kit for men.
- Dentures, hearing aid, glasses or contact lenses, if worn.
- Book/magazine.
- Small amount of cash for hospital shop/trolley.

What not to bring into hospital

- Please do not bring large sums of money into hospital or anything of high value, unless absolutely necessary.
- Storage space for personal items is limited and you should only take in items needed for your stay in hospital. All personal items should fit within the bedside locker provided and outdoor clothing should be sent home with family/friends unless required during hospital stay.
- If you must bring high value items into hospital please give them to nurse who will bring to the Cashiers office for safekeeping. You will be given a receipt. Money will be returned to you in Cheque form. The hospital will not accept responsibility for loss or damage to personal belongings that have not been handed over for safe keeping. You will be asked to sign a Personal Property Disclaimer on admission.
- Alcohol or perishable food.
- Flowers/plants.
- Electrical appliances or cameras, except for Maternity Department.
It is very important for clinical staff to know about all the medicines you are taking as they may want to prescribe new medicines or treatment for you.

Please bring all medicines that you are currently taking, including any homeopathic or herbal remedies, inhalers, injections, creams or patches. It is also important for you to bring in any special cards, which give specific information on treatment or allergies, for example, steroid or warfarin card. If you have one of these cards please show it immediately to a member of staff.

Your medicines will be stored in a locked cupboard, container or fridge on the ward. Some wards in the hospital operate a system where a patient’s own supplies of medication are used as part of their treatment in hospital. If this applies to you, you will receive more information about this on the ward.

When you are discharged, it is helpful if you can remind staff if you have any of your own medicines stored in the hospital. Any of your medicines stored in the hospital can be returned to you when you are discharged, unless you do not need them anymore and would like the hospital to dispose of them.

Please do not keep your own medications and continue to take them or take any medicines brought to you by visitors, as this could be dangerous. Please inform the Nurse in Charge if this occurs. If you have any questions about your medicines, ask your doctor, nurse, midwife or pharmacist.
Section 2: When You Arrive at Hospital

Map of Craigavon Area Hospital
On the day of admission

Please follow the instructions in your admission letter. If you are unwell or cannot attend, please call the relevant ward or department as soon as possible (on the telephone number listed in your letter), so that we can offer this appointment/admission to another patient.

Car parking

The majority of car parking at Craigavon Area and Daisy Hill hospitals is free of charge. However, for the convenience of patients and visitors, car parks closest to the main hospitals are pay on foot.
Staff and those who do not wish to pay can use other car parks around the site. The Pay on Foot Car Parks are: **Craigavon Area Hospital** – car parks 1 and 3, **Daisy Hill Hospital** - car park A1, closest to the main hospital building (Monaghan Row).

The pay stations are located in the main hospital foyers. **You must pay for your car parking before returning to your car.** Exemptions to car parking charges are available for: patients attending for renal dialysis and chemotherapy; relatives of patients in high dependency and intensive care units and parents of children who need to spend long periods of time in hospital. Ask on the wards for details on claiming this. Disabled car park spaces are available in various locations on both hospital sites, close to entrances. There is also a “Drop off Zone” where a car or taxi can stop.

**On Arrival**

When you arrive at the hospital please enter via the main hospital entrance. In the first instance, you should report to the Receptionist who will direct you to Admissions, where your personal details will be taken. Admissions staff will then direct you to the ward where you will be admitted. If you need help getting to the ward please ask Admissions staff to request a Porter to assist you.

**Travelling Expenses**

Help with travelling expenses may be available if you are on certain social security benefits. You will need to bring proof of benefits with you to show at the Cashiers Office. Please ask for directions at Reception Desk.
Section 3: Staying in Hospital

On the Ward

During your time on the ward you will be looked after by a range of healthcare professionals including; nurses, doctors, midwives, physiotherapists, occupational therapists, dieticians, speech therapists and social workers. For your safety you will be asked to wear a patient identity wristband at all times during your stay. During your admission you may be asked to move. Staff will try to minimize any disruption to you.

We will aim to care for you in same sex bays in wards, with separate sanitary facilities for men and women. However, as a result of emergency admissions or in some specialist services and critical care areas, it is sometimes necessary to care for male and female patients in the same area.

Staying with you

Limited facilities are available for relatives to stay overnight with very ill patients and with children. Relatives staying overnight are asked to be considerate of other patients’ needs and asked to take care not to disturb other patients. Please discuss with ward staff.

Behaviour of Patients/Visitors

The Trust has a Zero tolerance approach to violence/aggression towards our staff. If patients or their visitors display inappropriate behaviour this will be discussed with them and if necessary they will be asked to leave. Trust security and/or the police will be called if required.
Enquiries on how I am doing?

Your family, carers and friends will want to know how you are. As information about your illness is confidential it will not be given to anyone, except those involved in your care, without your permission. Relatives should select one person to be the spokesperson for the family so that nursing staff do not have to give information to many relatives, which can be time consuming. Enquiries by phone should be kept to a minimum and should not be made early in the morning or late at night. Limited information only is given by phone. Wards have a direct dial number, please ask your nurse in charge for this number.

Your family may want to speak to one of the doctors involved in your treatment and care. They should ask the nurse in charge of the ward to make an appointment for them with the appropriate doctor. Our staff will only speak to your family about your treatment with your permission.

Use of Mobile Phones/Cameras/Video

You are asked to respect other patients when using mobile phones in wards. Calls should be kept to a minimum and not disrupt the rest and recuperation of other patients. Photographs/videos taken on mobile phones/cameras/video/laptops can only be done with the explicit consent of those involved and the staff on the ward and must not be used in any public forum without this consent having been given.

Cultural/Religious Practices

A willingness to respond to cultural and religious needs is important to overall care. Our staff will always try to accommodate individual requirements where possible in relation to eating practices, ways of prayer, as well as other aspects of life.
Meal Times

Meal times may vary slightly but generally are:

Breakfast 8.00am – 9.00am
Lunch 12.00 Noon – 1.30pm
Evening Meal 4.45pm – 6.00pm

The Trust has a ‘Protected Meal Times Policy’ which means that there are no non-urgent patient visits during meal times. This gives staff more time to assist patients who need help with eating and gives patients time to eat their meals without being disturbed.

Only relatives/carers who are actively assisting in your care or are requested by members of staff are permitted to the ward during meal times.

A choice of meals is available which patients can select from the daily menu card. Please advise staff if you have any special dietary needs e.g. diabetic, vegetarian, Halal, or Kosher.

Patients with special dietary needs will be referred to the dietician.

To minimize the risk of food related illnesses we discourage you and your visitors from bringing food into the ward. Please speak to ward staff before accepting any gifts of food as this may affect your treatment.
Visiting Times

The Trust’s visiting times policy has been developed to ensure that you have enough rest and recuperation and to help prevent the spread of infection.

The Trust’s visiting guidelines include:

- Visitors are asked to wash their hands/use the alcohol hand rub on entering and leaving the ward.
- Restrict visitors to a maximum of two at any one time.
- Patients are encouraged to have a clear locker top to allow surfaces to be easily cleaned.
- Don’t bring unnecessary items, flowers or food into the hospital.
- Children under the age of 13 should be accompanied by an adult.
- Visitors are asked not to sit on the bed or touch wounds, drips or drains.
- People are urged not to visit if they or someone in their household has symptoms of cold, flu, vomiting or diarrhoea.

Visiting is restricted to the designated times as outlined on Page 13. In exceptional circumstances, visiting outside of the normal hours may be agreed with staff.
# Craigavon Area and Daisy Hill Hospital Visiting Times

<table>
<thead>
<tr>
<th>Ward</th>
<th>Time</th>
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<tbody>
<tr>
<td>Adult Wards</td>
<td>3.00pm - 4.00pm</td>
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<tr>
<td></td>
<td>6.45pm - 8.15pm</td>
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<tr>
<td>Children’s Wards</td>
<td>3.00pm - 4.00pm</td>
</tr>
<tr>
<td></td>
<td>6.45pm - 8.15pm</td>
</tr>
<tr>
<td></td>
<td>Parents/carers anytime</td>
</tr>
<tr>
<td>Maternity Departments</td>
<td>3.00pm - 4.00pm</td>
</tr>
<tr>
<td></td>
<td>6.45pm - 8.15pm</td>
</tr>
<tr>
<td></td>
<td>Partners/significant other – 10.00am to</td>
</tr>
<tr>
<td></td>
<td>9.30pm</td>
</tr>
<tr>
<td>Neo-Natal Unit - Craigavon</td>
<td>Open visiting for parents only</td>
</tr>
<tr>
<td>Special Care Baby Unit – Daisy Hill</td>
<td>Open visiting for parents, grandparents and siblings.</td>
</tr>
<tr>
<td></td>
<td>N.B. Siblings not allowed from October to April</td>
</tr>
<tr>
<td>Intensive Care Unit – Craigavon</td>
<td>2.00pm – 8.15pm</td>
</tr>
<tr>
<td>High Dependency Unit – Daisy Hill</td>
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Reducing the risk of Infection – What can I do?

You can help reduce your risk of infection by doing the following:

- Keeping your hands and body clean.
- Please use hand gels provided on the ward.
- Bring a packet of moist hand wipes into hospital with you to ensure you can always clean your hands.
- Wash your hands before eating or drinking.
- Always wash your hands after using the toilet/commode.
- Don’t be afraid to ask staff to wash their hands/use hand gel.
- Please ask your visitor not to sit on your bed or to touch any medical equipment, drips, drains or medical dressings.
- You must not leave the ward with any piece of medical equipment attached, e.g. drip stand, chest drains due to infection control and health and safety reasons.

CLEAN HANDS. SAFE HANDS.
IT’S IN YOUR HANDS!
Help prevent infections spreading.
Clean your hands regularly while visiting hospital.
Smokefree Policy

Stopping smoking before coming into hospital is one of the most important changes you can make to improve your health. By stopping smoking you can reduce the risk of developing complications during & after surgery and speed up the healing process.

The Trust operates a Smoke Free Policy in all its buildings and on Acute Hospital sites smoking is not permitted within 10 metres of hospital buildings. Smoking at the entrance to the Hospital exposes people entering the building to tobacco smoke and can also affect patient care and staff health. In addition smoking in this area creates litter and extra cleaning costs for the hospital.

Nicotine Replacement Therapy is available on request as appropriate, to support inpatients experiencing nicotine withdrawal and wishing to quit smoking. Help and support to quit smoking is also available from staff and Smoking Cessation Specialists within the Hospital.

Smoking shelters are provided on the Craigavon Hospital site adjacent to car park 1. and on the Daisy Hill Hospital site, outside the main hospital corridor.

<table>
<thead>
<tr>
<th>Smoking Cessation Clinics</th>
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<tbody>
<tr>
<td>Armagh and Dungannon</td>
<td>(028) 3741 2501/ 2521</td>
</tr>
<tr>
<td>Craigavon Area Hospital</td>
<td>(028) 3833 4444 x 2963</td>
</tr>
<tr>
<td>Craigavon and Banbridge</td>
<td>(028) 3834 4973/ 38311487</td>
</tr>
<tr>
<td>Daisy Hill Hospital and patients with Chronic Disease across Trust</td>
<td>07879997814</td>
</tr>
<tr>
<td>Newry and Mourne</td>
<td>(028) 3083 4256</td>
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Chaplaincy Service

The Chaplains/Pastoral Care Team are from the 4 main Christian denominations. On admission you will be asked your religious denomination. This information will be made available to the Hospital Chaplains. In addition, you will be asked if you would like your name to be added to the Visiting Clergy and Pastoral Workers list. They can also, at your request, contact other churches or faith communities on your behalf. Chaplains visit wards regularly, offering pastoral care to patients, their families/carers and staff.

Quiet Room/Church

You may wish to visit the Quiet Room in Craigavon or Church at Daisy Hill to pray or sit quietly to reflect or meditate. The Quiet Room at Craigavon is located on the ground floor on the corridor as you approach the lifts. It is open 9.00am to 9.00pm and outside of these hours by contacting the Portering Service. The Church in Daisy Hill is located beside the shop. It is open 8.00am – 11.00pm and outside of these hours by contacting the Portering Service. Gideon’s Bibles are also available on wards for patient use. Ask your nurse if you would like a copy.
Section 4: Hospital Facilities

Coffee Bars & Dining Rooms
Both hospitals have coffee bars in the main foyer

Coffee Shop opening times

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<th>Daisy Hill Hospital</th>
<th>Craigavon Area Hospital</th>
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<tr>
<td>Monday - Friday: 9.00 – 4.30pm</td>
<td>Monday - Friday: 8.00am – 8.30 pm</td>
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<tr>
<td>Saturday: Closed</td>
<td>Saturday: 10.00am – 8.30pm</td>
</tr>
<tr>
<td>Sunday: Closed</td>
<td>Sunday: 1.00pm – 8.30pm</td>
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Dining Room opening times for patients, staff and visitors are:

<table>
<thead>
<tr>
<th>Daisy Hill Hospital</th>
<th>Craigavon Area Hospital</th>
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</thead>
<tbody>
<tr>
<td>Morning Break: 9.00 am – 11.00 am</td>
<td>Breakfast: 8.00am – 11.00 am</td>
</tr>
<tr>
<td>Lunch: 12.30 pm – 1.45 pm</td>
<td>Lunch: 11.45 am – 2.00 pm</td>
</tr>
<tr>
<td>Evening Meal: 4.30 pm – 5.45 pm</td>
<td>Evening Meal: 4.45 pm – 7.30 pm</td>
</tr>
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We ask patients and visitors not to bring food or drinks from hospital dining rooms or coffee bars on to wards.
Interpreters

The Trust has an interpreting and translation service for patients who do not speak English. Sign Interpreters are also available for patients with a hearing impairment. Information can be translated into other formats, such as Braille or audio tape for patients with a visual impairment. Please inform staff as soon as possible if you need this service.

Hairdresser

You can avail of this service by asking staff to contact the hairdresser to arrange an appointment for you. There is a charge for this service.

Shop

Daisy Hill and Craigavon Area hospitals have shops in the main foyer area which sell newspapers, confectionery and gifts. If you would like to and feel fit to go to the shop please discuss with staff before leaving the ward. A trolley shop service also visits Craigavon wards daily.

Vending Machines

Vending machines are available in various departments throughout the hospital, such as A & E, Maternity Department, Dining Room.

ATM/Cash Dispenser

An ATM is available in the main hospital foyer of Craigavon Hospital.
Section 5: Help and Advice

Patient Support Service

Patient Support can provide assistance to you or your family when you don’t know who to ask about health services. It is a confidential service for patients, their families and carers, providing on the spot advice, support and help. If you think Patient Support can help you with a problem, please ask a member of staff to arrange a visit for you.

The Patient Support Service Offices are located in the main entrance foyers.

Opening hours at Craigavon Area Hospital Office are: 9.00am to 5.00pm Monday to Thursday and 9.00am to 2.00pm on Fridays. The Office in Daisy Hill Hospital is opened Mondays and Thursdays only. Outside of these hours a message can be left, which will be responded to the next working day, if possible.

**Telephone:** Craigavon Area Hospital Office (028) 3861 2395 / (028) 3861 4285
Daisy Hill Hospital Office (028) 2083 5070 or

**Email:** PatientSupport.CAH@southerntrust.hscni.net
Here to Help Volunteers

The Here to Help Volunteers are located in the main Craigavon hospital foyer to give you directions or obtain assistance from our Porters if you require help.

Have your Say!

Are you interested in your local Health and Social Care Services? Do you have an opinion on how Health and Social Care Services are run? Would you like to become involved in improving the planning, developing and delivery of Health and Social Care Services in your area?

If you are interested, please speak to the person who provides the service you receive or Telephone:
(028) 3741 2519
(028)3741 2493
(028) 3741 2523

Comments, Complaints and User Views

The Trust is committed to providing high quality services to all of its users. You can help us improve our services by telling us of your experiences. You can make a comment, suggestion, compliment or complaint about any of our services by:

- Completing the Satisfaction Survey.
- Completing a Comment or Suggestion Card, which are available from all wards/departments.
- Making a compliment or a complaint to Telephone: (028) 3861 4150 Email: centralpoint.st@southerntrust.hscni.net
Section 5: Going Home

To help you plan your discharge home, you will be given an Estimated Date for Discharge within 24 hours of your admission.

The aim is to have you discharged before 1pm on the day you are due to leave hospital. You will be expected to make your own transport arrangements. If there is a particular medical need and your consultant feels that you need an ambulance, this will be arranged for you. However, ambulances are only available in exceptional circumstances.

Please ensure any valuables/money that are being kept in safe keeping are returned to you. Please make sure that: any medicines which have been prescribed for you have been received with your letter for your GP; you have received any information leaflets/equipment specific to your aftercare; you receive a medical certificate stating that you have been discharged from hospital, if required; and that an appointment has been made for you to return to the Outpatient Department, if necessary.
Other formats
If you require a copy of this leaflet in alternative languages or in a different format e.g. audio cassette or Braille please **Telephone:** (028) 3861 3954.

**Hospital Switchboard Numbers**
Craigavon Area Hospital Telephone: (028) 3833 4444
Daisy Hill Hospital Telephone: (028) 3083 5000

[www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)