Kent Community Health NHS
NHS Foundation Trust

Welcome to
Hawkhurst Community Hospital

My name is.....

About this booklet

This information is for you, your family, friends and/or carers. You can read, write on it and take it home with you. If you have any questions please ask.

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Please make sure you keep this booklet safe as it may contain personal information.

Accessible information

We want to make sure our information is accessible for everyone.

English

We want to make sure our information is accessible for everyone

We can provide information in:

- audio
- Braille
- British Sign Language (BSL)
- Easy Read (using pictures and words)
- large print
- overseas languages.

If you need an interpreter we can arrange this for you.

In our Community Hospitals, the Butterfly Scheme is available for anyone who has dementia or memory problems. Please ask us about the Butterfly Scheme so we can help.

Lithuanian

Mes norime užtikrinti, kad mūsų informacija būtų prieinama visiems

Informaciją galime pateikti šiais būdais:

- garso įrašu
- Brailio raštu
- Britų gestų kalba (BSL)
- lengvai skaitomu būdu (su paveikslėliais ir žodžiais)
- didelėmis raidėmis
- užsienio kalbomis.

Jei Jums reikalingas vertėjas žodžiu, galime užsakyti šias paslaugas.

Mūsų bendruomenės ligoninėse veikia „Drugelio“ programa (angl. Butterfly Scheme) visiems asmenims, sergantiems demencija ar turintiems atminties sutrikimų. Kreipkitės į mus dėl išsamesnės informacijos apie „Drugelio“ programą, kad galėtume Jums padėti.

Czech

Chceme, aby naše informace byly dostupné pro každého

Můžeme poskytnout informace ohledně následujících:

- audio
- Braillovo písmo
- Britský znakový jazyk (BSL)
- Snadné čtení (pomocí obrázků a slov)
- velkoplošný tisk
- zahraniční jazyky.

Pokud potřebujete tlumočníka, můžeme to pro Vás zařídit.

V našich obecných nemocnicích Schéma motýl je k dispozici Schéma motýl a to pro každého, kdo má demence nebo problémy s pamětí. Zeptejte se nás na Schéma motýl, tak abychom Vám mohli pomoci.

Polish

Staramy się, aby informacje przekazywane przez nas docierały do wszystkich

Informacje możemy udostępnić w następującej formie:

- nagrań audio
- zapisane alfabetem Braille'a
- zapisane w brytyjskim języku migowym (BSL)
- zapisane łatwym językiem (obrazki i słowa)
- zapisane dużym drukiem
- w innych językach.

Mamy także możliwość zaaranżowania pomocy tłumacza ustnego.

W naszych lokalnych szpitalach prowadzimy program Motyl (Butterfly Scheme), który jest ukierunkowany na pomoc osobom z demencją oraz problemami z pamięcią. Dalszych informacji na temat programu Butterfly udzielamy na miejscu.

Slovak

Chceme sa uistiť, že naše informácie sú dostupné každému

Informácie môžeme poskytnúť v:

- Zvukovom formáte
- Brailovom písme
- Britskej posunkovej reči (BSL)
- Ľahko čitateľnom písme (použitím obrázok a slov)
- Veľkom písme
- Cudzích jazykoch.

Ak potrebujete tlmočníka, môžeme Vám ho zabezpečiť.

V našich miestnych nemocniciach je dostupný program Butterfly pre všetky osoby s demenciou alebo problémami pamäti. Informujte sa, prosím, u nás na program Butterfly a môžeme Vám pomôcť.

Russian

Для нас важно, чтобы информация была доступна всем

Мы можем предоставить информацию в любом из указанных ниже форматов:

- аудио
- Брайль
- Судоперевод
- Упрощенный текст (с картинками и простыми словами)
- Крупный шрифт
- На иностранных языках.

При необходимости мы можем организовать для вас услуги переводчика.

В наших муниципальных больницах программа “Бабочка” работает на благо каждого пациента с проблемами потери памяти и сниженной умственной способности. Просьба обращаться за информацией о схъеме “Бабочка”, чтобы мы могли оказать вам помощь.

Turkish

Bilgilerimizin herkes için erişilebilir olmasını temin etmeyi arzu ediyoruz

Şu şekillerde bilgi tedarik edebiliriz:

- ses kaydı
- kabartma Braille alfabesi
- Britanya İşaret Dili (BSL)
- Kolay Okunabilir (resimler ve kelimeler kullanarak)
- büyük baskılı
- yabancı lisanlarda.

Eğer bir tercümana ihtiyacınız varsa bunu sizin için ayarlayabiliriz.

Butterfly Scheme (Kelebek Uygulaması) isimli uygulama Toplumsal Hastanelerimizde demans hastalığı ya da hafıza sorunları yaşamakta olan herkes için açıktır. Bu konuda yardımcı olabilmemiz için lütfen Butterfly Scheme isimli uygulama hakkında bize danışın.

Punjabi

ਅਸੀਂ ਯਕੀਨੀ ਬਣਾਉਣਾ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੀ ਜਾਣਕਾਰੀ ਸੱਭ ਲਈ ਪਹੁੰਚਯੋਗ ਹੋਵੇ।

ਅਸੀਂ ਇਨ੍ਹਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ:

- ਸ੍ਰਵਣ ਕਥਾ ਰੂਪ
- ਬ੍ਰੇਲ (ਅੰਨ੍ਹਿਆਂ ਵਾਸਤੇ ਉਭਰੇ ਅੱਖਰ)
- ਬ੍ਰਤਾਨਵੀ ਸਾਂਕੇਤ ਭਾਸ਼ਾਵਿੱਚ (ਬ੍ਰ.ਐਸ.ਐਲ.) (British Sign Language (BSL)
- ਸੌਖੀ ਪੜ੍ਹਤ (Easy Read) (ਤਸਵੀਰਾਂ ਅਤੇ ਸ਼ਬਦ ਵਰਤ ਕੇ)
- ਵੱਡੀ ਛਪਾਈ
- ਵਿਦੇਸ਼ੀ ਭਾਸ਼ਾਵਾਂ

ਜੇ ਤੁਹਾਨੂੰ ਦੋਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੋਵੇ ਤਾਂ ਅਸੀਂ ਇਸ ਦਾ ਤੁਹਾਡੇ ਲਈ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

ਸਾਡੇ ਕਮਿਊਨਿਟੀ ਹਸਪਤਾਲਾਂ ਵਿੱਚ, ਸੱਭ ਲਈ ਮੌਜੂਦ(dementia) ਜਾਂ ਯਾਦਦਾਸ਼ਤ ਸਮੱਸਿਆਵਾਂ ਵਾਲੇ ਲਈ ਬਟਰਫ਼ਲਾਈ ਪੈਕਜ(Butterfly Scheme) ਉਪਲਬਧ ਹੈ। ਸਿਰਫ਼ ਸਾਡੇ ਬਟਰਫ਼ਲਾਈ ਪੈਕਜ ਬਾਰੇ ਪੁੱਛੋ ਤਾਂ ਕਿ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕੀਏ।

Bengali

আমাদের তথ্যাবলী যাতে সবাই জানার সুযোগ পায় সেটি আমরা নিশ্চিত করতে চাই।

নিম্নোক্ত মাধ্যমে আমরা তথ্যাবলী প্রদান করেতে পারি:

- অডিও
- ব্রেইল
- ব্রিটিশ সাইন ল্যাঙ্গুয়েজ (বি এস এল)
- সহজ পঠন (ছবি ও শব্দ ব্যবহারের মাধ্যমে)
- বড় হরফের মুদ্রণ
- বিদেশী ভাষা।

আপনার একজন ইন্টারপ্রেটারের দরকার হলে আমরা তার বন্দোবস্ত করতে পারবো।

ডিমেনশিয়া বা স্মৃতিশক্তি সমস্যা রয়েছে এমন যে কারো জন্য আমাদের কমিউনিটি হাসপাতালগুলোতে বাটারফ্লাই স্কিম কর্তৃক প্রদত্ত পরিষেবা পাওয়া যাবে। অনুগ্রহ পূর্বক বাটার ফ্লাই স্কিমটি সম্পর্কে আমাদের কাছে জানতে চাইবেন যাতে করে আমরা আপনাকে সাহায্য করতে পারি।

Chinese (traditional)

我們希望確保每一個人都能夠獲得我們的資訊。

我們可以採用以下的版式提供資訊：

- 音頻
- 盲文
- 英國手語(BSL)
- 簡易閱讀(使用圖片和文字)
- 大字印刷
- 外國語言

如果你需要口譯員，我們可以為你安排。

在我們的社區醫院中，任何一位患有痴呆症或記憶障礙的人士都可以利用我們的Butterfly Scheme(蝴蝶計劃)。請向我們詢問Butterfly Scheme (蝴蝶計劃)，因此我們能夠提供幫助。

Chinese (simplified)

我们希望确保每一个人都能够获得我们信息。

我们可以采用以下的格式提供信息：

- 音频
- 盲文
- 英国手语(BSL)
- 简易阅读(使用图片和文字)
- 大字印刷
- 外国语言

如果你需要口译员，我们可以为你安排。

在我们的社区医院中，任何一位患有痴呆症或记忆障碍的人士都可以利用我们的Butterfly Scheme(蝴蝶计划)。请向我们询问Butterfly Scheme (蝴蝶计划)，因此我们能够提供帮助。

The Butterfly Scheme is available for anyone who has dementia or memory problems. Please ask us about the Butterfly Scheme so we can help.

the Butterfly Scheme
reaching out to people with dementia and to anyone needing memory support

Email kcht.cct@nhs.net, phone 0300 123 1807
or visit www.kentcht.nhs.uk for further information

When you arrive

We hope this booklet will help during your stay. If it does not cover everything you need to know we are happy to answer any questions.

The community hospital aims to promote your health, wellbeing and independence in a clean, safe and friendly setting.

If you are in pain, are unable to eat or drink or need support going to the toilet please ask us for help.

It is our responsibility to assure you and your relatives, friends and carers that during your stay you are treated with compassion, respect and dignity.

From the time you arrive at the hospital all the staff, including nurses, doctors and therapists will be working together as one team. They will make decisions with you and provide a high standard of care and treatment. We will set achievable goals with you and work towards you being able to leave the hospital.

We will start planning your discharge as soon as you arrive. This means we are able to quickly identify and resolve any problems that may delay you leaving.

Setting a date will allow the team to ensure that your discharge is well planned.

If there is anything we can do make your stay with us better please talk to us.

We will set an estimate date for you to leave. You can write it here:

.....

Outpatient appointments

Please do not cancel any of your outpatient appointments without talking to us first.

My care

When you arrive at the hospital we will introduce you to your named nurse. They will plan, evaluate and supervise your care.

My named nurse is:.....

When your named nurse is not here another member of the team will always be able to help.

Your care is managed by local GPs. They will visit the ward during the week but if you become ill outside of this time we will arrange for the doctor to visit you.

My doctors names are: .....

.....

.....

They visit the ward on:

Monday

Wednesday

Friday

If applicable you will be seen and assessed by physiotherapy and/ or occupational therapy (OT) staff. They are here during the week but are not available at weekends or on bank holidays.

They will talk to you and plan leaving the hospital with you. If it is appropriate, they will plan a rehabilitation or exercise programme with you.

We can make sure your family, friends or carers are involved if you would like them to be.

Who is looking after me?

Write the names of the people looking after you here:
See page 9 for a handy guide to our uniforms.

Name.....

Job title.....

What they do.....

Name.....

Job title.....

What they do.....

Name.....

Job title.....

What they do.....

Name.....

Job title.....

What they do.....

Name.....

Job title.....

What they do.....

Name.....

Job title.....

What they do.....

What will I need during my stay?

You will need several things during your stay. You might need to ask a family member, friend or carer to bring them for you.

Use the checklist below to make sure you have everything you need.

- ☐ Medication – please make sure you have everything you take, including vitamins etc
- ☐ Clothes – you will be encouraged to dress every day. You will need:
  - ☐ Comfortable leisure wear
  - ☐ Day clothes
  - ☐ Pyjamas or other nightwear
  - ☐ Dressing gown
  - ☐ Slippers – make sure they fit well so you do not slip
- ☐ Soap
- ☐ Shower gel
- ☐ Deodorant
- ☐ Moisturiser
- ☐ Tissues and hand wipes
- ☐ Shampoo
- ☐ Hairbrush and/or comb
- ☐ Shaving products – razor, shaving gel etc
- ☐ Sanitary products – such as tampons or incontinence pads
- ☐ Books and magazines
- ☐ Glasses
- ☐ Hearing aid
- ☐ Walking aid – such as a stick
- ☐ Bottle of squash

Towels are provided for you during your stay.

Storage

Storage is very limited so please only bring essential clothing which is clearly marked with your name. We are unable to wash clothes so please ask a family member, friend or carer if they can do this for you.

It is best that you **do not** bring the following items:

- ✘ large amounts of money
- ✘ debit or credit cards
- ✘ television
- ✘ radio
- ✘ alcohol
- ✘ illegal drugs (see page 10 about medication)
- ✘ hairdryer.

Valuable items

If you do have any valuable items please tell us so that we can put them in the safe. We will give you a receipt. If you would like to get something out of the safe please ask us.

We are unable to accept any responsibility for damage or loss of personal items. You may be asked to sign a disclaimer when you arrive at the hospital.

Our uniforms...

We know it can be hard to remember who is who so below is a guide to our uniforms. You can write the names of the people looking after you on page 6.

Junior matron

(black with white stripes and piping)

Ward sister

(navy with white piping)

Staff nurse

(blue with white stripes and piping)

Healthcare assistant

(lilac with white piping)

Therapy assistant

(white)

Physiotherapist

(white with blue piping)

Occupational therapist

(white with green piping)

Hotel services

(green with white stripes with green piping)

Medication

When you arrive at the hospital we will ask you about any medication you have been taking at home. Your doctor may have asked you to bring your medication with you to the hospital.

If you have your medication or prescription with you please give it to a member of staff.

If you were previously in another hospital your medication will be sent to you here.

We will give you your medication on our regular *drug rounds* as prescribed by your doctor.

Please do not take any other medication without asking first as it could be dangerous.

Managing your pain

We will assess your pain with you and give you additional pain relief if you need it.

If your pain is not being controlled, and you live in east Kent, we may be able to refer you to our Community Chronic Pain Service. Please ask us, see page 29 for their contact details, ask your GP or contact our Customer Care Team on 0300 123 1807.

If you are in pain please tell us. Please do not wait until we ask.

Food

Meal choices

We aim to provide safe, high quality, healthy, nutritious and balanced meals.

A choice of meals is served a number of times a day on the ward and we encourage you to eat in the dining room whenever possible.

There is a menu booklet by your bed if you would like to look at the choices.

We will ask you to complete a menu. You can tell us what you like, what you don't like and what portion size you'd prefer.

Snacks and drinks

A range of snacks, fresh fruit, light meals and drinks are available **24 hours a day.** Please ask if you would like something.

A choice of hot and cold drinks are also provided at set times throughout the day. Fresh water is always available by the side of your bed.

Hot food

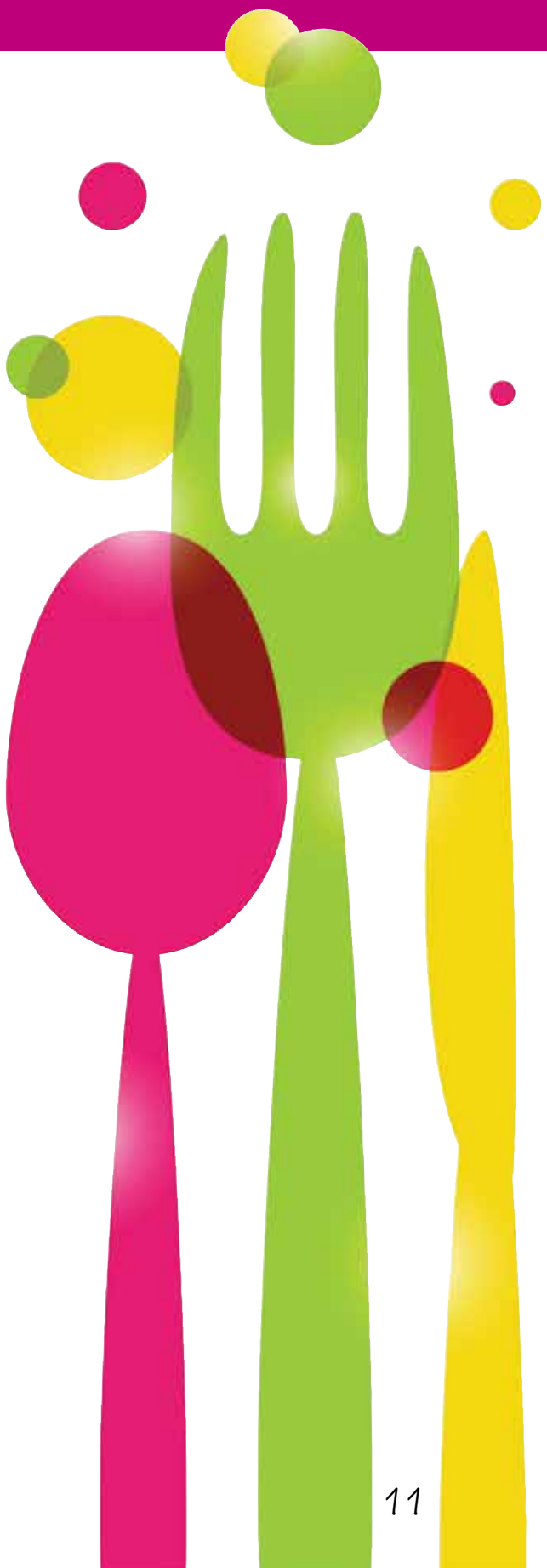
If hot food is brought in for you it should be brought in a thermal container and eaten within **30 minutes** of arrival.

We are not able to reheat food that has been brought in by visitors.

Cold food

We cannot store cold food at a safe temperature. This means we cannot be sure the food is safe to eat.

If cold food is brought in for you please make sure it is brought in a cool box and is eaten within **one hour** of arrival.



Dietary requirements

If you have specific dietary requirements, such as food allergies, are vegetarian or have requirements relating to your culture or religion please let a member of staff know.

We are able to provide food to meet requirements, such as Halal or Kosher food. This will not be cooked at the hospital.

If you or your family, friends or carer are concerned about how we meet your cultural or religious requirements please let us know.

Special diets to meet clinical needs can also be provided if your dietitian recommends it.

If there are clinical reasons why you are not allowed to eat and/or drink a member of staff will explain this to you.

If we agree that your visitors can temporarily bring food in for you they will be asked to meet the requirements under hot food and cold food.

If you feel unable to eat and/or drink, please tell us so we can help.

Meal times

Meal times are protected. This means that during this time all other activities on the ward will stop. Staff and volunteers will be available to serve food. Staff can help people to eat if needed.

Meal times

BREAKFAST
8.30am to 9am

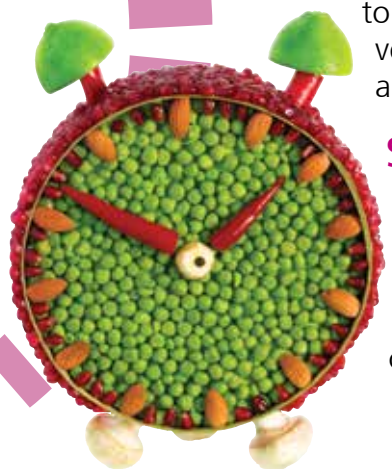
LUNCH
12.30pm to 1.30pm

TEA/SUPPER
5pm to 6pm

NIGHT DRINKS
9pm to 10pm

Visiting during meal times

So that you can have meal and rest time we ask visitors to come during visiting times, unless this has been arranged with staff. However, if you usually have a visitor at mealtimes to help you eat we are very happy for this to be arranged.



Suggestions

If you have any suggestions or ideas about the food please tell us so we can tell the catering team.

Visitors

Large groups of visitors may be very tiring for you so we recommend people visit in a group of up to three.

Flowers

Flowers are **not** allowed.

Gifts

Visitors are welcome to bring small gifts such as, magazines or puzzle books for you. Please ask them not to bring large gifts or anything expensive as we are unable to accept responsibility for damage or loss of personal items.

Food

We prefer visitors not to bring in food, however, please see pages 11 and 12 for more information.

Parking

Please see page 26 for more information on transport, including parking at the hospital.

Visiting times

Visitors are always welcome between:

2.30pm to 5pm
and 6.30pm to 8pm

or by arrangement with staff.

Falls awareness

Some patients can fall whilst in hospital, often injuring themselves. This is thought to be because the layout of the ward and the environment is unfamiliar.

We will:

- ✓ make sure the environment is safe
- ✓ assess your mobility needs when you arrive
- ✓ make sure all staff follow our policies and guidelines, and use moving and handling aids, such as hoists, to assist you if necessary
- ✓ make sure staff explain how to use equipment
- ✓ make sure staff explain how the equipment works.

To help, you should:

- ✓ ask staff for help if you need it
- ✓ use your call bell and wait for help if needed
- ✓ leave plenty of time to get to the toilet – ask for help if you are unsteady and wait for help to get off the toilet if you need it. If you are not confident to walk alone during the night and need a commode or urinal bottle please ask us
- ✓ tell us if you feel faint, dizzy or unwell
- ✓ work with us to improve your strength and balance if needed
- ✓ use your walking aids if you have any. We can ask a therapist to check them and make sure they are safe
- ✓ always wear well-fitting shoes or slippers when walking
- ✓ wear your hearing aid, if you have one
- ✓ wear your glasses, if you need them
- ✓ rest when you are tired
- ✓ eat and drink regularly (see pages 11 to 12 for information about food)
- ✓ let us know if you see any hazards, such as spills
- ✓ put your bedside lamp on if you need to get up at night
- ✓ keep your bed area tidy and free from clutter.

DO NOT:

- ✗ try and get off the toilet, bed or chair without help if you are unsteady or feel dizzy – we are here to help
- ✗ walk around in socks or stockings as these can cause you to slip
- ✗ take sleeping tablets as these can make you drowsy and cause you to fall – talk to us if you are having trouble sleeping
- ✗ worry about asking us for help – we are never too busy to help keep you safe.

How can family, friends and carers help?

They can help by:

- ✓ keeping the bed area tidy and free from clutter
- ✓ bringing in shoes and slippers which fit well and fasten up
- ✓ bringing in glasses, hearing aids, walking aids, and encouraging you to use them
- ✓ encouraging you to eat and drink. If they would normally help at meal times we are happy for them to visit during this time (see pages 11 to 12 for information about food)
- ✓ observing the visiting times and only visiting during these hours.

Falls assessment

We work hard to make sure that all patients have their risk of falling reduced as much as possible. When you arrive at the hospital we may ask you a few questions which will help us identify your risk of falling. We will look at how you walk and how you get up from the chair or bed. We will also look at your feet and the shoes or slippers you wear. These things are important as they are linked to falls.

Falls care plan

The physiotherapist will use the falls care plan to ensure that all areas that may contribute to you having a higher risk of falls are reviewed.

This includes:

- medication
- blood pressure
- fear of falling
- vision and hearing problems
- cognition
- walking and balance
- footwear
- footcare
- environmental factors
- falls from a height
- continence.

Colours Reducing Falls

Traffic light wristband system

In some of our hospitals you may be asked to wear a coloured wristband following an assessment with the physiotherapist. The different colours correspond to how much help a person needs.

Red Assistance required with all mobility

Yellow Supervision required with mobility

Green Independent with mobility

Privacy and dignity

We understand that being in hospital is not an easy time so we are committed to maximising your privacy and dignity whilst you stay here.

You can expect to be:

- ☑ treated with respect and dignity by all staff, all the time
- ☑ introduced to the ward environment if you need to stay and given this booklet
- ☑ introduced to staff who are treating you and consent to that treatment with family, friend or carer involvement if you wish
- ☑ able to identify staff by their badges which must be worn at all times
- ☑ provided with opportunities for improved communication in response to individual needs wherever possible, for example, hearing loop, interpreter or information in another format
- ☑ involved and encouraged to participate in your care plan which will reflect your individual needs and choices
- ☑ referred to by your title of choice and have this documented in your records and/or care plan
- ☑ listened to and treated as an individual, and have your cultural and spiritual needs identified, respected and documented in your care plan
- ☑ able to tell us your views, which will be welcomed and be supported to make complaints or compliments.

Handovers

Handovers are held regularly in private.

So that we can respect your privacy staff hold handovers in private. Handovers update colleagues changing shifts so they have all the information they need to give you the best care.

Infection control

Infection control and keeping all areas of the hospital clean and clutter free is one of our top priorities. As a patient at the hospital we ask that you help us maintain our high standards.

Please ask visitors to use the chairs provided and not to sit on your bed. If your visitor is unable to find a chair please ask a member of staff for help.

If at any time during your stay you become ill with an infection that could be passed on to other patients or visitors we will take precautions to prevent the spread of infection. This may include moving you to a side room where a member of staff will care for you. Please do not be alarmed by this, it is for the protection of our patients and visitors.

If at any time you are unhappy with the cleanliness at the hospital please tell a member of staff so we can address your concerns.

Hand hygiene

Hand washing is one way which we can all prevent infection spreading. Good hand hygiene removes bacteria from hands.

Make sure you cover all areas of your hands. Attention should be paid to the finger tips, between the fingers and to the outside and back area of the thumbs – these areas are often missed. Once hands have been rinsed they should be dried carefully with paper towels. Using moisturisers can stop the skin getting dry and sore.

All visitors are asked to use the alcohol hand gel provided, in the ward and clinical areas, on arrival and again when leaving. Visitors with sensitive skin can use the hand washing basins and liquid soap in any of the patient areas.

You and your visitors should **always** wash your hands:

- ☑ before eating
- ☑ after eating
- ☑ after going to the toilet
- ☑ after visiting hospitals
- ☑ after socialising
- ☑ after travelling.

We will provide hand freshening wipes before meals.

Please ask staff for help if needed. Please feel free to ask us if we have washed our hands before we carry out your care.

Consent

You can change your mind at any time.

We want to involve you in all decisions about your care and provide you with a clear explanation of your condition and the treatment available. If you decide to go ahead with a procedure or treatment you will be asked to sign a consent form. This confirms you agree to have the procedure or treatment and understand what is involved.

More information about consent is available – just ask us or your visitors can find out more on our website www.kentcht.nhs.uk/infolibrary

Smoking

The hospital has a **no smoking** policy.
We **do not** have designated smoking areas in the hospital grounds.

If you would like to stop smoking we can help. Just contact us by:

Phone: 0300 123 1220 (option 1)
Text: QUIT to 87023
Email: kcht.sss@nhs.net
Web: www.smokefreekent.co.uk

Fire safety

All staff have been trained in fire and evacuation procedures. In the unlikely event of a fire, staff will take control of the situation and will arrange any necessary action.

Please do not panic. It is important that you follow instructions given by staff in the event of an emergency.

All emergency exits are clearly marked but staff will direct you if you need to move. If you need support to move a member of staff will help.

Our fire alarms are tested regularly. We will let you know if this is happening.

Shop

The hospital has a:

Shop

Trolley

which is run by volunteers.

The trolley comes to the ward:

regularly

They sell things like: snacks, sweets, drinks, toiletries and newspapers.

Opening hours

The shop is open on:

- ✓ Monday
- ✓ Tuesday
- ✓ Wednesday
- ✓ Thursday
- ✓ Friday
- ✓ Saturday
- ✓ Sunday

The shop is open 24/7. It is self service so please put your money in the collection box.

Gifts and donations

Staff are not able to accept personal donations, such as, money or personal gifts.

If you would like to make a donation or gift to the Trust or ward where you were treated please speak to a member of staff or call our Customer Care Team on 0300 123 1807.

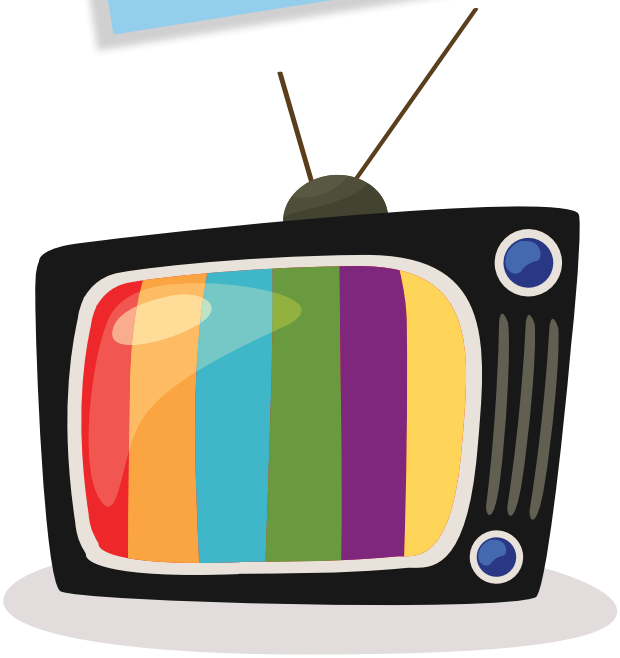
Please let us know the purpose for which the money or gift is to be used.

We would like to write and thank you for your donation or gift so please let us know your name and address.

Leisure and activities

We try to provide a range of activities to keep people occupied. We have:

Television in most rooms (except Bramley Ward)



Newspapers are provided daily however these are only to be read in the dayroom as they have to be shared with other patients.

A computer is in the day room for patients to use. This has internet access. Please speak to a member of staff for the password.

A hairdresser comes to the hospital every other Tuesday. Please ask one of the nurses to book. You will need to pay for this service.

If you want time away from the ward or dayroom we have a quiet room called the contemplation room. Ask a member of staff for further information.

You may use your mobile phone on the ward but please consider other patients and visitors.

Please do **not** use your phone to take photos or make videos of other patients or staff. The privacy and dignity of other patients and staff must be respected at all times.

The League of Friends

The League of Friends is a voluntary organisation that raises funds to provide additional services, facilities and equipment for patients and staff.

If you would like to know more about the League of Friends, please ask for a leaflet which details their achievements and how you can assist them.

Chaplaincy

Our team of chaplains visit the wards regularly. They provide spiritual support for patients, their family, friends and staff. Please let us know if you would like to speak to one of the chaplains.

Some of our hospitals have a chapel which you are welcome to visit. Please ask us if we have one and where it is.

Brainteasers...

We understand there may be times when you are bored and this can be frustrating. Here are some puzzles to try and keep your mind active…

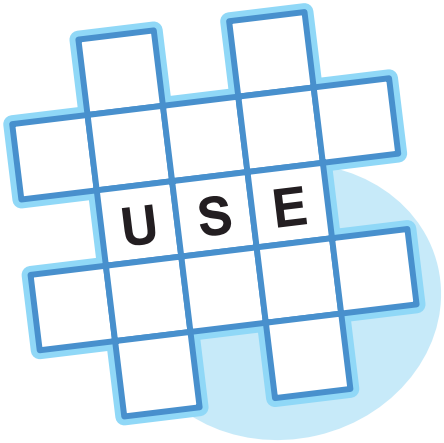
Sudoku

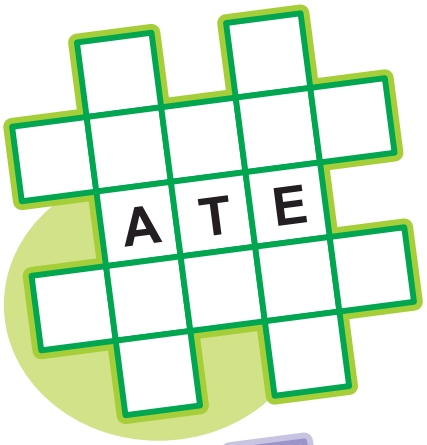
		2			7			
					3	6		
9	6					1	4	
			8			2	9	3
8				1			7	
			5					
			3					6
				9				
		4		2	8	9		

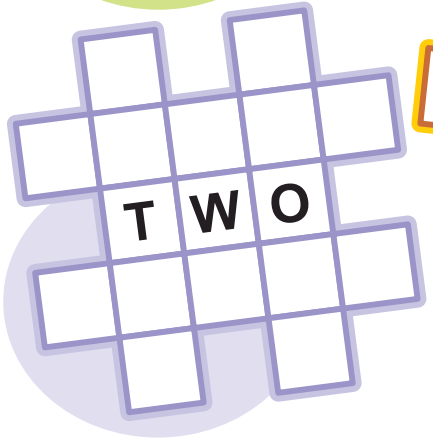
				6	9	8		
5	9	2		3		4		
	8	9					6	1
	1		3					8
		7	5					2
	7			1			9	
9						2		
							5	

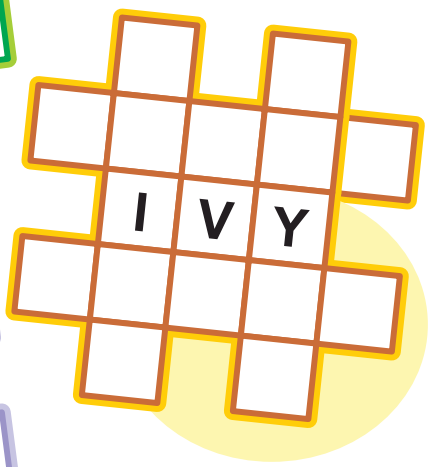
1			2					
		5		6				7
	2		3					
2						4	5	
7				4		3		9
	5			9				8
				1			4	2
					4	7		
3		6				5		

Kriss Kross









Fill in the four grids with the words provided.

ASK	HOTEL
EVE	IDEAL
OWL	KAYAK
STY	MELON
BLUES	PEKAN
BOARD	POSTS
DREAM	SHIRT
DRYAD	STEAD
FLOOR	TOOLS
GLADE	WHEAT

ZigZags

These are zigzag word search puzzles. Words go left, right, up, down, not diagonally, and can bend at a right angle. There are no unused letters in the grid, every letter is used only once.

C	W	E	R	A	C	B	L	U	E
O	O	R	N	A	T	L	L	E	B
R	L	L	I	P	I	O	N	D	A
N	F	U	T	A	D	R	Y	A	I
F	P	A	N	I	S	H	S	H	L
O	T	Y	S	Y	Y	C	A	N	T
R	O	E	L	L	M	U	M	E	H
G	N	E	V	A	G	L	A	D	I
E	E	H	T	F	O	S	U	L	O
T	M	L	I	L	Y	R	O	S	E

FLOWERS

Find all the words from the word list (ignore spaces and dashes).

BLUEBELL
CARNATION
CHRYSANTHEMUM
CORNFLOWER
DAHLIA
~~DAISY~~
FORGET-ME-NOT
GLADIOLUS
LILY OF THE VALLEY
PANSY
ROSE
TULIP

Winter

Find all the words from the word list (ignore spaces and dashes).

BARE TREES
DECEMBER
FEBRUARY
FROST
ICE SKATING
ICICLE
~~JANUARY~~
MITTENS
NEW YEAR
SCARF
SKIING
SLEIGH
SNOWFLAKE
SNOWMAN

B	D	E	T	S	O	R	F	S	C
A	S	C	N	E	W	Y	F	R	A
R	E	E	I	R	A	E	M	I	T
E	E	M	A	S	N	O	W	M	T
T	R	B	N	U	A	S	N	A	E
I	T	E	I	S	R	N	E	I	N
N	A	R	C	K	Y	O	L	C	S
G	K	S	E	I	F	W	C	I	H
F	E	B	R	I	L	A	S	L	G
Y	R	A	U	N	G	K	E	E	I

Going home...

Planning

Before you leave hospital you will be involved and consulted in all aspects of your discharge planning. This may involve discussions with your family and/or carer and a social services care manager who will organise care at home if needed.

Your family, friend or carer will be asked if they are free to take you home or hospital transport will be arranged.

Before leaving you need to make sure that:

- ☑ you have a key to get in
- ☑ you have food available
- ☑ your heating has been turned on if it is cold
- ☑ if possible someone will be there to help you settle in.

If you are unable to go home the team will work together with you, your family, friends and/or carer to choose a care setting which will be appropriate for your needs.

When you are ready to leave we will give you a patient survey. Your feedback helps us to improve care for patients.

We would be very grateful if you, a family member, friend or carer could fill this in before you leave. If you need help please ask us.

Medication

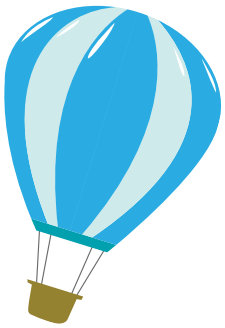
When you leave you may be given a supply of the medication your doctor wants you to continue taking.

Your named nurse or pharmacist will give you advice on how and when to take your medication. Please ask us if you are not sure when or how to take your medication.

We will give you a card to record your medication on if you want to or you can keep a list of your medication here.

Please make sure you keep this booklet safe as it may contain personal information.

Name of medication	Dose	How often	Type of medication **(tablet, syrup, injection etc.)**



Transport

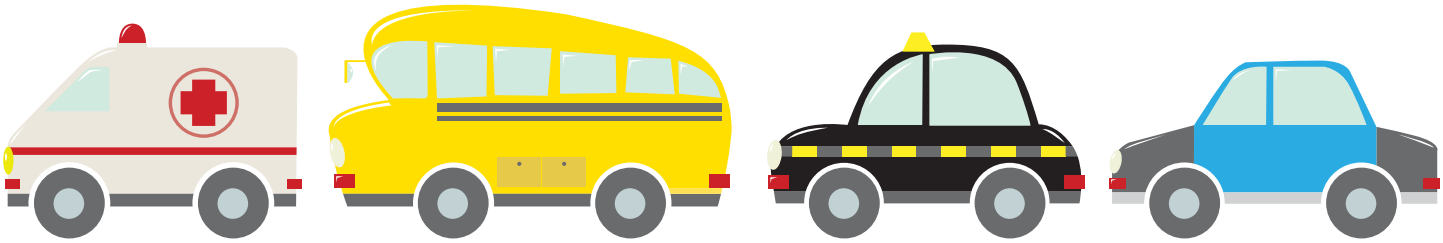
Parking

Free parking is available at most of our hospitals. Blue Badge holders are able to park in designated bays when displaying a badge.

Pay and display parking is available at Gravesham Community Hospital, Sevenoaks Hospital and Faversham Cottage Hospital.

Parking on double yellow lines, red lined areas and hatched areas is not allowed.

Some of our hospitals only have limited parking so we would encourage you and your visitors to use alternative transport when visiting the hospital if possible.



Hospital transport

Transport can be arranged for you on request when you are ready to leave or if you have an outpatient appointment. Please ask us so we can arrange it for you.

Please note that hospital transport only has room for one piece of luggage.

Buses

There are regular bus services to all our hospitals. Please ask for a bus timetable or pick one up from reception.

Taxis

Please ask us for the phone numbers of a local taxi firms.

NOTES

Use this page to make notes about anything you need or are worried about when going home.

When you get home...

Services

Health information library

Visit our website to see leaflets about the services we provide.
www.kentcht.nhs.uk/infolibrary

Customer Care Team

If you need general advice about the services we provide, have a concern or would like to complain, comment or compliment we can help.

Phone: 0300 123 1807
Text: 07943 091958
Email: kcht.cct@nhs.net

Change 4 Life Club

Games, activities and interactive sessions on the eatwell plate, five a day, the importance of being active and why our bodies need energy. The club lasts half an hour each week for five sessions and is based on the Change4Life programme.

Phone: 0300 123 1220 (option 2)

Falls Prevention

A 12-week prevention and assessment service for anyone at risk of falling, or who has fallen.

Phone:
Folkestone 01303 854488
Coxheath 01622 225831
Tonbridge 01732 375175
Email: fallspreventionservice@nhs.net

Here are some services provided by Kent Community Health NHS Foundation Trust that may be able to offer help and support after you get home…

Expert Patients Programme (EPP)

EPP is a self-management course, run by volunteers, for people who live with one or more long-term health conditions.

Phone: 0300 123 1220 (option 5)
Mobile: 07944 935047
Email: kcht.epp@nhs.net

Continence advisory service

Advice and support for anyone with bladder and bowel problems.

Phone: 0300 790 0310

Health trainers

Free, confidential one-to-one support, to help patients make positive lifestyle changes. Help with accessing local services, increasing physical activity, healthy eating, healthy weight, stopping smoking, alcohol or drug concerns, reducing stress and sexual health concerns.

Phone: 0300 123 1220 (option 3)
Email: kcht.healthtrainers@nhs.net

Physiotherapy

In some areas you can contact the service directly. In other areas you may need a referral. Call to find out more on
Phone: 0300 123 0854

Stop smoking

Phone: 0300 123 1220 (option 1)
Email: kcht.sss@nhs.net
Text: QUIT to 87023
Web: www.smokefreekent.co.uk

Health checks

NHS Health Checks is a national cardiovascular screening programme for 40 to 74-year-olds, across Kent. You'll get a letter inviting you for screening. The checks are for people who are not already being treated for cardiovascular disease, for example diabetes, high blood pressure, kidney disease and heart disease.

Phone: 0300 123 1220 (option 4)
Email: healthchecks@kentcht.nhs.uk

South East DriveAbility

This centre provides assessment and advice on driving, car adaptation and car choice for disabled drivers and passengers. It carries out assessments and gives advice on driving, driving tuition and car adaptation.

Phone: 01622 606900
Email: kcht.sedriveability@nhs.net

Community Chronic Pain

We support patients, who live in east Kent, with chronic pain to achieve long-term self-management by developing strategies, enhancing quality of life and reducing dependency on healthcare services. You will need to be referred by your GP or another healthcare professional.

Phone: 0300 123 1753
or 0300 123 2105

When you get home...

Here are some other organisations that may be able to offer help and support after you get home…

NHS 111

You can call 111 when you need medical help but it's not a 999 emergency. It is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free.

British Heart Foundation

Phone: 0300 330 3311
Website: www.bhf.org.uk

Support

Samaritans

If there's something troubling you, then get in touch. We're here 24 hours a day, 365 days a year.

Phone: 08457 90 90 90
Web: www.samaritans.org

Diabetes UK (Careline)

Phone: 0345 123 2399, Monday to Friday, 9am to 7pm.

Web: www.diabetes.org.uk

Age UK

Phone: 0800 169 6565
Web: www.ageuk.org.uk

Mind infoline

Our team provides information on a range of topics including:

- types of mental health problem
- where to get help
- medication and alternative treatments
- advocacy.

We will look for details of help and support in your own area.

Phone: 0300 123 3393
Email: info@mind.org.uk

Macmillan

Cancer support every step of the way.

Freephone: 0808 808 00 00 (Monday to Friday, 9am to 8pm)

Cruse Bereavement Care

Support after the death of someone close.

Phone: 0844 477 9400
Email: helpline@cruse.org.uk

Keeping hydrated

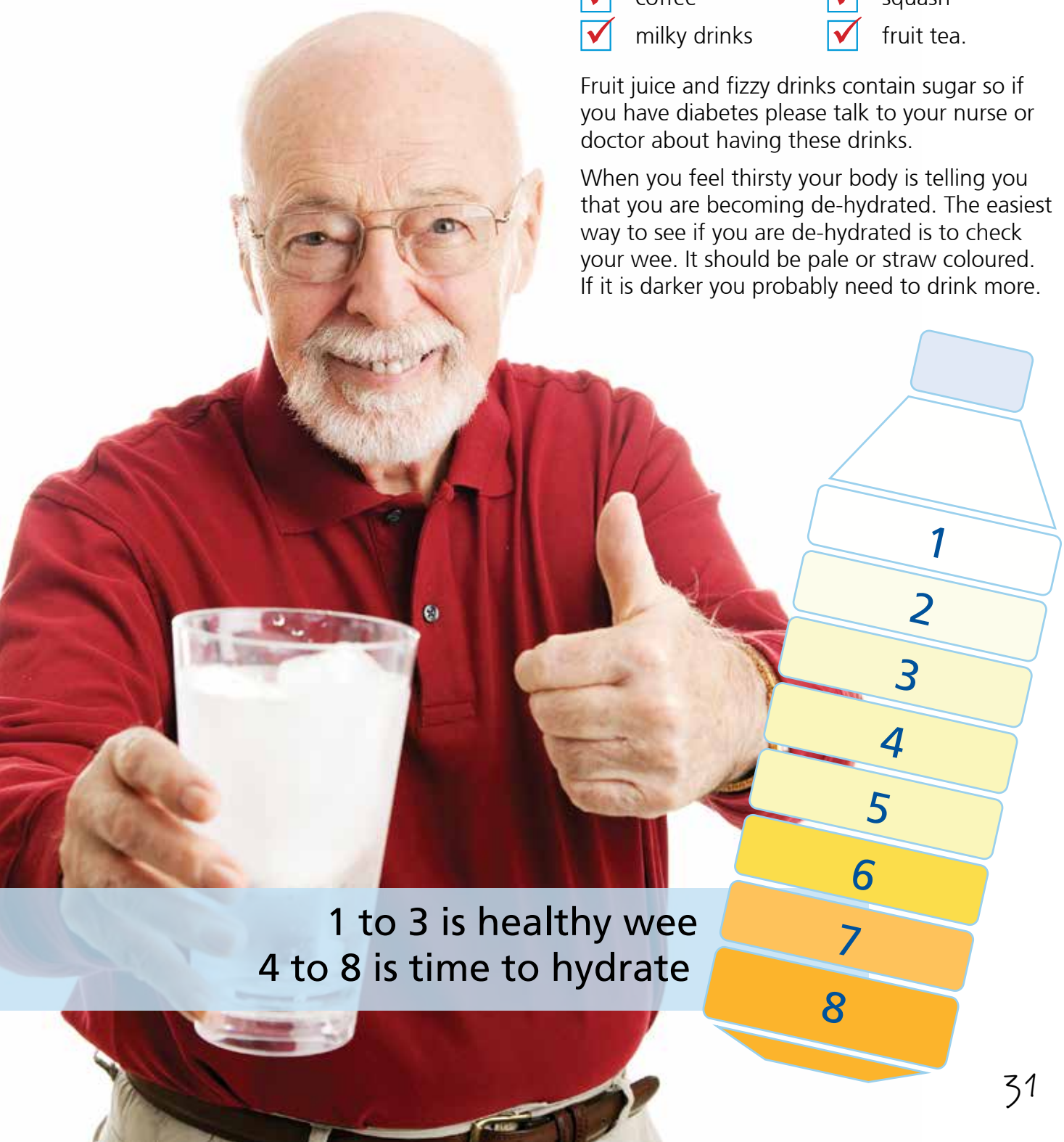
Once you are home it is important to keep hydrated. Most of us need 1.5 to 2.5 litres of fluid a day. This is about six to eight cups a day.

To make sure you get enough fluid you can drink:

- ☑ water
- ☑ tea
- ☑ coffee
- ☑ milky drinks
- ☑ fizzy drinks
- ☑ fruit juice
- ☑ squash
- ☑ fruit tea.

Fruit juice and fizzy drinks contain sugar so if you have diabetes please talk to your nurse or doctor about having these drinks.

When you feel thirsty your body is telling you that you are becoming de-hydrated. The easiest way to see if you are de-hydrated is to check your wee. It should be pale or straw coloured. If it is darker you probably need to drink more.



Your comments and concerns

We are happy to answer any questions you or your family, friends or carers may have. We like suggestions to improve the services that we offer.

If you would prefer to speak someone outside of the service you can contact our Customer Care Team. This is a confidential service that is here to help you by offering information and advice about the health services provided by Kent Community Health NHS Foundation Trust.

You can also speak to the team if you require information on how to make a complaint, or you can email kcht.complaints@nhs.net

We promise you will not be treated unfairly or discriminated against if you raise a concern or make a complaint. We will treat your complaint sensitively and will work with you to resolve it.

You can also use our online surveys to give us feedback about our services by visiting the Talk to us section of our website **www.kentcht.nhs.uk**

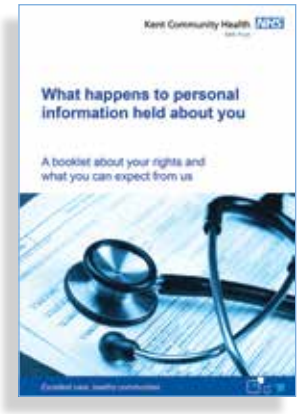
You can contact the Customer Care Team by:

Phone: 0300 123 1807 (local rate) lines are open Monday to Friday, 8am to 5pm

Email: kcht.cct@nhs.net
Text: 07943 091958

Kent Community Health NHS Foundation Trust
Customer Care Team, Trinity House,
110-120 Upper Pemberton
Eureka Park, Ashford,
Kent TN25 4AZ

Your medical records



Your medical records are kept confidential at all times. They are only shared with people who need to see them, including your doctor.

If you would like access to your records please speak to our Legal Services Department who will send you an application form (see address below).

Once the application form has been received the department will send you a response within 21 days, however all requests will be responded to within 40 days.

Under the Data Protection Act 1998 charges may apply for health record requests. The Legal Services Department will let you know if there are any charges.

For more information please ask us for a copy of the leaflet 00331 – Information Governance – What happens to personal information held about you (pictured left).

Phone: 01233 667700
Email: kcht.legal@nhs.net

Kent Community Health NHS Foundation Trust
Legal Services Department
Trinity House
110-120 Upper Pemberton
Eureka Park,
Ashford
Kent TN25 4AZ

Become a member TODAY

FIVE
fantastic reasons we think you may want to join:

1. You get to have your say on local NHS services. Have a real opportunity to tell us what we do well and where we can improve.
2. We will get more financial freedom to spend money on services you need.
3. You will get NHS discounts.
4. You'll be kept up-to-date with improvements and changes to local NHS services. Our quarterly magazine Community Health will give you local health news, updates and more.
5. You can be involved as much or as little as you want. Governors look after members' interests with the Trust's Board. Members can share their thoughts with governors about the Trust.

Who are we?

- We provide local health services in a variety of venues, including community hospitals, clinics and health centres, caring for you and your family closer to home.
- Our 5,400 staff are dedicated to providing excellent care.
- We are one of the largest community health providers in England, serving 1.4 million people.

Everyone's motivation for joining us will be different.

- Maybe you, your granddad or friend has just recovered in one of our community hospitals after a fall and you'd like to tell us about their experience.
- Maybe you simply love your local NHS and want to help us make it the best it can be.

Become a member of our Trust and help shape NHS community services – just fill out the form on the next page

Visit our website www.kentcht.nhs.uk/home/about-us/foundation-trust/
to sign up online or send in this form to the address below.

Kent Community Health NHS Foundation Trust

Membership form

Your contact details (please print in block capitals)

Title ..... First name .....

Surname .....

Address .....

.....

..... Postcode .....

Home phone number .....

Mobile phone number .....

Email address .....

How would you prefer us to contact you?
(Contacting you by email saves the NHS money)

Email ☐ Post ☐

Do you need the information we send to you in one of these formats?

Audio ☐ Braille ☐ Large print ☐ Easy read ☐

For other languages please contact our Customer Care Team on 0300 123 1807.

*If you are aged 14 or 15 you can still get involved but you will not be able to vote for, or stand as, a governor. Please ask your parent or guardian to sign here to allow you to be involved:

Name .....

Relationship to you .....

Signature .....

Your membership details will be used solely for the purposes of your membership of the Trust. We are required to hold, and make available, if asked, a register of our members' names and constituencies. This does not include your address or any other personal details. If you do not wish to be listed on a public register of members please tick here ☐

PLEASE FILL THIS IN, POP IT INTO AN ENVELOPE AND POST IT TO:

Membership Manager,
Kent Community Health NHS Foundation Trust,
FREEPOST RSYZ-CKAR-BGAA
The Oast, Unit D, Hermitage Court,
Hermitage Lane, Barming,
Maidstone, Kent ME16 9NT

More about you

We ask for this information so that we can be sure we have a good balance of members from all of the communities we serve. We would be grateful if you would complete this section.

Date of birth:*

☐☐/☐☐/☐☐☐☐ (DD/MM/YYYY)

Gender:

Male ☐ Female ☐ Prefer not to say ☐

Other (please state) .....

.....

Do you consider yourself to have a disability?

Yes ☐ No ☐ Prefer not to say ☐

Your ethnicity?

White British ☐
White Irish ☐
White other ☐
Black Caribbean ☐
Black African ☐
Black British ☐
Black other ☐
White and black Caribbean ☐
White and black African ☐
Asian British ☐
Asian Indian ☐
Asian Bangladeshi ☐
Asian Pakistani ☐
Asian other ☐
White and Asian ☐
Chinese ☐
Mixed other ☐
White Gypsy ☐
White Irish traveller ☐
Prefer not to say ☐
Other ethnic group (please state) .....

.....

What is your religion or belief?

Buddhist ☐ Christian ☐ Hindu ☐
Jewish ☐ Muslim ☐ Sikh ☐
None ☐ Prefer not to say ☐
Other (please state) .....

.....

What is your sexual orientation?

Bisexual ☐
Gay man ☐
Gay woman (lesbian) ☐
Heterosexual (straight) ☐
Prefer not to say ☐
Other (please state) .....

.....

Kent Community Health NHS
NHS Foundation Trust

Sylvia made a note to say thanks to Geoff's physio. He was dancing like he did 30 years ago.

Muscle pain, injury or stiffness?

Ask your GP about a referral to our team of physiotherapists, call 0300 123 0854 or visit **www.kentcht.nhs.uk/physio**

Geoff did.

Leaflet code: 00844
Pub date: June 2014
Expiry date: June 2016

Excellent care, healthy communities