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## Welcome to Aintree

On behalf of all the staff, I would like to welcome you to Aintree University Hospital NHS Foundation Trust. We aim to provide our patients with the highest quality health care in an environment that offers both respect and dignity.

We understand that being in hospital can be an anxious time so we have produced this booklet to give you as much information as possible about the hospital. If you find that this booklet has not answered all of your questions, please do not hesitate to ask the ward staff for further information.

After you have been discharged, we may ask for your views on our services. This information provides us with valuable feedback, so I hope you will help us by telling us about your experience.



**Steve Warburton**  
Chief Executive

## **1. Arrival**

### **1.1 Car Parking and Concessions**

The Trust has one of the largest parking provisions with over 3000 spaces across the site. Car Parking fees apply and are displayed on the pay machines. A limited number of disabled spaces are available outside the buildings with a larger number inside the car parks. Drop off bays are clearly marked. The ward will advise if you are eligible for concessionary parking.

All vehicles parked on the Trust site are left at the owners risk, the Trust does not take responsibility for any loss or damage incurred, or for the security of the vehicle or any items left inside.

### **1.2 Public Transport**

There are a number of bus routes which service the hospital, in addition to the nearest train station which is Fazakerley. For further information on bus and rail services you can contact the travel line at Merseytravel on 0871 200 22 33 or visit their website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

### **1.3 Claiming Travel Expenses**

Entitlement to travel expenses is based upon a patient's Social Security status and the benefits they receive. Please contact your local Benefit Office for more information. Alternatively, ask the Cash Office staff for further details at the hospital. The Cash Office telephone number is: (0151) 529 3210.

## **2. Your Stay on the Ward**

### **2.1 Concerns and Questions**

Being in hospital can be a worrying time. If you have any questions or concerns about your care and treatment, please do not hesitate to speak to the nurse looking after you or the Ward Nurse Manager. If you feel your concerns have not been addressed to your satisfaction, you can request to speak to the Matron who will come and see you on the ward.

### **2.2 Staff Caring for You**

Helping you to get better requires a multi professional approach. The team caring for you during your stay may be made up of Nursing staff, Medical staff, Pharmacists, Therapists, Radiographers, Dietitians, Ward Clerks – the list is endless.

Your medical care will be managed by an expert team led by a Consultant. You will see your Consultant and other members of the medical team throughout your admission.



## **2.3 Students**

Aintree University Hospital is a teaching hospital and as such, there are a variety of students who learn here. You will be informed if a student is present during any assessment or review. If you do not wish students to be present, please tell the nursing staff. Please be assured that this will not affect your treatment.

## **2.4 Ward Rounds**

Your Consultant or members of his/her team will conduct ward rounds at various times during the week. If a member of your family would like to speak to the Consultant, you can arrange this with the nursing staff.

## **2.5 Comfort Rounds**

During your admission, the nursing staff will undertake comfort rounds at regular intervals. During these rounds, the staff will ask you some questions to make sure that you have everything you need and if you are comfortable and not in any pain.

## **2.6 Identification of Patients and Staff**

You should have received a hospital identity band with your name and essential details on it. Please wear this at all times whilst you are in hospital as it is an important part of our safety procedure; for example checking you are given the right medicines.

All staff should introduce themselves to you and also wear clearly displayed identification badges. However, if you are not sure who somebody is, please ask.

Here are some of the uniforms that you will frequently see on the ward:

Senior Nurse



Matron



Ward Manager



Deputy Ward Manager



Staff Nurse



Healthcare Assistant





Advanced Nurse  
Practitioner



Assistant Nurse  
Practitioner



Clinical Nurse  
Specialist



Housekeeper



Ward Clerk



Occupational  
Therapist



Occupational Therapy  
Assistant



Physiotherapist



Speech  
Therapist



Dietitian



Dietetic  
Assistant



Radiologist



Domestic Supervisor



Domestic

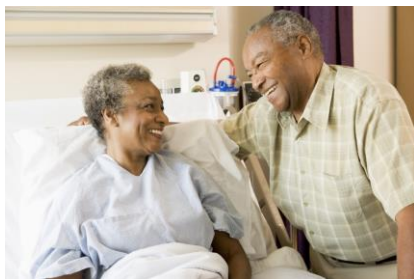


## 2.7 Flexible Ward Visiting Times

Our Visiting Times are flexible between the hours of **1:30pm - 7:30pm**. These times aim to make it easier for relatives and carers to visit around their other commitments and you should still have periods of rest to recuperate during these times.

If these hours are not suitable, your visitors may come to see you for a short time outside of these hours. Please agree this in advance with the nurse in charge.

**Visitors are limited to 2 per bed at any one time; children must be supervised at all times.**



We actively encourage carers' involvement and if you would like help or support with care they will be welcomed.

A Visitors Charter is available and sets out expectations with regards to visiting patients at our Trust. This is displayed in the entrance to the ward for your information. A copy is available on request to the nursing staff.

## 2.8 Meal Times

The Catering Department prides itself in offering you the highest standards of catering services. Above your bed there will be a board where your specific dietary needs will be identified for ward and catering staff to see.

**It is important that you inform staff of any food allergies.**

You will be served 3 meals per day during the following times:

Breakfast	-	7.45am	-	9.15am
Lunch	-	11.45am	-	1.15pm
Supper	-	4.45pm	-	6.15pm



## 2.9 Protected Mealtimes

The hospital has a 'protected mealtimes' policy which means you should not be interrupted during meal times by hospital staff unless it is essential. However, if you need support with

eating, family members are welcome to come into the ward and help you at mealtimes.

## 2.10 Ordering your Meals

A member of the catering team will come to the ward no more than 3 hours before service to help you choose your meals. Breakfast does not need to be ordered in advance; you will make your choice at the time of service.

If you wish to make any comments about the catering service, please ask a member of the ward staff to contact the Catering Manager.

## 2.11 Bringing Food into hospital

The only items which can be brought into hospital by patients and visitors are pre-packaged low risk foods such as:

- confectionary/pre-wrapped biscuits
- fresh fruit (which should be washed)
- non-alcoholic bottled or canned drinks

Please check with the ward staff that the food brought in by your visitors is suitable for you to eat. Any food brought into the hospital should be kept in a covered container.

**It is our policy that food brought in by visitors must not be reheated on the ward.**

## 2.12 Food and Retail

Food, drinks and confectionary can be purchased from 7am – 8pm in at least one of our outlets.

There are a range of eateries situated on site for patients and visitors to visit including the shop, 'Dining Room', 'Costa',

'Starbucks' and 'Fresh'. The opening times for these eateries vary and are listed outside each unit.

The shop also sells emergency items, such as slippers. All outlets accept debit/credit cards and there are two cash machines located in the main hospital.

The hospital volunteers offer a trolley service to the wards during the morning providing magazines, newspapers, cold drinks and snacks.

### **3. Treatment**

#### **3.1 Consent to Treatment**

Before you undergo any treatment or procedure, it is important that you understand it. Some treatments and procedures require written consent, other times giving your consent could simply mean following their suggestions such as a doctor asking you to open your mouth so they can examine your throat.

If you feel unsure about giving your consent or do not understand the information that has been given to you, please ask a member of staff for further explanation. You are entitled to request a second opinion should you disagree with your diagnosis or treatment options.

If an intimate examination is required during your treatment, an explanation of why it is necessary will be made and your permission sought. If you grant permission, an offer of a chaperone for the duration of the examination will be made.

## 3.2 Medication and Medicine Rounds

Medicine rounds take place at various times during the day. It is very important that the nurse conducting the medicine round is able to concentrate and give the correct medication to patients in a timely manner. Please make sure you do not interrupt him or her during this round, another member of staff will be happy to assist you. If you do not see another member of staff please press your nurse call bell.



## 3.3 Advance Directives and Living Wills

If you have a living will, please bring this to the attention of the medical team. If you have any other issues, for example related to blood transfusion or resuscitation, please discuss this with the medical team on your admission to hospital.

# 4. Supporting You and Your Family

## 4.1 Information for Carers

The Trust has comprehensive carers' guidelines which enable the staff to give support to carers' and to make sure they are involved in the treatment, care and discharge process of those whom they care for. There is also a **Carers' Passport**

available from nursing staff to enable carers to attend the ward at any time to support the person whom you care for.

If you are a carer or have a carer and would like further support and information, you can speak to the nursing staff or contact one of the carers' organisations listed at the back of this booklet.

## 4.2 Patients with Cancer

The Macmillan Cancer Information and Support Centres at Aintree Hospital offer help and advice to anyone affected by cancer; this includes patients, relatives, carers' and friends of people who have cancer.



The Macmillan Centres in reception and the Elective Care Centre are open Monday to Friday from 9am to 4pm (excluding bank holidays) and operate as a 'drop in' service.

The service also runs welfare and benefits advice clinics; these are available to people with cancer or their appointed representative, and will provide advice on any employment, legal or benefit issues. To make an appointment please contact staff at any of the Macmillan Centres at Aintree.

For people living with cancer, complementary therapies are available on Monday mornings; these include Reflexology,



hand massages and Reiki which are available for both inpatients and outpatients. Please contact the Macmillan Centre on 0151 529 4742 for further information.

### **4.3 Patients with Disabilities**

If you consider yourself to have a disability or are concerned about the impact of your disability on your treatment, please speak to the nurse looking after you. We will always seek to make reasonable adjustments wherever possible to make sure your access or treatment is not affected by your disability.

We recognise that patients who have Learning Disabilities may have more complex needs which the medical and nursing staff need to be aware of. An ideal way of communicating this information is by using a health passport. A health passport is a document carried by a patient that includes key information about their condition, their support needs, their capacity, how they communicate, how they show pain, their likes and dislikes and things that are important to keep them safe.

Please make sure you make the staff aware if you have a health passport and have it available for them to review. If you feel you or your relative would benefit from a health passport but do not have one, please speak to a member of staff. It is our responsibility to read and return your health passport to you.

If you do have a learning disability and have any support needs that you do not feel are being met during your stay in hospital, please speak to a member of staff or ask a relative/carer to speak to staff on your behalf.

We will, with your permission, record if you have a learning disability and what reasonable adjustments may be needed to support you. Staff will then be alerted how to meet your needs

and make sure that any difficulties are resolved at the earliest opportunity.

#### **4.4 Private Discussions**

Each ward has an identified room for private discussions. Should you wish to speak in private about your treatment, please ask a nurse if you can use the allocated room.

#### **4.5 Spiritual and Religious Care**

Hospital Chaplains are available to offer you spiritual and religious support or a listening ear during your stay in hospital. Chaplains are available for people of all faiths and beliefs as well as those who do not ascribe to any particular faith or belief. You can request a visit from a member of the Chaplaincy Team at any time during your stay in hospital.

If you wish to receive a visit from a member of the Chaplaincy Team, you can contact The Chaplaincy on 0151 529 3195 or email [chaplaincy@aintree.nhs.uk](mailto:chaplaincy@aintree.nhs.uk)

For specific Roman Catholic enquiries please contact the Roman Catholic Chaplaincy Services on 0151 529 3191 or email [catholicchaplaincy@aintree.nhs.uk](mailto:catholicchaplaincy@aintree.nhs.uk)

An interdenominational and interfaith chapel is located on the first floor of the Tower Block.

### **5. Your Safety and Security**

#### **5.1 Confidentiality**

All patient information is treated with strict confidentiality. If you feel that this confidentiality has been breached or compromised please let a member of staff know immediately.

For more information about your health records, ask for a leaflet '**In Confidence: A Guide for Patients**'.

## **5.2 Privacy and Dignity**

We will always respect your privacy and dignity and ask that you respect that of other patients and staff. Wards are made up of male and female bays with separate washing and toilet facilities.

## **5.3 Safeguarding**

We believe that every adult has the right to:

- A life free from fear
- Be treated with dignity
- Have their choices respected and not be forced to do anything against their will

If you have concerns, you can speak to the nurse looking after you or alternatively, contact Social Services on the telephone numbers at the back of this booklet.



## **5.4 Security and Valuables**

You are welcome to bring a small amount of money for newspapers etc. If you have brought valuables with you, speak

to a relative or friend to see if they can take them home and keep them safe until you are discharged from hospital.

If you need to keep valuables in hospital with you, please ask the nurse to deposit them in the Hospital Safe. Make sure you are given a receipt for anything deposited. The Trust cannot accept liability for money or valuables which are not handed over and receipted for safe keeping.

The Trust will not tolerate aggressive behavior, violence, physical or verbal abuse against anyone whilst on hospital premises. All incidents will be reported to the Trust security team and may also be reported to the police.

## **5.5 In the Event of a Fire**

In the unlikely event of a fire, please do not panic. The staff on your ward have been well trained and know what to do. They will make sure all patients are safe and looked after. Please listen to the staff and follow any instructions they give you.

If you see a fire or smell smoke, tell a member of staff immediately.

## **5.6 Leaving the Ward**

If you need to leave the ward for any reason, please make sure you inform a member of staff. This is to make sure they know your whereabouts should a member of the medical team come to review you, or in the unexpected event of a fire where patients need to be accounted for.

Please note that leaving a clinical area for the intention of smoking is not condoned. Members of staff will not accompany a patient from a clinical area for the purpose of smoking.

To prevent you and other patients getting an infection and to comply with Health and Safety regulations, it is essential that you do not visit the dining room if:

- You have any invasive devices such as intravenous drips, drains or a urinary catheter.
- You have an infection that means you need to be nursed in a side room.
- You have symptoms of diarrhoea and/or vomiting.

## **6. Your Discharge from Hospital**

### **6.1 Discharge Planning**

Discharge planning will start soon after your admission to hospital. You will be informed of your expected date of discharge and kept informed if this changes during your admission.

Detailed information about the discharge process will be provided to you on admission.

If you need further information about medicines supplied to you by the hospital, you can telephone the medicines helpline on 0151 529 3208, Monday to Friday between the hours of 2.00pm and 4.00pm.

### **6.2 Discharge Lounge**

On your day of discharge, it may be necessary to transfer you to the ward day room or to our fully equipped Discharge Lounge. There you will be looked after by nurses until you have everything you need to leave the hospital (including take home medication). You will be able to watch television, read newspapers, have tea or coffee and you will be given sandwiches if you are there during a meal time.

Your discharge will be arranged as early in the day as possible to help us have beds available for new admissions to the ward.

## **6.3 Transport**

If you cannot be collected by family or friends, an ambulance will be arranged by the hospital if necessary. Patients going home by ambulance should only take a maximum of 2 small pieces of luggage in the ambulance with them, relatives and friends should be asked to transport any other items.

## **6.4 Support at Home**

If you receive support at home, or require it as a result of this hospital admission, all arrangements will be in place before you are discharged. Please speak to a member of staff as soon as possible after your admission if you have any concerns about your support needs following discharge.

## **6.5 Social Services**

There are three Local Authority Social Services Departments (Sefton, Liverpool and Knowsley). Social Services staff can offer advice and support over a range of issues. They also work as part of the hospital's multi-disciplinary team and will assess patients' needs for care at home and residential/nursing home care. They will also offer patients' carers an assessment and will accept referrals from patients', ward staff and families/carers and can be contacted on the following telephone numbers:

- Sefton            0151 529 3761
- Liverpool       0151 529 3729
- Knowsley       0151 529 3740

## **7. Other Services/Information**

### **7.1 Cleanliness and Domestic Services**

A dedicated team provides our hospital with a complete cleaning service. The Domestic Services Department plays a major role in providing a high level of environmental cleanliness throughout the hospital premises. Toilets are cleaned regularly throughout the day. If you have any concerns about any aspect of ward cleanliness, please speak to a member of ward staff.



During your stay you can help the domestic team by keeping the area around your bed e.g. bed table and bedside locker as clear and as free from clutter as possible.

If you are unhappy with any aspect of the domestic service, please speak to the Ward Manager who can raise your concerns with the Domestic Services Manager.

## **7.2 Smoking and Alcohol Policy**

The hospital operates a no-smoking policy throughout all hospital buildings and hospital grounds. Therefore, you must not smoke anywhere. If you do smoke and have not been offered nicotine replacement therapy, or you would like support in stopping smoking, please ask the nurse looking after you. Alternatively you can contact the smoking cessation team directly on 0151 529 2685.

Alcohol is not permitted.

### 7.3 Interpretation and Translation Services

If your first language is not English and you need an interpreter to help you to understand information or to speak to the doctors and nurses, then please let a member of staff know as soon as possible.



### 7.4 Keeping You in Touch – Internet Access

You are free to use your own mobile phone when on the ward subject to the Ward Manager's discretion and controls in some clinical areas. Please use your phone considerately and note that we do not allow any recording, video or audio, on your mobile phone to protect the privacy and dignity of staff and patients alike. If in doubt about whether you can use your mobile phone in the area you are in, please ask any member of staff.

Aintree has a free Wi-Fi service which can be accessed by any standard device. When you access the signal – search for 'Guest\_Wireless\_Access' and follow the instructions. Aintree will not charge you for using this wireless signal, but you may still incur network charges depending on your contract. If in doubt, please ask your mobile provider.

### 7.5 Cash Machines

There are two cash machines at Aintree University Hospital. One is located at the main entrance in the hospital foyer, the other by our Bistro and Restaurant at the Aintree Lodge entrance.

### 7.6 Laundry Service

We would ask that your relatives take home any clothes you may need to be washed as you will appreciate the hospital is



unable to wash clothes for all patients. However there is a hospital laundry service available if you have any heavily soiled items of clothing. Please make sure your clothes are clearly labeled with your name and let a member of staff know if you require use of this service.

## **7.7     Hairdressing Service**

A hairdressing service is available. There is a charge for this, payable direct to the hairdresser. Please ask the nurse looking after you for more details.

## **7.8     Charitable Donations**

If you wish, you can make a donation to Aintree University Hospital NHS Foundation Trust Charity. Donations are used for a wide variety of purposes, many of which aim to improve patients' experience at the Trust. Cheques should be made payable to Aintree Hospital Charitable Funds and sent to the Finance Department. Alternatively, cash and cheque donations may be made at the Cash Office, situated near to the dining room on the ground floor of the Tower Block.

## **7.9     Aintree Volunteers Service**

We are very proud of the Aintree Volunteer Scheme which continues to grow and provides a wide range of voluntary services to the Trust each week such as complimentary therapies and end of life companions who can support patients and families.



Further information about the volunteer service is available on 0151 529 2408.

## **8. Patient Experience**

### **8.1 Our Commitment**

Your experience at hospital is hugely important to us. As such, it is important for us to seek your views about your experience in hospital so we know what we are doing well and what we need to do better. Wherever possible, we are committed to act upon your comments to improve the experience for patients accessing our services in the future.

Therefore, if you are asked to complete a survey, either whilst you are in hospital or after you have gone home we would encourage you to complete it.

If you would like more information you can contact the Patient Experience Team on 0151 529 8142.

### **8.2 Healthwatch**

Healthwatch is the consumer champion for health and social care in England. They give children, young people and adults a powerful voice, making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

You can contact your local Healthwatch to find out more information; their details are listed in the useful contacts section.

### **8.3 Patient Advice and Complaints Team**

We always aim to deliver a positive patient experience but unfortunately on occasions, we may get things wrong. It is important that we are aware of when you feel we have not provided a good service and that we learn from those experiences and always strive to achieve better.



Please be assured that should you need to register a concern/complaint, it will not affect your treatment in any way.

The Trust has a dedicated Patient Advice and Complaints Team who deal with;

- Comments
- Concerns
- Complaints

If you have any concerns or wish to complain about the service you are receiving, we would suggest that you speak to your Ward Manager or Matron in the first instance. This is because they may be able to resolve the issues for you immediately, improving your experience whilst you are in hospital. However, if you are dissatisfied with the response you receive, you can contact the Patient Advice and Complaints Team for further support.

Leaflets are available on the ward if you would like to have more information.

Information can be provided in different formats, including other languages, Braille or audio. Hearing amplifiers, magnifiers and other aids can also be made available.

## 8.4 Become a Foundation Trust Member at Aintree

If you would like to find out more about Aintree, why not become a Foundation Trust member? Members receive regular news updates, invitations to events and the opportunity to take part in consultations and focus groups. They can also stand for election to become Aintree Public Governors on the Trust's Council of Governors and represent the views of the local community on hospital services.

Membership is completely free and open to anyone aged 16 years or over who lives in England and Wales. For further information and an application form, please visit the Aintree website at [www.aintreehospital.nhs.uk](http://www.aintreehospital.nhs.uk) or contact the Trust Corporate Governance team on 0151 529 2243.

## 9.0 Useful Contacts

### 9.1 Locally

#### Healthwatch Sefton

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Telephone: 0800 2061304  
0151 920 0726 (Ext 240)  
07434810438  
Email: [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)  
Website: [www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)

#### Healthwatch Knowsley

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Telephone: 0151 449 3954  
Email: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)  
Website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

#### Healthwatch Liverpool

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Telephone: 0300 77 77 007  
Email: [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)

Website: [www.healthwatchliverpool.co.uk/](http://www.healthwatchliverpool.co.uk/)

**Sefton Carers Centre (drop in)**

27-37 South Road,  
Waterloo  
Liverpool  
L22 5RF  
Telephone: 0151 288 6060

**Knowsley Carers Centre**

1<sup>st</sup> Floor, 143 Bewley Drive,  
Kirkby  
Knowsley.  
L32 9PE  
Telephone 0151 549 1412

**Liverpool Carers Project**

Local Solutions,  
Mount Vernon Green  
Hall Lane,  
Liverpool.  
L7 8TF  
Telephone: 0151 709 0990

## **9.2 Nationally**

**Carers UK:** A national charity run by carers for carers

20 Great Dover Street  
London  
SE1 4LX  
Telephone: 020 7378 4999  
Email: [info@carersuk.org](mailto:info@carersuk.org)  
Website: [www.carersuk.org](http://www.carersuk.org)

Help and advice line: 0808 808 7777

## **Carers Direct – NHS Choices**

Website: [www.nhs.uk](http://www.nhs.uk)

Telephone helpline: 0808 802 0202

## **St Johns Ambulance**

PO Box 90

2 Edgar Street

Liverpool

L69 3RB

Telephone: 0151 298 2838

Website: [www.sja.org.uk](http://www.sja.org.uk)

**For Government information**, please visit [www.direct.gov.uk](http://www.direct.gov.uk)

## **Aintree University Hospital contact details**

Postal address:

Aintree University Hospital NHS Foundation Trust

Aintree University Hospital

Longmoor Lane

Liverpool

L9 7AL.

Switchboard: 0151 525 5980

Website address: [www.aintreehospital.nhs.uk](http://www.aintreehospital.nhs.uk)

Twitter: @AintreeHospital

## **Falls Prevention**

Key Steps for preventing inpatient falls:

As a patient you can help us by:

- **Telling the staff if you have had a fall prior to your admission.**
- **Keeping your bed area tidy.**
- **Using your usual walking aids and wearing your glasses.**
- **Wearing your own fitted shoes or slippers with rubber soles.**
- **Using the nurse call bell if you need assistance.**

If you need further information please ask the staff for a copy of the 'Falls Prevention' leaflet



## **Pressure Ulcer Prevention**

Key steps for preventing a pressure ulcer

You are at risk of developing a pressure sore if you have to:

- **Stay in bed.**
- **Spend most of your time in a wheelchair.**
- **Spend most of your time in an armchair.**

As a patient you can help to prevent a pressure ulcer by:

- **Getting out of your chair or bed every hour to relieve pressure to get the blood flowing and help with muscle tone.**
- **Keeping your skin clean and dry.**
- **Asking your nurse for help if you suffer from continence problems.**
- **Eating a healthy diet and drinking plenty of water; if your skin is healthy it is less likely to get damaged**

For more information, a leaflet is available which offers advice on reducing the chance of developing a pressure sore. There is also a leaflet available for your relative/ carer.

Please ask a member of staff.



## Infection Control

Key steps for infection control.

As a visitor, you can help by:

- **Not coming to hospital to visit a patient if you have been unwell with vomiting/diarrhoea, flu-like symptoms or a sore throat in the last 48 hours.**
- **Cleaning your hands with either soap and water or the alcohol hand rub every time you enter or leave a ward.**
- **Not sitting on patients' beds.**
- **Washing your hands after using the toilet and before and after meals.**

As a patient, you can protect yourself and others by;

- **Performing frequent hand hygiene is the most effective way to prevent infection. Please clean your hands before meals and after using the toilet or commode.**
- **Informing the nurse if:**
  - **Your drip, urinary catheter or wound drain become loose or disconnected.**
  - **Your dressing becomes loose, you see any leakage, or you have any pain or redness at the wound, or drip site.**

- **Please do not leave your side room without checking with the nurse.**
- **Do not leave your side room without checking with the nurse**

For more information, a leaflet is available which offers advice on what you can do to prevent infection.



## Nutrition

Key steps for good nutritional care.

Good nutrition is vital in order for you to get better. Eating well will help you to become stronger and more able to fight infection.

You and your family can help by telling your nurse:

- **If you have any food allergies or follow a special diet.**
- **If you have recently been struggling to eat either due to a poor appetite, or problems with chewing or swallowing.**
- **If you follow a special diet but are unsure about what to eat whilst in hospital.**
- **If you need help with eating and drinking. The Trust has a red tray system to quickly identify patients who need assistance with their meals, please speak to a member of staff if your meal is not delivered on a red tray.**

## Observations

Key Steps for observations (e.g. pulse, temperature, blood pressure, respiration)

Every patient will have their observations recorded a minimum of 8 hourly. The frequency of observations is determined by your condition and will be recorded on your observations chart.

As a patient you can help by:

- **Informing the nursing staff how much you have had to eat and drink.**
- **Informing the nursing staff if you feel thirsty or your urine looks dark and concentrated.**
- **Informing the nursing staff if you feel too hot, too cold or 'shivery'.**
- **Informing the nursing staff if you are feeling unwell.**

## Medications

Key steps for good medicine administration.

As a patient you can help by:

- **Bringing in your current medicines and a list of them into hospital with you.**
- **Taking your medicines as soon as the nurse has given them to you. If you need assistance please ask the nurse.**
- **Ensuring the nurse asks you to confirm your name and date of birth every time you receive medicine.**
- **Asking questions about your medicines; if you need more information please ask your nurse, doctor or pharmacy staff.**

If you wish to take your own medicine whilst in hospital please discuss this with the nurse, doctor or pharmacy staff.

## The importance of taking your medicines:

When your doctor prescribes medicines for you it is because we believe this is in your best interests.

You should expect your doctor to explain what the medicine is and why you should take it.

If things aren't clear to you, ask your doctor or pharmacist to explain again.

We want to help you make decisions about your treatment based upon the likely benefits and risks.

We do not want there to be any misunderstandings about your treatment.

We understand that you may have a different view about risks, benefits and side effects to us and you have the right to decide not to take a medicine. If you decide not to take a medicine we need to know so that we can talk about it and discuss an alternative. It is possible that we can improve your understanding of your condition and the possible treatments.

Please discuss with us what you know about your condition and your medicines and your need for any particular treatment that worries you. Please tell us about any general or specific concerns you have about your medicines (when we prescribe, dispense or review medicines).

If side effects are a problem ask your doctor about:

- **The benefits of treatment.**
- **Ways to manage side effects.**
- **Adjusting the dosage or other strategies.**

How to get more information:

- **Ask your consultant/doctor in hospital.**

- Ask your GP once you are back under their care.
- Ask about specialist patient support groups.
- Use the Internet e.g. NHS Choices [www.nhs.uk](http://www.nhs.uk) or [www.patient.co.uk](http://www.patient.co.uk)

There is more detail on the Aintree Hospitals website at [www.aintreehospitals.nhs.uk](http://www.aintreehospitals.nhs.uk)

## Hospital Associated Blood Clots

There are two types of blood clot; one that forms in your leg or pelvis known as a deep vein thrombosis (DVT) or if a clot breaks free and reaches your lungs, this is known as a pulmonary embolism (PE). Blood clots can happen up to 90 days after leaving hospital. Health professionals use the term venous thromboembolism (VTE) to cover both DVT and PE.

Who is at risk?

Any adult who is unwell and is admitted to hospital is at risk. Other factors that put people at greater risk include previous clots, a recent diagnosis of cancer, being overweight, not being able to move about, having an operation, being older than 60, dehydration, smoking, varicose veins, taking oestrogen-containing contraceptives and hormone replacement or suffering a significant injury or trauma.

Key steps for preventing VTE

As a patient you can help prevent a VTE by:

- **Telling the staff immediately if you have pain, swelling or discolouration of your leg.**
- **Telling the staff immediately if you have a cough (with blood stained phlegm), chest pain and breathlessness.**
- **Moving, walking and getting out of bed as soon as you can, especially if you have had an operation.**



- **Asking your doctor or nurse ‘what is being done to reduce my risk of clots’.**
- **Drinking plenty of fluid to keep hydrated.**

There are other measures that can help to reduce your risk, but they are only effective if used correctly:

- **You might be measured and fitted with stockings for your legs. You should be shown how to wear them and told to tell a health professional about any new pain or discomfort in your legs or feet.**
- **The staff may ask you to wear calf or foot pumps. These are special inflatable sleeves which you wear around your legs and feet while you are in bed or sitting in in a chair.**
- **Most patients at risk will be prescribed a small dose of an anticoagulant drug. This reduces the chance of having a blood clot by thinning your blood slightly. The blood thinner most used is a type of heparin, which is given by injection.**

To be effective, you must use these methods of prevention correctly. If you have any questions or concerns, please ask your doctor or nurse.

A leaflet is available which offers further information and advice on reducing the chance of developing a venous thromboembolism. Please ask the staff for a copy.