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Introduction

A very warm welcome to the Private Care wards of The Royal Marsden NHS Foundation Trust, Chelsea.

We hope this room guide will provide you with the information you need during your stay.

We appreciate 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.

You will be cared for by nurses with cancer training, as well as allied health professionals such as physiotherapists, occupational therapists and dietitians, most of whom also have specialist cancer training.

If you have any queries, please do not hesitate to ask a member of the ward team.

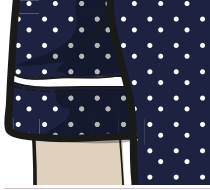
Ward team

The nursing staff on the ward include:



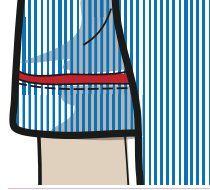
Private Care Matron

Navy blue uniform with red piping



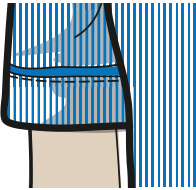
Ward Sister/ Junior Sister

Navy blue uniform with white polka dots and white piping



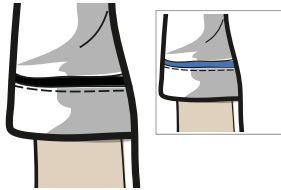
Senior Staff Nurse

Blue and white striped uniform with red piping



Staff Nurse

Blue and white striped uniform with navy piping



Healthcare Assistant

White tunic with black or blue piping

- Student Nurse (uniforms may vary)
- Ward Domestic
- The Nurse in Charge wears a red badge.

Other members of the ward team include:

- Ward Receptionist
- Catering Host / Hostess (black and white uniform)
- Catering Supervisor.

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

Daily routine on the ward

Each ward has a dedicated team of staff led by a ward sister/charge nurse. The team comprises of a relevant number of nurses and healthcare assistants during each shift. For continuity of care we will do our best to allocate a nurse that you are familiar with, however due to shift patterns this may not always be possible.

- Day staff shifts run from 8am to 8.30pm (includes a comprehensive patient handover/nurses' brief)
- Night staff shifts run from 8pm to 8.30am (includes a comprehensive patient handover/nurses' brief)

Room orientation

Nurse call handset

To call for assistance, please press the large orange button on the nurse call handset which can be found fixed to the wall beside your bed. This will alert a member of our nursing team who will come to assist you as quickly as possible.

Lighting

Room lights are controlled by wall switches.

There is also a small yellow button on the nurse call handset which operates the light on the panel behind your bed.

The bathroom lighting is activated by sensors and will switch on automatically when you enter the room.

Emergency pull cord

If you need any assistance while in the bathroom please pull the red emergency pull cord. This will alert a member of the nursing team who will come and assist you.

Bed operation

For your comfort, the position and height of the bed can be adjusted. A member of the nursing team will be happy to assist you with this.

Room temperature control

If you would like to change the temperature of your room, please ask a member of the ward team.

Hotel amenities and services

Toiletries

On arrival, you will receive a toiletries set which contains luxury shower gel, shampoo, conditioner, body lotion and hand soap. A selection of amenities will be provided within your bathroom. If you require any additional toiletries, please speak to a member of the team who will be happy to replenish these for you.

We aim to source high quality products which are environmentally friendly and minimise the amount of plastic used where possible.

A bath robe, sleep kit, dental kit, comb and shower cap are available on request.

Room facilities

Safe – A safe is provided for your valuables which is located within your cupboard. Instructions are given on how to set your digital code. If assistance is required, please do not hesitate to contact a member of the team.

Cooler – A cooler for your personal use can be found within the cupboard. Please note that food and drink items only are permitted in these coolers.

Hairdryer – This is located in the cupboard for your personal use.

Patient entertainment system

Our patient entertainment system offers you access to a comprehensive range of Freeview and satellite channels, a wide selection of on demand movies, in addition to a wide range of radio stations.

To access the system, press the on/off button on the remote control which can be found in a holder by the bedside cabinet. Use the arrow keys to navigate down to the bottom of the screen, this will highlight the box with the last three options. Press OK and choose the 'Entertainment' icon. This will guide you to a new screen showing access to television, movies and radio channels.

Once you have selected your preference, all channels, movies and radio stations will appear as icons. Navigate to your preferred choice and press OK.

If you experience any problems with the system, please do not hesitate to ask for assistance.

Mobile phones

We understand the importance of keeping in contact with friends and family during your stay with us. When using your mobile phone, please be considerate to others around you. There are some areas in the hospital where mobile phone use is restricted for clinical reasons. These areas are clearly signposted.

Internet

Free Wi-Fi is available on the ward via the RMHGuest network.

No specific login or password is necessary although you will need to register and accept the terms of use daily. Please let a member of the ward team know if you experience any difficulties accessing Wi-Fi.

Complementary therapies

It is possible to arrange complementary therapies for you including massage, relaxation therapies, aromatherapy, and music therapy.

These are based on bookings and availability so it may have a waiting list which patients should be aware of to avoid unrealistic expectations. Please ask a nurse if you would like more information. Please note: if you are an insured patient you are advised to check with your insurer whether your policy covers these services.

Cleaning and laundry

Your room will be cleaned each day by the housekeeping staff, and towels and bed sheets will be replaced on a daily basis.

If you require additional comfort during your stay, extra pillows and blankets are available on request.

Catering

Nutrition is an important part of your recovery and all our meals are designed in conjunction with our specialist consultant dietitian to provide the right balance of calories, protein and other nutrients.

A nutrition assessment will be undertaken on admission and you may be referred to a dietitian if you need a personal review.

Menus

The private menu consists of main meals, which are available at mealtimes, and lighter options which are available at any time between 7am and 7pm. Last orders are taken at 6.30pm but there are snacks available out-of-hours. Please speak to the nurse/healthcare assistant on duty for any out-of-hours requests.

The main meal choices rotate on a four-week cycle to ensure that there is a good variety if you are staying for a long period of time. Our catering staff will be happy to discuss alternative options with you and we will do our best to accommodate them.

The private patient ward host will visit you in advance to take your order for the next meal. They will go through the ordering process with you and help with any queries you might have.

Cultural menus

We understand the importance of meeting special dietary requirements including cultural and religious requirements. Halal and Kosher options are also available. Please ask your ward host for more information.

Special diets

If you need a special diet because of your allergies or dietary intolerances, and the normal menus do not support this, please inform a nurse as soon as possible and they will arrange for a member of the catering team to come and see you. Our team will be happy to create dishes to suit your dietary requirements.

Assistance during meal times

Please let the nurse looking after you know if you need assistance with your meals.

Meal times

Meals will be served at the following times or on request:

Breakfast 8am to 9am

Lunch 12.30pm to 2pm

Dinner 6pm to 7pm

You will also be served:

Morning tea and coffee at 10am to 10.30am

Afternoon tea and coffee with a selection of snacks at 3pm

If you require meals out of these hours and wish to order food, please speak to the Nurse in Charge.

Protected meal times

Meal times are an important part of your daily routine. There is a period over lunch and dinner when all non-urgent activity on the ward stops to prevent any unnecessary interruptions to meal times.

Lunch 12.30pm to 2pm

Dinner 6pm to 7pm

Guest meals can be provided, and a pricing list is available on request. If you have private medical insurance, please check if guest meals are covered by your policy.

Did you know that our menus are award winning?

Our meals have been certified by the Soil Association with a Food for Life Served Here Silver award.

This means that we're committed to serving meals that will make food something to look forward to.

Our food is freshly prepared and cooked by trained chefs. Our chefs are dedicated to ensuring that all food served is carefully prepared and contains high quality ingredients which meets your dietary requirements, providing you with tastier, healthier meals.

We have sourced our ingredients with care ensuring we are considering our climate, nature and health.

All our meat is from the UK, our fish is from sustainable sources and our eggs are free range. The milk we use is organic and we have removed palm oil from our ingredients.

For more information see www.foodforlife.org.uk/catering/food-for-life-served-here/hospitals



We hope that you are happy with the food and meal service.

We welcome your feedback. Please complete our catering patient satisfaction survey:

www.surveymonkey.co.uk/r/GFSKJYC



Interpreting service

At The Royal Marsden Private Care we treat patients from all over the world. We have a dedicated international team who are experienced in meeting cultural needs of patients and their families. The team offer a range of services to support patients during their stay including translation services which can be requested face-to-face and can also be offered via a telephone service for 24-hour assistance. Please ask your nurse looking after you if you need any assistance.

Spiritual needs

The Royal Marsden cares for patients and relatives with many different religious needs. We have chaplains that represent the Church of England, Roman Catholic, Free Church and Muslim faiths. We can contact representatives from other faiths for you. The chaplains can also provide a variety of non-Christian reading matter and devotional aids.

A prayer room is available in the hospital, located on the ground floor of Wallace Wing. The hospital chapel, located on the ground floor of the Marsden Wing, is always open for quiet reflection and prayer. Everyone is welcome to use both the prayer room and the chapel. If you require assistance in getting to either the prayer room or chapel, please let a member of staff know who will be happy to assist you. Chaplains or religious leaders can be requested to visit you in special circumstances.

There is a regular chapel service on Thursdays at 1pm and we hold occasional lunchtime concerts. We also hold a Jumma Prayer for our Muslim patients. This service is held between 1pm and 1.30pm in the Prayer Room, Wallace Wing. You are welcome to invite your relatives and friends to accompany you.

Your ward staff will provide more details about these events.

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.

Fire procedures

At The Royal Marsden, safety of patients, visitors and staff is a priority. We routinely carry out tests to ensure we meet high standards.

Weekly fire alarm test

To ensure that The Royal Marsden complies with statutory regulations a weekly fire alarm test is carried out every Friday between 8.30am and 10am.

Fire alarm activation

If the fire alarm goes off the Nurse in Charge will advise you.

Security and valuables

Ward security

Entry to the ward is controlled by an intercom service. We ask that all visitors report to the ward reception where a member of staff will greet them on their arrival.

Valuables

We advise all patients to avoid bringing any valuables during their stay. If you have personal belongings that you wish to lock away, a safe is provided in your room.

Visiting

Due to Covid 19, visiting restrictions may apply. Please speak to a member of the team who will be able to advise.

Going home

A provisional date for going home will be discussed with you and confirmed during your stay. Your nurse will start planning arrangements for you to go home as soon as your consultant feels you are well enough to do so. Your doctor and nurse will give you advice about returning home. If you have any concerns please tell your nurse as soon as possible.

On the day of your discharge, in order to allow all our services to run smoothly and enable other patients to be admitted in a timely manner, we will ask you to vacate your room by 10am.

On the day of discharge you may be asked to move to another room if it is considered necessary by our clinical team.

Things to remember for discharge

- You will need comfortable clothes to go home in, so please bring these with you or ask a relative or friend to bring these to you in plenty of time.
- You will need to arrange a specific time to be collected when you leave hospital.
- Please ensure you collect all your belongings.
- Please leave us your forwarding address if you are not returning to the address you provided us with at the time of registration/admission.

On discharge, if you are not planning to go back to your permanent address of residence you must register with a GP in the area as soon as possible and inform your nurse about this.

Car parking

The Royal Marsden at Chelsea does not have a public car park. The hospital is 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.

There are spaces for disabled person permit holders near to The Royal Marsden in Cale Street and Foulis Terrace. If using these, you may find it more convenient to be dropped off and picked up from the Wallace Wing entrance on Dovehouse Street.

Depending on your fitness on the day of discharge, you might be eligible for Hospital Transport service. Please speak to your nurse if you have any concerns about arranging transport home.

Patient feedback

Patient Experience Survey

Your feedback is important to us as it enables us to improve the services we offer.

Please complete the Patient Experience Survey, which will be handed to you before discharge. Please return it to the ward administrator or post it in the box on your exit from the ward.

If you have concerns during your stay

We want your stay with us to be as comfortable as possible so please do not hesitate to raise any concerns with us.

If you have any concerns during your stay in hospital, please discuss these initially with the Nurse in Charge. If you wish to speak to the matron, this can be arranged by your Nurse in Charge on your request.

Written concerns

If you would prefer to register your concerns in writing, please either email patientcentre@rmh.nhs.uk or write to:

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

We will acknowledge receipt of your letter and endeavour to address your concerns as soon as possible.

Compliments and gratitude

Please feel free to send any letters of gratitude to the Private Care matron or ward sister at the address above. We would be delighted to hear from you.

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

Help and advice

The Royal Marsden Macmillan Hotline

+44 (0)20 8915 6899

Hospitality

Hotel Services Team

+44(0)20 7808 2070 ext 4891 or ext 4947

Financial enquiries

Private Care Accounts Office

+44 (0)20 7808 2173

Hospital switchboard

+44 (0)20 7352 8171

Website

www.royalmarsden.nhs.uk/private-care

