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# Welcome to Burdett Coutts ward

Patient Information







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## Introduction

Welcome to Burdett Coutts ward. This is a ward with 15 beds specialising in caring for patients undergoing a range of investigations and cancer treatments including surgery, chemotherapy, radiotherapy and symptom control.

This ward has a team of dedicated and experienced nurses, with a passion for cancer care, who endeavour to provide the best possible care to our patients.

Coming into hospital can be an anxious time for patients and their families. We want to make your stay with us as comfortable as possible in every way.

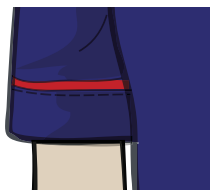
Whether you come into hospital electively or as an emergency we will estimate your length of stay. Your medical or nursing team will review this each day. When they feel that you are ready to leave the hospital they will let you know, ideally a day or two before. However, it is possible that they may not know whether you will be ready to leave until the day itself. Please remember recovery time varies; we may discharge you earlier than we originally anticipated because of your good progress.

We hope that this bedside guide will provide you with the information you need during your stay. If you have any queries please ask a member of the ward team.



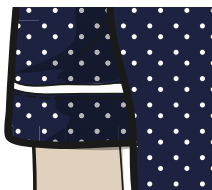
## Ward team

The nursing staff on the ward include:



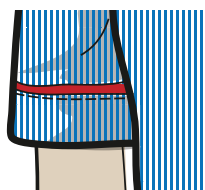
### Matron

Navy blue uniform with red piping



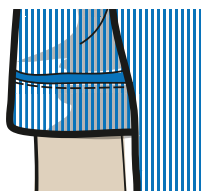
### Ward Sister

Navy blue and white spotted uniform



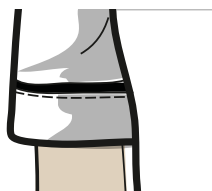
### Senior Staff Nurse

Navy blue striped uniform with red piping



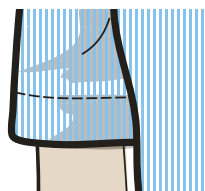
### Staff Nurse

Navy blue striped uniform with navy blue piping



### Health Care Assistant

White uniform with black piping



### Student Nurse

Light blue striped uniform

**Other members of the ward team include:**

- Ward Receptionist
- Housekeeper
- Catering Host / Hostess
- Catering Supervisor
- Allied Health Professionals (for example physiotherapists, occupational therapists, dietitians)

All ward staff will be wearing name badges for easy identification.

## **Ward orientation**

### **Nurse call handset**

The nurse call handset can be used for getting help. Pressing the large orange button will alert the ward staff that you need assistance. They will try to come as quickly as possible; however please be patient if, on occasion, they are not able to come immediately.

### **Lighting**

To turn on the bedside lights please use the switch located under the light itself or on the nurse call bell handset.

### **Emergency pull cord**

If you need assistance while in the bathroom please pull the red emergency pull cord and a member of the nursing team will come as quickly as possible.

### **Bed operation**

The position and height of the bed can be adjusted using the electronic touch pad on the bed's side panel. A member of the nursing team will be happy to show you.

### **Daily ward routine**

- The day staff shift is from 8am until 8.30pm and includes a detailed patient handover.
- The night staff shift is from 8pm until 8.30am and includes a detailed patient handover.

Some of the handover will take place at your bedside when the nursing staff provide the next shift of nurses with important information about your care. It is important that we involve you in these discussions in order to ensure you are kept up to date with plans and progress.



## **Hospital facilities**

### **Mobile phones**

We are happy for you to use your mobile on the ward. We please ask if you can keep the ring tone low during the day, and either on silent or vibrate during the night, so as not to disturb other patients.

### **Daily newspapers**

The Friends shop located on the ground floor near main reception (opening times 10am – 4pm) also sells a selection of magazines.

### **Additional services**

For further information on rehabilitation and complementary therapies, please ask a member of the ward team who will be happy to assist you.

### **Cleaning and laundry**

Your room / bed space will be cleaned daily by the housekeeping staff and towels and bed sheets will be replaced daily.

Each patient will have a named nurse assigned to them, but can speak to any member of staff on the ward for concerns and any questions.

## **Fire procedures**

### **Weekly fire alarm test**

A fire test is performed every Friday morning and will sound for up to 20–30 seconds.

### **Fire alarm activation**

In the event the fire alarms do go off, a nurse will advise you on what to do. Please do not evacuate the ward unless you are told to do so by a member of the ward team.

## **Smoking**

The Royal Marsden operates a strict no smoking policy anywhere in the hospital and its grounds. This includes the use of e-cigarettes.



## Catering

Nutrition is an important part of your recovery and all our meals are designed in conjunction with our Consultant Dietitian to provide the right balance of energy, protein and other nutrients. If you are unable to find suitable foods on the menu our catering staff will be happy to discuss alternative options with you. There is also a call order menu that can be accessed out of normal meal times.

We will ask you some questions about your nutrition and weight on admission and we may refer you to a dietitian if you need a personal review.

### Meal times

Breakfast	8am – 9am
Lunch	12.30pm – 2pm
Supper	6pm – 7pm

Visitors can purchase meals or light snacks and drinks from one of the Trust's catering outlets.

Alternatively the Mulberry Tree coffee shop is situated on the ground floor of the Wallace Wing. Open 7.30am – 7pm Monday to Friday and 10am – 5pm Saturday and Sunday. This area also has vending machines.

For infection control reasons we are unable to heat up or store any food brought in by patients or relatives in the ward kitchen.

## Special diets

If you take a special diet and the normal menus do not support this, then please tell the nursing staff or the ward host as soon as possible and they will arrange for a member of the Catering or Dietetic Department to come and see you.



## Security and valuables

### Ward security

The main entrances to the wards are monitored by closed circuit television. In the evening (from 6pm) and at the weekends, the doors to the ward are locked, please knock on the door and a member of staff will let you in. Please ask all visitors to announce their arrival on the ward to a member of staff.

### Valuables

Please do not bring very expensive items or large amounts of money with you when coming to the hospital. If you do need to bring valuables or money with you, please tell a member of the ward staff. They will arrange for your valuables to be collected and taken for safekeeping. We will ask you to sign a property disclaimer and give you a receipt for your items. You can withdraw them any time between 9am and 4.30pm, Monday to Friday. Please note that we cannot store laptop computers in the safe.

Some wards provide bedside lockers which incorporate a safe to store valuables. Please ask staff to show you how to use this facility. Unfortunately, we cannot accept responsibility for loss or damage to personal property of any kind, including money and laptop computers, regardless of how the loss or damage may occur.

## Visiting

Visiting times are flexible but we ask that unless agreed with the sister or nurse in charge that you do not visit before 9am in the morning or after 9pm at night. Please respect the needs of other patients on the ward with regard to noise when you have visitors. We ask that no more than two visitors visit at one time and that all visitors leave by 9pm. We cannot accommodate relatives staying overnight except in exceptional circumstances whereby it is agreed in advance by the nurse in charge.

## Interpreting service

We offer a telephone and face to face interpreting service for those patients whose first language is not English. Please ask the nurse looking after you if you need this service.

## Spiritual needs

The Royal Marsden cares for patients and relatives with many different religious needs. A resident Anglican chaplain is always on call. Part-time Roman Catholic, Free Church and Jewish and Muslim chaplains visit the hospital regularly. Representatives from any faith can always be sent for. The chaplains can also provide a variety of non-Christian reading matter and devotional aids.

A multi-faith prayer room is available in the hospital, located on the ground floor of Wallace Wing. The hospital chapel is always open for a time of quiet reflection and prayer. Everyone is welcome to use both the prayer room and the chapel. If you do not feel well enough to walk, arrangements can be made to take you in a wheelchair.

There are regular chapel services on Sundays, Holy days and special occasions, and also lunchtime concerts of recorded music. The ward team will know the times of these events, which are also advertised on the notice boards. You are welcome to invite your relatives and friends to accompany you.

The sacraments of Holy Communion, Reconciliation and Anointing of the Sick are always available at your bedside.

If you would like a chaplain or religious leader to come and see you, please ask a member of the ward team who will be happy to arrange this.



## Going home

You should be informed of your provisional discharge date which will be confirmed during your stay, and your nurse will start making arrangements for you to go home as soon as your team feels you are well enough to do so. If you have any concerns about returning home, please tell your nurse as soon as possible. Discharge times will be discussed with patients on an individual basis but this could be as early as 10am on the day of discharge.

### **Please remember**

Before leaving the hospital, there are some things you will need to do.

- Check that you have the contact details of your specialist nurse(s) and/or key worker in case you have any questions or worries when you are at home.
- Make sure that you have made arrangements for your return home, such as travel plans or a relative or friend to stay with you if necessary.
- Make sure you have any drugs or medicines which you need to take at home, and check that you understand the instructions on the container.

You will be given a copy of your discharge summary containing instructions to their prescribed medications.

A copy of the discharge summary will also be sent to you GP within a day or two once you have left the hospital.

On the day of discharge if you need to wait beyond midday, you may be asked to wait elsewhere in the hospital. Ideally this will be the patient day room.

## Hospital transport

Due to changes in national guidelines and Trust policy, hospital transport is now strictly controlled and provided only where clinically needed. Patients are asked to arrange their transport to and from the hospital in advance. Please speak to the nurse in charge on admission if transport is required. A notice of 24–48 hours is advisable due to booking capacity. When bookings are done at short notice, the request might be denied due to lack of availability.

## Community services

On going home, the multi-disciplinary team may recommend that you receive some community healthcare services. This may include support from your GP, district nurses, practice nurses and social services. It can take a few days to organise these services, therefore it is essential that we have your GP's current address, telephone number and email address if you have it. If you are not planning on going home to your permanent residence, it is necessary that you register with a GP in the local area as soon as possible and tell the nurse looking after you.

## Car parking

The Royal Marsden at Chelsea does not have a public car park. The hospital is situated in a parking meter zone and parking nearby can be challenging. However, public car parking is available at the Chelsea and Westminster Hospital further down the Fulham Road. Cars displaying disabled person permits may park free of charge. There are also spaces for disabled person permit holders in nearby Cale Street and Foulis Terrace.

## Making comments

On discharge you will be provided with a friends and family card to provide any comments you may have on any aspect of your stay in hospital. You can put this in the box positioned on the ward should you wish these to be anonymous.



## **If you are dissatisfied**

If there are any aspects of your stay in hospital that you are dissatisfied with, please discuss initially with the Ward Sister or the nurse in charge.

## **Written concerns**

If you would prefer to register your concerns in writing please address them to:

The Patient Advice and Liaison Officer (PALS)  
The Royal Marsden NHS Foundation Trust  
Fulham Road  
London  
SW3 6JJ

## **Compliments**

We would be delighted to hear from you. Please feel free to send any letters of praise to the ward sister, at the address above.

By acting on your comments, suggestions and concerns we hope we can work with you to improve our services for future patients.

## **The Royal Marsden Hotline: 020 8915 6899**

You can ring the hotline 24 hours a day, 7 days a week.

Call us straight away if you are feeling unwell or are worried about the side effects of cancer treatments.

This service provides specialist advice and support to all Royal Marsden patients, as well as to their carers, and both hospital and community-based doctors and nurses caring for Royal Marsden patients.

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This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

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Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

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[royalmarsden.org](http://royalmarsden.org)

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