

## Peace Ward Stroke Rehabilitation Unit

### Welcome Pack

#### Stroke Consultant

Name:

##### Your key worker

Name:

Telephone Number: 020 8539 5522 extension:

##### Your Physiotherapist

Name:

Telephone Number: 020 8539 5522 extension:

##### Your Occupational Therapist

Name:

Telephone Number: 020 8539 5522 extension:

##### Your Speech and Language Therapist

Name:

Telephone Number: 020 8539 5522 extension:

##### Your Social Worker

Name:

Telephone Number: 020 8539 5522 extension:

##### Ward Sisters

Names:

Telephone Number: 020 8539 5522 extension:

##### Head of Nursing

Name:

Telephone Number: 020 8539 5522 extension:

# Patient Information

## Peace ward Stroke Rehabilitation Unit

Whipps Cross Road, Leytonstone, London, E11 1NR [www.whippsx.nhs.uk](http://www.whippsx.nhs.uk)

## **Welcome to the Stroke Rehabilitation Unit**

We offer rehabilitation to people who have had strokes.

### **What is Rehabilitation?**

Rehabilitation is the process of overcoming or learning to cope with the damage the stroke has caused. It is about getting back to normal life and achieving the best level of independence you can by:

- relearning skills and abilities
- learning new skills
- adapting to some of the limitations caused by the stroke
- finding social, emotional and practical support at home and in the community.

The best level of independence may not mean a 100 per cent return to how you were before the stroke but rehabilitation aims to help you do as much as you are able.

If you would like further information and more details about strokes and rehabilitation, please ask a member of staff for our leaflet 'What is a stroke?'

### **Who will I meet?**

During your stay on the unit you will be looked after by a dedicated Multidisciplinary Team (MDT). They are experienced staff who will help you through the rehabilitation process. The following staff will be there to help you.

**Medical Team** – You will be under the care of Dr Paul Bentley, Stroke Consultant. He does his ward rounds on Friday mornings. Your family or carer can book an appointment to see the consultant – please ask a nurse to book this for you.

**Keyworker** – This person is you and your family's first point of contact if you have any questions. They will organise your therapy meetings. Please see section 'What can I expect during my stay?' for more details.

**Nurses** – will help you with everyday activities like washing and dressing and your nursing needs like medication and pain control. They will also assist therapists to ensure your rehabilitation continues outside therapy sessions.

**Physiotherapists** – will help you regain as much mobility and muscle control as possible.

**Occupational Therapists** – will help with relearning functional tasks that may be difficult such as washing, dressing and eating. They will also assess if you need any equipment or adaptations when you leave the unit.

**Speech and Language Therapists** – will help if you have problems with talking, understanding, reading or writing, and also with any difficulties you may have with swallowing.

**Social Worker** – As an inpatient you will have a Social Worker. They can provide packages of care to support people in their own homes and refer you to other agencies for benefits and financial advice.

**Dietician** - You may see a Dietician if you have particular dietary needs, or if you want advice regarding your diet.

**Pharmacists** – The Pharmacist will review your medication chart, which is kept at the end of your bed, to make sure you are on the right medicine on a regular basis.

**Phlebotomists** – A phlebotomist will take your blood for tests. This will not happen every day.

Useful contact details for some team members can be found at the end of this welcome pack.

### **Where is the unit located?**

Peace Ward is located on the ground floor of Whipps Cross University Hospital, Junction 10 and is sign posted as the Peace Ward and Gillian Revell Unit - Green zone on the hospital map. The map is located at the main entrance of the hospital on the large information point.

If your therapists are not on the ward, you can ring the contact numbers found at the end of this welcome pack.

## **How long will I be here?**

The average stay in the Unit is about two months. However, some people might need less therapy time and others may need more. Your recovery is individual and will be discussed with you during your stay.

## **What can I expect during my stay?**

Therapy will be arranged from Monday to Friday. Your family can attend sessions with you if you wish, please do contact us on the numbers on the front page to liaise about days and times.

After two to three weeks, your key worker will organise a goal setting meeting with you and your family and relevant team members. This will be to discuss how you are getting on and to set goals for your therapy.

After another two to three weeks there will be a case conference or goal review meeting. This will help the team decide if further therapy is required. At this point we may have some idea of future plans.

Further meetings may be required to make plans depending on your needs and progress in therapy.

Day or weekend home leave is encouraged once the MDT assess this to be safe.

## **When will I leave hospital?**

The meetings will help the team, your family and you decide when you are ready to leave. The support you receive here may be continued in the community. Some people will require more help than others.

## **Useful things to know**

### **Visiting times**

Your relatives can visit anytime but we suggest after 11am so that everyone is washed and dressed. We can only accommodate two visitors at a time and you may be quite busy in the mornings with therapy.

### **Parking**

Relatives are encouraged not to come by car as there is limited parking on site. The main entrance to the hospital is on Whipps Cross Road (the A114) between the Whipps Cross roundabout and the Green Man roundabout. There are several visitor pay and display car parks at the hospital. Fees apply day and night (see overleaf for prices) and income generated is used for the patients' benefit.

If you do have to drive into the hospital, parking concessions are available for the essential family member such as your partner, spouse or close relative. Speak to the Sister in Charge or the Unit Manager who will be able to explain the arrangements. Holders of 'Blue Badge' parking permits are able to park free of charge in the public car parks.

## **Parking charges – Visitor Pay and display fees at Whipps Cross**

### **Prices correct at April 2009**

Up to two hours - £2.00

2 to 4 hours - £3.80

4 to 6 hours - £5.60

6 to 8 hours - £7.40

24 hours - £15.00

### **Wheelchairs**

If you and your relative would like to leave the ward, for a coffee or to go to the shop, you can ask to borrow a wheelchair from the ward. Provided we have one available and you can safely sit in it, you can use it.

### **Clothes**

We encourage people to wear their own clothes during the day. Your relatives or carers will need to take your clothes away to wash them.

### **Dentures, Hearing Aids or Glasses**

If you normally use any of these, please ask your relatives to bring them in, as you will need them for your therapy sessions.

## **Hair washing**

Nurses will help with hair washing and we offer a hairdressing service. The hairdresser is available on the ward with a small charge required. Please request a visit by asking the Ward Clerk at the front desk.

## **Nail trimming**

Your relatives can cut your toe and finger nails. However, if you are diabetic the Chiropodist will need to be called to cut your toe nails. Please ask the nurses for a referral. Nursing staff will cut finger nails but not toe nails.

## **Your Valuables**

Valuables such as keys, money, purses, wallets and jewellery can be given to the nursing staff. They will record what you have given them and place these items in the safe in the general office for safe-keeping. A Patient Property leaflet is now available on the Trust website. You could ask a member of staff to print it out for you if you would like more information.

Do not keep valuable items or large sums of money at the hospital. We cannot accept responsibility for any damage or loss of personal property.

Small amounts of money, for a haircut for example, can be kept on the ward in a locked cupboard – please see a member of staff if you wish to do this.

## **Do you have any comments or concerns?**

We will do everything we can to make sure you are treated properly and promptly and we welcome your views on the care we provide, as this can help us make improvements.

If you have any concerns at all during your stay, you can discuss these with your key worker or any of the named team. In addition, please feel free to contact our Patient Advice and Liaison Service (PALS) on 020 8535 6767 to discuss any concerns you may have.

## **Useful contact numbers**

Therapy Office – 020 8539 5522 extension 6649

Peace Ward nurses station – 020 8539 5522 extension 5344

Waltham Forest Social Worker – 020 8539 5522 extension 5424

Redbridge Social Worker – 020 8539 5522 extension 5113