

# Ward 3

## Wishaw General Hospital

Information for patients, family and carers



## **Address**

Ward 3  
Wishaw General Hospital  
50 Nertherton Street  
Wishaw  
ML2 0DP

Telephone:  
Hospital Swithcboard 01698 361100  
Ward Telephone 01698 366033

## **Staff**

Senior Charge Nurse: Bernard McVey  
Charge Nurse: Catrina Robertson  
Charge Nurse: Wullie Muir

## **Visiting Times**

Normal Visiting Times	3pm - 4pm 7pm - 8pm
Saturday & Sunday	2pm - 4pm 6pm - 8pm

*Visiting out with these times can be arranged with  
the Senior Charge Nurse*

## **WELCOME TO WARD 3**

We provide assessment and treatment for those experiencing difficulties associated with disorders of the way the brain functions, such as dementia as well as other neurological conditions. As such difficulties can include:

- ❖ Distress, with various causes
- ❖ Behaviours that carers are finding difficult to manage (either at home or in a care home setting)
- ❖ Memory problems
- ❖ Displaying 'at risk' behaviours where the safety of the individual may cause risk to themselves or others
- ❖ Depression

### **Ward Philosophy**

We believe in a holistic approach to care, based on individuality and compassion. This means that patients will at all times be treated with dignity and respect and personal wishes will be taken into account. Partners, relatives or friends will be kept informed and involved in decision making if this is what the patient wants.

## How will you help the person I care for?

We assess each individual's needs in terms of their:

- mental health
- Physical health - physical examinations, blood tests and refer for scans if necessary
- emotional well-being,
- practical needs such as what assistance they might need with bathing/eating,
- importantly how to respond to their distress in the best way possible.

We aim to reduce any stress or distress your partner, relative or friend might be experiencing, this may be achieved by:

- ❖ Reviewing the medication they are using and what might help them in the future.
- ❖ Specialist treatment and care from the Healthcare Team including nursing intervention, occupational therapy, or clinical psychology. Some patients may benefit from some, or all of these approaches.
- ❖ We wish for carers and family to assist us in our assessment.

# WHAT TO EXPECT FOLLOWING ADMISSION

## First Few Days after Admission

Due to the change of environment for the individual with dementia, you may observe a ‘worsening’ of symptoms. This can be due to a number of reasons:

- ❖ Change of environment is confusing for individuals with dementia
- ❖ There are other patients who may also be experiencing distress
- ❖ Changes in medication— this can cause the individual to behave differently, but is required to find the best prescription for the individual.

During the first month the Multidisciplinary Team are assessing and monitoring the individual to try and determine the factors that are contributing to their difficulties. These factors could be physical, psychological, social or related to brain changes (affecting communication or understanding). Staff may not have quick answers for you as to why the individual is having difficulties, but can explain the assessment that is being undertaken.

## Named Nurse

The Named Nurse will be responsible for working with the person, their partner, relatives or friends in coordinating their care while in the ward. The Associate Nurse will provide support and care on a daily basis.

## When is the Assessment Finished?

The Healthcare Team and Consultant Psychiatrist will consider admission to Ward 3 as being complete when:

- ❖ Distress has reduced
- ❖ Distress, or behaviours that challenge carers, are considered to be 'managed' safely with support from other services
- ❖ Other symptoms that were causing difficulties have reduced
- ❖ When treatment options have been exhausted and a suitable care placement that can care for the individual has been found.

## What can Family & Carers Do to help?

- Nominate a main contact person in large families to share information we provide with the rest of the family. This will save staff having to repeat information frequently allowing them to spend more time with the person you care for.
- For brief or urgent matters approach or telephone nursing staff at any time.
- For important issues ask one of the ward nurses to arrange a meeting with the responsible doctor:  
Dr Docherty: Monday morning  
Dr Mayia: Tuesday morning  
Dr McDermid : Tuesday afternoon  
Dr Manning: Thursday afternoon
- Respect other patients and their dignity.
- Be involved during the assessment process should we ask for your assistance.
- Make suggestions in the ward suggestion box.

## **STUDENT NURSES**

Ward 3 is a learning environment and as such we frequently have student nurses on placement within the ward. The students are carefully supervised by trained nursing staff in all aspects of their work.

*Please ask for more details if you are unsure about anything.*

## **PROTECTED MEALTIMES**

We actively encourage ward staffs attention being focused on supporting patients eating and drinking during mealtimes and do not routinely answer phones during this time. If you wish to support your partner, relative or friend at meal time then please discuss with a member of nursing staff.

Breakfast: 08:15am — 09:15pm

Lunch: 11:45am — 12:30pm

Supper: 4:45pm — 5:30pm

## **RELIGIOUS SERVICES**

Religious services for many faiths are held in the hospital. Please ask staff for details.

## **RECREATION**

The ward has an Acitivity Nurse who works Monday through to Friday. If you have a particular interests please speak with her regarding this.

## **OBSERVATIONAL POLICY**

Due to the nature of some mental health difficulties, it may be necessary to keep a closer watch over the person you care for, or offer more intensive support during their stay. If this is necessary it will be explained fully to you and your family.

## **PERSONAL BELONGINGS**

NHS Lanarkshire accepts no responsibility for money or valuables which are not handed in for safe keeping and a receipt obtained. If you want your relative to keep money or valuables in their possession then you will be asked to sign a disclaimer to this effect.

## **CLOTHING**

Families or care homes will be expected to provide clean clothing and take away any dirty clothing for laundering. It may be necessary to supply several changes of clothes per day. Families should consider supplying clothing which is inexpensive and comfortable for the patient to put on and take off, especially if they require assistance with dressing. Washing will be left in clear bags within a plastic tub in the bedside locker.

## **TOILETRIES**

Families or carers are expected to supply an adequate amount of toiletries and razors for the duration of the patient's stay in hospital.

## **SMOKING**

Smoking is not permitted within the hospital buildings or grounds. Nicotine replacement therapy is available, please discuss with staff.

## **HOW TO GET HERE**

By car - the hospital is just off the A721 Glasgow Road, on Netherton Road, Wishaw. The hospital is served by good bus and rail transport links.

Visit the First Group website to plan your bus journey.

For times of train services, visit the Scotrail website.

Or Visit the Wishaw General home page on NHS Lanarkshire web page <http://www.nhslanarkshire.org.uk/Hospitals/Wishaw/Pages/default.aspx>

## **WARD ENTRANCE**

The main entrance door to the ward is kept locked at all times for safety reasons. Please ring the bell on the left hand side of the wall before entering through the first set of doors. A member of nursing staff will then greet you at the main ward door.

You will also require assistance from a staff member when leaving the ward.

A copy of the NHS Lanarkshire locked door policy is available at the ward entrance or from a member of nursing staff.

## **DATA PROTECTION**

NHS Lanarkshire fully complies with the “Data Protection Act 1998” when dealing with personal information. If you would like access to the health records for the person you care for, or would like further information about your rights under the Act please contact:

Medical Records Department at:  
Wishaw General Hospital  
50 Netherton Street  
Wishaw  
ML2 0DP  
contact 01698 366 789

## **IF YOU ARE NOT SATISFIED**

Most of our patients are happy with the care they receive. However, we would like to hear from you if you are unhappy. It would be helpful if you could raise any issues with staff in the ward involved first, or place any suggestions in the box available on the ward. If you are still unhappy and wish to make a formal written complaint, you can contact:

Patient Affairs Manager,  
NHS Lanarkshire Headquarters  
Kirklands  
Bothwell  
01698 858094

## **OTHER USEFUL LINKS**

### **Mental Welfare Commission**

For all matters concerning patient welfare. For further information, telephone 0131 313 8777

Or alternatively visit: [www.mwscot.co.uk](http://www.mwscot.co.uk)

### **Alzheimer Scotland**

For information telephone 01698 275300 / 24 hr Dementia helpline 0808 808 3000

Or alternatively visit: [www.alzscot.org](http://www.alzscot.org)

### **Lanarkshire Links**

The purpose of Lanarkshire Links is to support mental health service users and carers to be involved in the process of planning services and service provision.

visit: [www.lanarkshirelinks.org.uk](http://www.lanarkshirelinks.org.uk)

### **Scottish Recovery Network**

Aims to engage communities in debate about how best to promote and support recovery from long-term mental health problems. For further information, telephone 0141 240 7790.

Or alternatively visit: [www.scottishrecovery.net](http://www.scottishrecovery.net)

## **INDEPENDENT ADVOCACY**

### **Equals Advocacy Partnership: Older Adults**

The overall aim of the organisation is to ensure that the views, opinions and wishes of people with mental health issues or dementia are heard and respected and taken into account. For further information telephone 01698 327772/4.

Or alternatively visit: <http://www.equalsadvocacy.org.uk/>

## **CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION**

For the purpose of your present and future medical treatment, we will record details of your care. Some use may be made of this information for research purposes and to help in the planning of health services for the future. Some information will be processed on a computer. Information about your care and treatment may also be viewed by inspectors authorised by the Scottish Government. At all times great care will be taken to ensure that your information is kept confidential.

**Please visit Lanarkshire's first stop for on-line mental health and wellbeing information, providing information for people seeking assistance with mental health problems at <http://www.elament.org.uk/>**

If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 08453 130 130 or e-mail [info2@lanarkshire.scot.nhs.uk](mailto:info2@lanarkshire.scot.nhs.uk)

NHS Lanarkshire - for local services and the latest health news visit [www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk)  
NHS Lanarkshire General  
Enquiry Line: 08453 130 130

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