



Oxford Health
NHS Foundation Trust



Older Adults Rehabilitation

Information Leaflet for Patients, Carers and Relatives

OH 013.25

Your Admission

You have been admitted to a community hospital for a short period of rehabilitation and assessment.

During the first few days after your admission, you will be seen by nursing and medical staff, occupational therapists and physiotherapists for evaluations.

Together, you will establish rehabilitation and discharge goals, as well as discuss what is important to you.

This information will be recorded on your patient information board in your bay.

The team will set an expected discharge date with you, which will be reviewed at least once a week.

Discharge planning will begin on the day of your admission. Please communicate regularly with the ward team about these plans, and they will provide you with updates on your progress daily.

Internet Access

We offer free Wi-Fi for visitors and patients. Please select 'NHS_WIFI' to connect.

iPad Entertainment

We provide iPads equipped with access to TV, radio, the internet and games for your entertainment.

Laundry

We ask that your relatives, carers or friends assist you in ensuring you have a clean change of clothing.

Soiled clothes will be bagged by the nursing staff and need to be taken away for washing.

For infection control reasons, please keep your locker tidy and free from clutter.

Parking

We have limited on-site parking available, which operates on a pay-and-display basis and accepts both cash and card payments.

Charges may vary. If you need information about public transport, please feel free to contact us.

Contact Details

Location	Ward	Reception	Patient Phone
Abingdon - Abbey	01865904918	01865 904346	01865 904791
Abingdon - OSRU	01865904020	01865 904346	01865 904506
Bicester	01865903164	01865 903880	01865 903831
City	01865902888	01865 902888	01865 902997
Didcot	01865904181	01865 904423	01865 904463
Wallingford	01865904518	01865 904488	01865 904954
Witney - Wenrisc	01865904615	01865 904222	01993 779326
Witney - Linfoot	01865904674	01865 904222	01993 779538

The Multi-Disciplinary Team

Our fantastic multi-disciplinary team are all working towards you achieving optimum independence and a safe discharge.

The multi-disciplinary team at the hospital will continually assess your needs and plans will be made for your discharge.

The team liaises with your doctors, district nurses, social and community services together with you and your carers and/or family, to ensure that your discharge goes ahead as smoothly as possible and that any ongoing care needs are met.

Once you have achieved your rehabilitation goals, you will be expected to move onto the most appropriate place for your care needs to be met.

This will be home, with or without additional care, or may be a residential setting like a care or nursing home.

If you, your carers or your family have concerns about returning home, please raise them as soon as possible after admission.

Things you will need during your stay

As part of your rehabilitation program, it's important that you have the following personal items with you during your stay.

Please make sure all your belongings are labelled with your name. We will provide storage boxes for these items.

- Daily toiletries
- Self-grooming items
- Well-fitting shoes
- Pyjamas and/or night clothes
- Continence supplies
- Loose fitting clothes
- Well-fitting slippers
- Underwear and socks

Mealtimes and Catering

Our menu options are based on patient feedback and dietitian approval. We provide a snack box if you have a medical appointment off-site.

We can offer snacks such as fresh fruit, ice cream, yoghurts and other alternatives to you anytime of the day or night so please feel free to ask a member of staff.

Menu choices will be offered the day before. If you have dietary requirements, please discuss these with a member of staff.

Please request a copy of 'Bringing food into hospital' booklet for information on the food that can be brought into the ward.

Breakfast	Lunch	Supper
8:00AM - 9:00AM	12:00PM - 1:00PM	5:00PM - 6:00PM
We offer porridge, toast and a variety of cereals every day.	We offer three choices of hot meals daily.	We offer a selection of sandwiches and soup.

Visitors

We welcome relatives and friends to visit, but we kindly ask that only two visitors be present at the bedside at any one time to minimize the risk of infection.

Our visiting hours are from 11:00 AM to 8:00 PM.

Exceptions can be made for patients who require additional assistance.

While children are welcome, please be aware that very young children may be at a higher risk of infection in hospital settings.

If you are unable to visit during these hours, please speak with a member of staff to arrange an alternative time.

Confidentiality

Please be aware that staff are unable to give out personal or medical information over the telephone except to the designated next of kin stated on record.

We may need to share your information with other health or social services staff who provide your care.

If you have concerns about this, please speak to the Ward Manager.

Hospital Chaplains

If you would like to speak to a minister of any faith, please ask a member of the administration team to arrange this.

Our Chaplains are available for patients and their visitors of all faiths and none.

Flowers

We understand that flowers can brighten your stay, and we do allow them.

However, we kindly ask that patients and visitors remember that flowers can make it challenging to maintain a clean and tidy clinical environment.

Additionally, many of our patients have electronic medical devices by their bedside, and there is a risk of water from the flowers spilling onto these devices.

If you choose to bring flowers, we recommend using sealed containers or "oasis" arrangements to help ensure everything remains safe and clean.

Pets

We understand that pets are an important part of the family, and we welcome them to visit.

Before bringing your pet to the hospital, please complete an "Agreement by Handlers" form, which must be approved by ward management.

You can request this form at the ward reception.

To ensure the safety and comfort of everyone, please keep pets on a leash at all times and do not allow them on the beds.

Mobile Phones

Phones ringing throughout the night can disrupt other patients' sleep. Please consider keeping your phones on silent mode during the night.

Donations

If you would like to donate to the Trust Charity, please contact Patients Finance on 01865902517.

You can also find donation boxes on the hospital premises.

Fire Alarm Testing

We have routine fire alarm testing once a week, please note that the set day and time may vary and notice would be given of this.

Abingdon: Thursdays at 10:30AM

Bicester: Wednesdays at 3:00PM

City: Monday or Tuesdays around 11:00AM

Didcot: Thursdays at 11:30AM

Wallingford: Tuesdays at 9:30AM

Witney: Tuesdays at 11:30AM

Smoking

As a healthcare provider, OHFT has a duty to encourage good health and feels an important part of this is providing a setting that promotes this.

Smoking is not allowed in any of the trust's buildings or within any of its grounds, this includes e-cigarettes.

Valuables

We do have a secure safe where you are welcome to place your valuables however, we regret that we cannot accept responsibility for money, valuables or personal property brought into the building.

Ward Facilities

We have a therapy gym on the ward to assist with your rehabilitation.

Additionally, there is a day room where you can enjoy puzzles, books, crafts, television and a tea trolley for patients.

We also have a private room available for patients and families when a quiet space is needed.

Lastly, we have a lovely garden where you can enjoy some fresh air.

Side Rooms

Many community hospitals have a limited number of side rooms, which are mainly reserved for infection control.

If you are placed in a side room, you may be asked to move to a bay if the side room is needed for another patient.

Volunteering

We are continually welcoming help from the community, please contact volunteering@oxfordhealth.nhs.uk expressing interest.

Transport

When you come into hospital, it is highly likely that you were brought here by ambulance.

It is probable that when you leave hospital you may be able to travel in a relative or friends' car or in a taxi.

It is requested that you make your own arrangements for discharge and this should always be the first option.

If there should be a medical or mobility need for you to travel by hospital transport, staff will arrange this for you.

Our Teams

The Medical Team consists of our General Practitioners, Advanced Clinical Practitioners and trainees, available Monday to Friday from 9:00 AM to 5:00 PM.

During evenings and weekends, the ward has access to an Out-of-Hours Doctor via telephone.

Our ACPs are nurses who have been trained in medical assessment skills and can prescribe medications too.

Registered Nurses and Health Care Assistants will look after your daily needs.

A team of nurses will share your 24-hour care. There will be a face-to-face handover between each shift and all patients are invited to contribute to the handover of their own care/needs.

During the medication rounds on the ward, you will see a member of our nursing team wearing a red tabard stating, 'Drug Round in progress, do not disturb'.

This is to highlight to staff, patients and visitors that they should not be interrupted during this time to allow them to dispense and administer medication accurately and safely.

Physiotherapists may need to work with you to advise you on how to ease your joint stiffness, improve mobility, balance and help strengthen weak muscles – all physical changes you may experience which can impair your independence.

Exercises may be suggested for you to practice in your own time to help you progress more quickly.

Occupational Therapists aim to help you to become as independent as possible after illness or injury.

This may involve finding and practising different ways of doing everyday tasks and recommending equipment and home adaptations to assist you.

The Occupational Therapist may request to visit your home to assess suitability of equipment provision for discharge.

A Social Workers role is to provide professional assessment/ support/ advice and access to services to facilitate safer hospital discharge.

Some of the assessments and meetings will be via telephone as the Social Worker team are not based on site.

If you need the assistance of Social Services to arrange care at home, or a residential or nursing home placement, the ward will make a referral for you.

It may be necessary for you to have a financial assessment to see if you are eligible for social services funding.

If you are not, you can still get help and advice from a social worker.

Housekeeping & Portering support with maintaining high standards of cleanliness and infection control.

Discharge Coordinators are responsible for the planning and coordination of patient discharges from the hospital.

Working with patients, families, and hospital staff to ensure that all discharge planning needs are met and that patients are discharged in a timely and safe manner.

Administration work hard behind the scenes to ensure the hospital runs like clockwork.

You may meet some of the team should they talk to you about elements of your care for our various surveys.

Outpatient Appointments

It may be necessary for you to attend an appointment outside of our hospital.

If it is safe for you to travel by car, please arrange for your friend or relative to take you as they would if you were at home.

If you are unable to travel safely with a friend or relative, please let the ward know that you need hospital transportation and they will arrange this for you.

If you require a chaperone to the appointment, please organise for a relative or friend to attend with you.

Feedback

We strive to offer you the best experience during your stay with us, we value your feedback and will offer you opportunities during your stay to provide this such as I Want Great Care Surveys, PALS and Food Surveys.

Use your experiences to help improve our services.

To find out more about how, get in touch via email:
GetInvolved@oxfordhealth.nhs.uk.

Translation and Interpretation Services

Language and communication support for service users and carers. The Trust is able to provide the following interpreting support for you:

Face to face interpreting

Telephone interpreting

British Sign Language (BSL)

If you need help understanding English, please let a member of staff know and they will arrange an interpreter for you.

Preventing Blood Clots (VTE)

Blood clots can form in your legs and sometimes move to your lungs. If you have limited mobility after surgery or illness, you are at higher risk.

Doctors may prescribe blood-thinning medicine, like Dalteparin injections, but these can increase bleeding risk.

After leg or hip surgery, your doctor might suggest wearing compression stockings.

Staying hydrated and doing foot and leg exercises can also help.

If you have any questions or concerns, please talk to your nurse.

Patients Diary

Accessibility

An accessible version of this leaflet can be found on our website: www.oxfordhealth.nhs.uk/leaflets

Get in touch

Address Oxford Health NHS Foundation Trust
Trust Headquarters
Littlemore Mental Health Centre
Sandford Road, Oxford OX4 4XN

Phone 01865 901 000

Email enquiries@oxfordhealth.nhs.uk

Website www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone 0800 328 7971

Email PALS@oxfordhealth.nhs.uk

Become a member of our foundation trust: [**www.ohftnhs.uk/membership**](http://www.ohftnhs.uk/membership)

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: [**www.oxfordhealth.charity**](http://www.oxfordhealth.charity)