



Royal United Hospitals Bath
NHS Foundation Trust

Welcome to your inpatient stay at the RUH

We hope you find this
information helpful

ruh.nhs.uk
01225 428331

The RUH, where you matter



Hello my name is...

Toni Lynch, Chief Nursing Officer



Welcome to the Royal United Hospitals Bath NHS Foundation Trust. You may have been in hospital before or this may be your first time staying with us and we understand that you may be anxious.

All of our staff are here to help and care for you, and aim to make your stay as comfortable as possible.

This booklet gives you and your family, or carer, some useful information about our services, what to expect during your stay on a ward and some important guidance for when you leave the hospital. If you or your family/carer have any questions please speak to the staff looking after you.

You can expect every member of staff at the RUH to introduce themselves by their name, if they don't you can ask them. All of our staff wear a name badge that tells you who they are and what their role is – if you're not sure who someone is, please ask.

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On the ward

We are here to help and support you. If you have any questions, or if you, your family, friends or carer are worried about something please ask to speak to either the Nurse in Charge, the Senior Sister/Charge Nurse, Consultant or Matron. The names of the Senior Sister/Charge Nurse and Matron are displayed at the ward entrance. Later on in this booklet we have a section on uniforms so you can easily identify staff who regularly care for you (page 9).

Staying in touch

Staying in touch with family and friends is so important whilst you are in hospital. You are welcome to use your mobile phone and charger on the ward but please keep noise to a minimum and be respectful of those around you. If you don't have a mobile phone, you can use one of ours to stay connected to loved ones via phone or video call (find out more on page 32).

Exiting the ward

Please be aware that we operate a swipe entrance and exit system across all of our inpatient wards. This is to protect our patients, visitors and staff and is not intended to restrict you from leaving the ward.

- All patients are free to leave the ward with some exceptions. Please speak to the Senior Sister/Charge Nurse or Nurse in Charge for more information if you have queries about this.
- If you want to leave the ward, please speak to a member of staff. We ask this as we need to know your whereabouts in the hospital for your safety.

We keep all our practices under review and welcome your feedback on the locked door approach and your experiences. See page 42 or ask a member of staff for information on how you can give us feedback for us to consider, whether positive or negative.

Visiting times

Visiting times for most wards throughout the week are **11am - 8pm**.



If your loved one would like to visit at other times please speak to the ward staff to arrange this. There may be occasions when visiting times are altered or restricted, for example, if there is an infection outbreak. Some areas have different visiting times:

- **Children's Ward:**
Parents can visit at any time.
Any other visitors must be accompanied by the parents.
- **Maternity (including Mary ward):**
Partners and birth partners are welcome anytime. We also support overnight stays. Other visitors & siblings 2.30pm – 7.00pm (maximum two visitors including the birth partner). However you are able to swap in and out during this period).
- **William Budd ward:**
10am - 8pm (maximum two visitors at any time)

Patient property

We advise that you do not bring any valuables with you whilst you are in hospital, such as jewellery or large amounts of money. Ask your next of kin to take any valuables home for safekeeping.

If you do have valuables with you whilst in hospital please talk to ward staff about keeping them in the hospital safe. The Trust accepts no liability for any loss, damage or theft of any property belonging to a patient, except where the property has been deposited with the Trust for safekeeping.

Please take good care of personal items such as dentures, glasses and hearing aids. We can provide individual green boxes for every patient to keep personal items safe and in one easily accessible place.

Clothes and toiletries

It is important that you are comfortable during your stay. We recommend that you have a regular supply of clean nightwear, daytime clothes and toiletries. We encourage all people to get dressed during the day. We know that this can make you feel better both mentally and physically and can help reduce health complications. Please also bring in comfortable well-fitting shoes/slippers.

Current medicines

Please bring in a list of all current medication with you.

Supporting you

Support for people with dementia

In order to provide person-centered care we may ask you to complete a leaflet called "This is Me". Forget me not symbols will also be used to highlight the extra assistance you may require.

The Dementia team are available for ongoing support during your admission. Please ask the ward to contact them.

Learning disabilities and autism

If you have a learning disability or you are autistic with complex care and support needs, then there is assistance available for you, your family or carers. Please ask the ward staff to contact the specialist practitioner or support worker to arrange for them to visit you on the ward.

Interpreting services

If you need an interpreter, please let the ward know which service you need (this includes British Sign Language and lip-speakers for the deaf). There is no cost to people in our care.

Medication

Controlling your pain

You will be asked frequently about your pain levels. If at any time you experience pain, please ask the nurse looking after you about what pain relief you can be given.

Please:

- Tell us if you have an allergy or do not understand what your medicines are for.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about possible side effects.
- Ask for pain relief or anti-sickness medication throughout the night if needed.

Consent

If you have an operation, your doctor will explain everything that is going to happen. You will be asked to give your written consent. You may also be asked to sign a consent form before certain tests or investigations.

If you require treatment but you are too unwell to sign a form, two doctors involved in your care will speak to your next of kin to ask what your wishes would be.

Your right to request a chaperone

A chaperone is a member of staff who is present during an intimate procedure and is able to provide support. They can also provide explanation and reassurance to you with the aim of reducing unnecessary discomfort or anxiety. You have a right to request a chaperone if you wish.

Settling in to your bed area

Use the call bell when you would like to speak to a member of staff or if you need help.

An oxygen point is located above your bed and provides oxygen if needed.

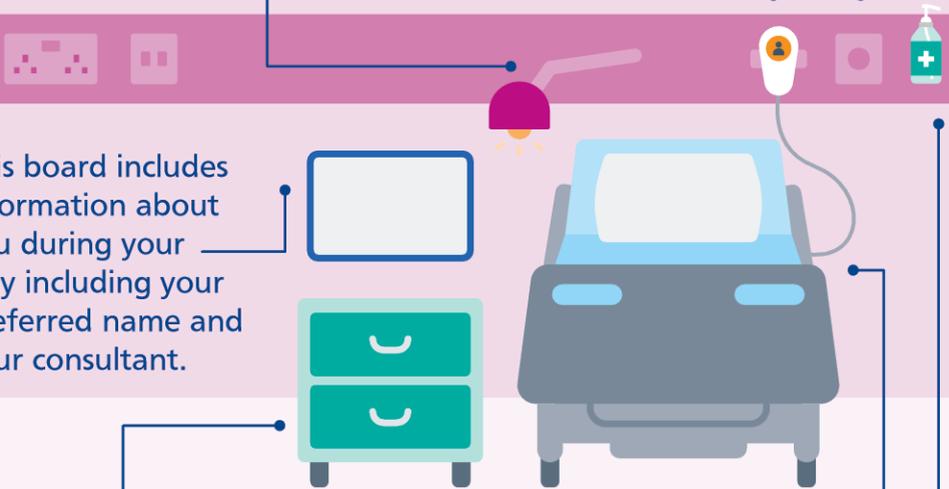
There is a reading light above your bed that can be used at night.

This board includes information about you during your stay including your preferred name and your consultant.

Your locker is for personal items. Please ask a relative or friend to take any valuable items home for safekeeping as we have limited space to keep these safe in your locker.

Your bed is adjustable. If you would like more pillows or extra blankets, please do ask a member of the ward team.

Hand gel is there for you to use to help prevent infections.



Who's who on the ward

Some of the people you may see on the ward during your stay. You will also see students and trainees working alongside our regular staff.



Senior sister /
charge nurse



Junior sister /
charge nurse



Staff nurse



Specialist
nurse



Doctor



Nurse
practitioner



Healthcare
support worker



Pharmacist



Physiotherapist



Occupational
therapist



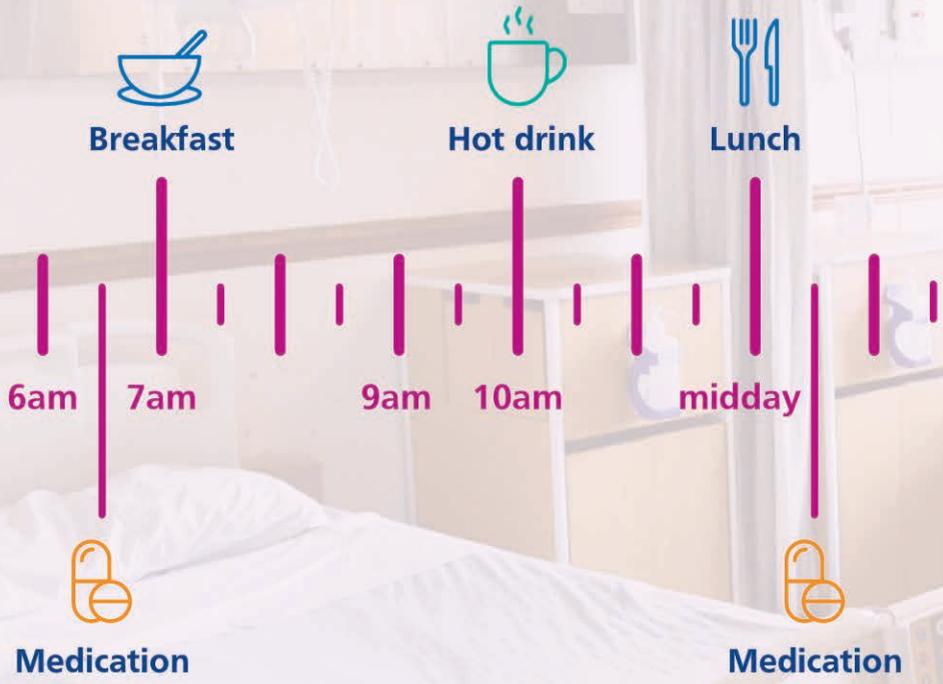
Ward clerk /
receptionist



Cleaner

A day on a ward

This is a guide of what you might expect from a day on a ward. There will be slight variations.





Hot drink



Dinner



Hot drink

3pm

5pm

7pm

9pm



Medication



Medication

Food and meal times

It is important that while you are in hospital you eat well and stay hydrated to help your body fight infection and keep your skin healthy. This will help your recovery.

During your inpatient stay, you will be provided with a range of food that is suited to your needs. We cater for many different diets so if you have a specific request, please let our staff know.

We recognise that some of our patients may need assistance and/or encouragement to eat and we welcome family or carers to assist at meal times if appropriate. Please speak to one of our nurses to find out more information.

Breakfast	7 am
Lunch	12 midday
Dinner	5 pm

Keep hydrated



It's really important to drink plenty of fluids. Jugs of cold water are provided throughout the day.

There is a selection of hot drinks also available to you throughout the day. In addition to meal times, these are served mid-morning, mid-afternoon and before bed-time.

If you would like more water or a hot drink outside of these times please just ask.

Food options



There are hot and cold food options available, including vegetarian and vegan, at all meal times and you will be given a menu to choose from daily.



We also cater for special diets including Halal, Kosher and health-related diet requirements.



We encourage you to take advantage of the snacks on offer which include cakes, biscuits and fruit throughout the day.

Some people find it easier to eat smaller portions with their fingers, there is a range of finger food for you to order.

All food allergens are identified on the menu. Please let us know if you have any allergies.

Identification

Please check your ID band

Tell us if any of your personal information is incorrect.



What is an ID band and how will it be used?

There is a barcode on your ID band which staff will scan when administering your medication and before taking any physical observations such as blood pressure. These details will be recorded in your electronic record.

If you have any allergies this will be recorded in your electronic records.

Hygiene

Good infection prevention control standards, cleanliness and appropriate antibiotic use are essential to safe and effective care.

Encourage your visitors to wash their hands or use alcohol gel before and after visiting. If they are unwell, ask them not to visit until they are better.

Washing facilities

Not every ward is the same, however most wards have a mixture of single rooms and bays. Each bay has a toilet and washbasin, and every ward provides shower facilities.

Hand washing

Washing your hands is one of the easiest ways to protect yourself and others from illnesses such as food poisoning and viruses such as flu and COVID-19.

You should also wash or clean your hands with a hand wipe before meals.

If you are not offered hand washing facilities, please ask a nurse to provide them. Alcohol gel can be used to clean your hands at any time.

Hand washing with soap and water is recommended rather than using alcohol gel when dealing with any bowel infections.

Do not be afraid to ask if a member of staff has washed their hands or used the alcohol gel before they examine you or perform a procedure.

Infection and isolation in healthcare

If you have a known or suspected infection you may be nursed in a side room on a ward. Staff caring for you will use disposable gloves and aprons, masks or gowns where appropriate. These measures help prevent the spread of infection to other patients. If you are diagnosed with an infection, please ask your healthcare team for an information leaflet.

Learn about the most common infections in healthcare:

Norovirus

The main symptoms of norovirus are:

- Feeling sick (nausea) and/or being sick (vomiting)
- Diarrhoea

You may also have:

- A high temperature
- A headache
- Aching arms and legs

The symptoms start suddenly within one to two days of being infected.

How to treat norovirus

The most important thing is to rest and have lots of fluids to avoid dehydration. You will usually start to feel better in two to three days.

How norovirus is spread

Norovirus can spread very easily. You can catch norovirus from:

- Close contact with someone with norovirus
- Touching surfaces or objects that have the virus on them, then touching your mouth
- Eating food that's been prepared or handled by someone with norovirus

Washing your hands frequently with soap and water is the best way to stop it spreading.

Clostridium difficile (C. diff)

Clostridium difficile (C. diff) is a type of bacteria that can cause diarrhoea. It often affects people who have been taking antibiotics. It can usually be treated with a different type of antibiotic.

Common symptoms of a C. diff infection include:

- Diarrhoea
- A high temperature
- Loss of appetite
- Feeling sick
- A stomach ache

How you get a C. diff infection

C. diff bacteria usually live harmlessly in your bowel along with lots of other types of bacteria. But sometimes when you take antibiotics, the balance of bacteria in your bowel can change, causing an infection.

When someone has a C. diff infection, it can spread to other people very easily if the bacteria found in the person's poo get onto objects and surfaces.

Treatments for a C. diff infection

C. diff infection is treated by:

- Stopping any antibiotics you're taking, if possible
- Taking a ten day course of another antibiotic that can treat the C. diff infection

You'll also be given advice about how to avoid dehydration, such as making sure you drink plenty of water.

Your symptoms should improve a few days after starting the new course of antibiotics, but it may be one to two weeks before the infection clears up completely.

COVID-19

COVID-19 symptoms can include:

- High temperature or shivering (chills)
- New, continuous cough
- Loss or change to your sense of smell or taste
- Shortness of breath
- Feeling tired or exhausted
- Aching body
- Headache
- Sore throat
- Blocked or runny nose
- Loss of appetite
- Diarrhoea, feeling sick or being sick



How to look after COVID-19 symptoms

It's not always possible to treat COVID-19 but there are things you can do to help ease some of the symptoms:

- Get lots of rest
- Drink plenty of water to avoid dehydration
- Take paracetamol or ibuprofen if you feel uncomfortable
- Breathe slowly in through your nose and out through your mouth
- Sit upright in a chair
- Don't lie on your back if you have a cough – lie on your side or sit upright instead
- To help with breathlessness:
 - Relax your shoulders, so you're not hunched
 - Lean forward slightly – support yourself by putting your hands on your knees or on something stable like a chair
 - Don't panic – this can make it worse

Flu

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

Flu symptoms come on quickly and can include:

- Sudden high temperature
- Aching body, feeling tired or exhausted
- Dry cough and/or a sore throat
- Headache
- Loss of appetite
- Diarrhoea or tummy pain
- Feeling sick and being sick

There are some things you can do to help get better more quickly.

- Rest and sleep
- Keep warm
- Take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- Drink plenty of water to avoid dehydration

Hospital associated thrombosis (HAT) blood clots

What is a hospital associated thrombosis (HAT)?

A HAT is a blood clot that occurs as a result of hospitalisation, surgery, or other healthcare treatment or procedure. A HAT can happen when you are in hospital and also after you leave hospital. There are two kinds of HAT:

Deep vein thrombosis (DVT) is a blood clot formed in a deep vein, most commonly in the legs but can be found in other parts of the body. Symptoms include:

- Pain, swelling and tenderness in one of your legs (usually your calf)
- A heavy ache in the affected area
- Warm skin in the area of the clot
- Red skin, particularly at the back of your leg below the knee

Pulmonary embolism is when part of the clot breaks away from a DVT and passes to the blood vessels in your lung. Symptoms include:

- Pain in your chest or upper back
- Shortness of breath
- Coughing up blood
- Persistent dry cough

Who is at risk of developing blood clots?

There are lots of reasons why you may be at higher risk, including:

- Aged over 40 years - the risk continues to increase with age
- Taking any kind of oral contraceptive pill
- Taking hormone replacement therapy (HRT)
- Some heart problems
- Severe breathing difficulties
- Varicose veins
- Obesity
- If you have had a DVT before
- Family history of DVT
- If you have previously suffered a stroke
- Types of surgery, such as knee or hip replacement, or abdominal

Reducing the risk of developing a hospital associated thrombosis (HAT)

Compression stockings

You may be fitted with compression stockings whilst in hospital or given them to take home with you. Stockings are measured to make sure they are fitted correctly, but sometimes patients feel they can be too tight.

If you experience any pain or discomfort with the stockings, please discuss this with your care team to make sure they are the correct size.



Compression devices

These are inflatable devices for your legs or feet for when you are in bed or sat in the chair in hospital. These devices compress your muscles and help maintain blood flow in your legs.

Anticoagulation - medicine to thin the blood

There are many methods of anticoagulation for patients, mainly oral but some are injections. Oral anticoagulation is given to help prevent patients developing blood clots after surgery or whilst in hospital. On occasion you may be asked to take injections home with you to continue for a set number of days. You will be given support on how to do this.

What can you do to reduce the risk of developing a HAT?

- Keep moving whilst in hospital
- Drink plenty of fluids
- Ask your doctor to see what has been put in place for you to reduce your risk of clots
- Remain as mobile as possible when home

Pressure ulcers

What is a pressure ulcer?

A pressure ulcer (also known as a bed sore or pressure sore) is damage that occurs to your skin and underlying tissue.

What can you do to prevent getting pressure ulcers?

- Whether you are in a bed, chair or wheelchair, you should move around and change your position as often as possible
- You, or your carer, can look at your skin to check for signs of pressure ulcers

- Tell a ward nurse immediately if you notice any skin changes or develop pain over a bony area
- Eat well and drink water regularly
- If you smoke, stop or reduce cigarette smoking. We can help support you if you wish to stop smoking.
- If you already have a pressure ulcer, you should not lie or sit on the ulcer as it will make the ulcer worse.

Skin and pressure ulcer assessment

During your stay you will be assessed to see if you are at risk of getting, or already have a pressure ulcer. This assessment is carried out by nurses on the day you arrive on the ward and on a regular basis after that.

How your pressure ulcers will be treated

If you have a pressure ulcer during your stay, treatments include:

- Regularly changing position
- Regularly moving around
- Using different types of mattresses and cushions
- Dressing the wound, if required
- Removing damaged skin
- Taking antibiotics or having antibacterial dressings, if you have a wound infection
- You may see specialists, such as tissue viability nurses

Pressure relieving mattresses and cushions

If you are at risk of developing a pressure ulcer, or already have a pressure ulcer, we will use a different type of mattress and cushions for your bed and chair.

These can reduce the pressure on your bony areas and help prevent or treat pressure ulcers.



Preventing falls



Tell the nurse or doctor looking after you if you have fallen in the last year, are worried about falling, or have a history of falls. If you are aged 65 or over, ask your nurse to assess your lying to standing blood pressure to make sure you do not have a drop in blood pressure when you walk. A drop in blood pressure could lead to a fall or collapse.



Use your call bell if you need help to move, in particular, if you need help going to the toilet.



Make sure your glasses are clean and used as prescribed. Ask for help if you are having trouble seeing.



Use your usual walking aid, keep it close by and check for wear and tear on the rubber feet. Never lean on hospital furniture as it is often on wheels.



If you usually wear hearing aids please wear these in hospital. Speak to a member of staff if you require replacement batteries.



When getting up:

- Sit upright for a few moments on the edge of your bed before standing.
- Get up slowly and make sure you feel steady before walking.



Do some simple exercises to stop your legs getting weak:

- Point your toes and release a few times.
- Tighten the muscles in your calves and then release them.
- Move your legs up and down if you can, to get the circulation going.



If you feel dizzy – stop, sit down, and let the ward staff know.

Remember to:



Drink regularly and eat well.



Be familiar with your bedside environment.
Ask for clutter to be moved if your path isn't clear.



Take care in the bathroom and toilet.
Ask for help if you need assistance.

Safe footwear

Make sure your shoes or slippers fit well, grip well and cannot fall off. Keep these key tips in mind when choosing safe footwear, so you always know what to wear and what to avoid.



Having an intravenous cannula

What is a cannula?

A cannula (pronounced can-you-la) is a small hollow plastic tube inserted into the vein. It is inserted with a needle which is then removed to leave the tube in place. It will have a coloured cap on the top and be secured with a dressing.

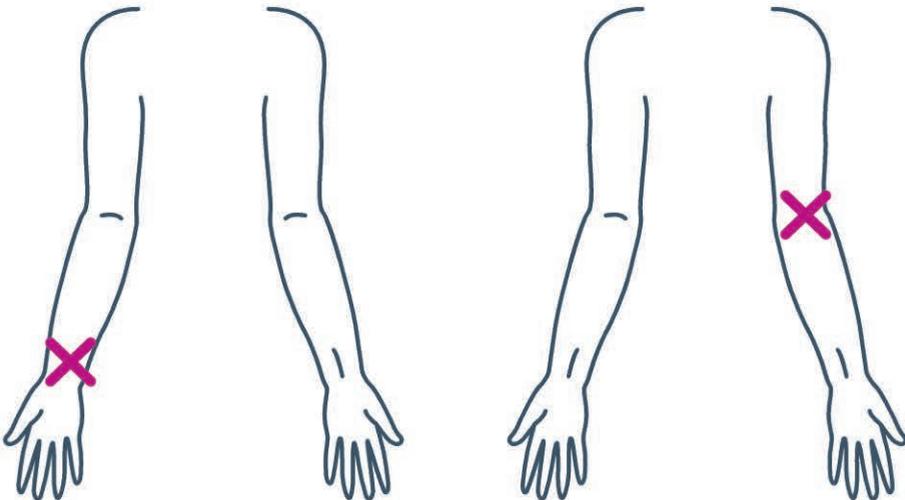


Why do I need it?

- A cannula makes sure that your required medicines and/or fluid goes straight into your bloodstream, helping it to get around your body quicker.
- We use them routinely as well as in an emergency.

Where will it be?

A cannula will usually be placed in the back of your hand or in your arm, wherever your veins are healthiest. We will indicate in documentation, where on a diagram like this:



How long will I need it for?

- If you notice any pain or discomfort, redness or swelling, please inform your nursing team.
- Once it is in place, we do not take blood tests from the cannula.
- You may need to have more than one infusion so you will have a cannula in for as long as the medications are required.
- When a cannula is no longer required, we will remove it for you. Please ask if it is still needed.

What if the cannula falls out?

As the cannula is in a vein, there may be some bleeding. If this happens, apply pressure using a clean piece of gauze or tissue and inform the nursing team.

The nursing team will review whether another cannula is required. If it is, we will look at placing it somewhere else if necessary.

Keeping the cannula safe

The cannula is safely secured using a clear, splash-proof plaster.

You can wash your hands as normal and pat them dry. We recommend you do not soak or submerge the cannula. If you notice the dressing becomes loose or soiled, we may be able to replace this carefully to avoid a new cannula.

Knocking it may hurt or cause some bruising. In some cases we will try to protect it with some bandaging, but as this stops us from being able to check it as easily we will assess on an individual basis.

Heading home

Cannulas should normally be removed before you go home.

If you are ready to go home and the cannula is still in **please do not leave**.



Please make it known to any of the doctors or nursing team. The removal is a simple process but should be done by someone trained to remove it. Once this is done we can let you go home.

Going home with a cannula

In some cases a team reviewing you at home later may require your cannula to be left in. We will inform you if this is the case.

If you have gone home and find a cannula left in place, **please do not remove it yourself**. Please call your discharging ward for us to help arrange safe removal.

Are you a carer?

If you are an at home carer for one of our patients, we hope this information helps to answer any questions you have.

If you do have any questions or concerns about a cannula in place for your relative, we encourage you to speak to us.

(use this page to make notes)

Discharge from hospital

While I was in hospital...

I was on ward.

Telephone

My ward sister/charge nurse was

My consultant was

My next appointment: ask your medical team what to expect

Clinic / appointment

Approximate wait for notifications
(e.g. two to four weeks)

Ongoing care if required

(GP / district nurse / therapist / care agency)

Name	Telephone	Care to be provided (e.g. dressings)

What should I do if I have concerns after I leave hospital?

For general advice call NHS 111 or contact your GP (your family doctor). If you need urgent medical care call 999, or go to your local urgent care centre or emergency department.

Medicines helpline

Pharmacists are available to answer your questions about medication given to you by the RUH in the last four weeks.

01225 825361

Monday to Friday: 9am - 10 am and 2 pm - 4.30 pm

Calls outside of these hours may be answered if a pharmacist is available. Don't forget there should also be an information leaflet inside every medicine box.

On the day you leave

You will usually be discharged from your ward by 10am. If you cannot go straight home, we will ask you to wait in the hospital's Discharge Lounge. This enables us to admit another patient to the ward as early in the day as possible.

We will automatically send your GP an electronic discharge summary outlining what you were treated for and the medication you have been given to take home.

Discharge Lounge

What is the Discharge Lounge?

The Discharge Lounge is a dedicated area for patients who are leaving the hospital (fit for discharge) but are waiting for transport, medicines to take home or packages of care which start later in the day.



The Discharge Lounge is open from 7.30am to 8pm every day. It provides a safe and comfortable environment for you to wait in, while receiving any ongoing care you need.

Benefits of waiting in the Discharge Lounge

By using the Discharge Lounge you will be helping other patients who may be waiting for a bed to be available in the hospital.

What facilities are available?

The Discharge Lounge is staffed by registered nurses and support workers. It is a relaxing and welcoming environment with comfortable seats, television, books, newspapers and magazines. Hot and cold drinks are available throughout the day, and snacks and hot meals are available as they would be on the ward.

What about my medicines to take home?

If you are waiting for medication to be dispensed before you can go home, this may be dispensed on the ward before you leave or brought to you at the Discharge Lounge.

There may be a wait for your medication, which sometimes means that the person collecting you will need to wait with you if they arrive before your medication is ready.

Nursing staff will be on hand to check your medication and provide you with answers to any questions you may have.

Getting home

Hospital transport is provided for those who are unable to use other forms of public transport for medical reasons. We will assess you to see if you are eligible. Hospital transport is not routinely provided to families using maternity services, but individual circumstances can be discussed with your midwife.

You may also call a local taxi company using a free phone line in the hospital's main reception area, but please remember you will be asked to pay the fare. You can request accessible taxis suitable for those with mobility impairments or wheelchair users.



Leaving hospital check list

When you are ready to leave, make sure you have:

- A copy of your Discharge Summary
- Checked with the nurse that your cannula, if you have one, can be removed
- All the medications you need with information about them including usage and storage
- Details of care required from other health professionals (e.g. practice or district nurse)
- Asked any relevant questions and understood the answers
- Contact numbers for the ward, in case you have any questions or concerns after returning home
- An explanation of your medication and any side effects that you may experience
- Asked your nurse for any medical certificates you need
- Collected any money and valuables you have handed in
- Packed all your belongings
- House keys

Patient experience

Using activities and resources such as art and activity bags, quizzes, audiobooks, spare clothes, and toiletries can help you have a better experience in hospital. These resources help create a more comforting and engaging environment, reducing stress and anxiety, which are common during hospital stays.

Family liaison facilitators

We work in the hospital to support you and your family, friends and carers. Our main role is to ensure your relatives are kept updated during your stay in hospital, by providing non-clinical phone-calls.

We want to support your emotional wellbeing and aim to improve your hospital experience. Things we can help with include:

- Supporting you to talk regularly with a loved one – use our free phones, and we can help with WhatsApp or Zoom calls.
- Providing activities - these include drawing packs, crochet kits and word quizzes.
- Providing entertainment - this includes books, iPads to watch TV (if you don't have a TV on your ward), audio players with a bespoke playlist of books, podcasts and tailored music.
- Dog visits - we have a volunteer team with trained PAT (Pets As Therapy) dogs. We can't promise a visit, but we can put in a request.
- Getting things you need - we can arrange toiletries and preloved clothes, pick up shopping from the Friends of the RUH Shop, and collect parcels from our on-site Amazon lockers.

Contact the team

(we take requests from families too)

You can contact us, Monday to Friday 9am - 4pm, on 07825573365/ 07900775259 or ask a member of staff to bleep us on 7992 or contact us via email at ruh-tr.familyliaisonfacilitatorservice@nhs.net

Spiritual and pastoral support



The Spiritual Care team offers spiritual and religious care to patients, their families and carers, especially at difficult or uncertain times. The team supports people of all faiths and none, and are concerned with broader issues of spirituality, of meaning, purpose and worth.

Someone from the Spiritual Care team is always available to visit and to listen. Please ask a member of the ward staff. A chaplain is on-site Sunday to Friday 8.30am to 4.30pm and is on-call at other times, day or night including bank holidays.

The Spiritual Care Centre is located on the ground floor in the Princess Anne Wing at the intersection between the Zone C and Zone D corridors. It includes a prayer space, a quiet room and a garden for all faiths and none.

Prayer and reflection

The Spiritual Care team is able to offer assistance to make appropriate contact for people of all faiths.

The scriptures, symbols and prayer resources of many faiths are available. There are ablution facilities and prayer mats for Muslim prayer. The Roman Catholic Eucharistic Sacrament is reserved in the Quite Room.

The team comprises three substantive chaplains, one bank chaplain and several spiritual care volunteers available 24/7, to offer appropriate support, to visit and to listen. Please ask a member of the ward staff.

Contact the team

You can contact the Spiritual Care team on 01225 824039 or via email at ruh-tr.chaplaincy@nhs.net

Shop and places to eat and drink

Opening times are subject to change.

Friends of the RUH Shop

- Located in the Atrium, open Monday to Friday, 8am - 6pm, Saturday to Sunday 11am - 4pm.
- Newspapers, magazines and all the essentials you need in hospital
- Cold food and drinks, sandwiches and snacks



The Cafe at B18 (Friends of the RUH)

- Located in B18, open Monday to Friday, 9.30am - 3pm
- Hot and cold drinks
- Sandwiches, soups, jacket potatoes, cakes and snacks
- There is a lovely garden to use in the warmer months

Atrium Coffee Bar

- Located in the Atrium, open Monday to Friday, 7am - 4pm, and Saturday to Sunday, 9.30am - 4.30pm
- Hot and cold drinks
- Sandwiches, cakes, fruit and snacks

Oasis Café

- Located in E6, open Monday to Friday, 8am - 2pm
- Hot and cold drinks
- Sandwiches, cakes and snacks

Lansdown Restaurant

- Located in Zone C, open daily 7.30am - 7pm. Closed 2.30pm - 4.30pm, Saturday and Sunday.
- Hot and cold drinks
- Hot meals, jacket potatoes, sandwiches, salads, and snacks

Swift Coffee trailer

- Located in P4 car park, open Monday to Friday, 7am - 3pm
 - Hot and cold drinks, and snacks
-

Vending machines

Snacks and beverages are available 24/7 from vending machines in:

- Atrium
- Zone B ground floor corridor near the main lifts
- Zone D corridor near the Princess Anne Wing entrance

Good to know

There is a pharmacy, post box and cash point located just inside the main entrance known as the Atrium.

You can pay by bank card at our onsite outlets without paying a transaction charge. There is no minimum card payment.

Pay phones are located in the following areas:

- Main entrance - Atrium
- Emergency Department - main waiting area

Free NHS patient wifi

Free wifi is available for you to browse the internet using your own device, such as a smartphone or tablet. The wifi allows streaming of TV services including: Netflix, BBC iPlayer, ITV Player and Bath Sound radio.

How to access NHS wifi:

- Select 'NHS wifi' from the list of network names on your device.
- Read and accept the terms and conditions of use on the next screen, and then you will automatically join the network.
- Access will last for 12 hours. Simply repeat the process to connect for longer or on another day.

Bath Sound radio

To listen to hospital radio search for Bath Sound on the internet on your device by entering: www.bathsound.radio. You can listen live or click on the schedule to listen to previous shows and make a request.



On air 24 hours a day, seven days a week, Bath Radio is the community radio station bringing entertainment, news and information to patients, staff and visitors at the RUH. It's free to listen to.

You can listen on your smartphone or tablet via the website or by downloading the TuneIn radio app before searching for Bath Sound.

And if you want to hear your favourite piece of music on one of the request shows, please call or text on 07708 183857 or look out for a Bath Sound volunteer visiting the ward.

Parking

Accessing our car parks

From **Gate 1** (main entrance off Combe Park) and **Gate 3** (off Penn Hill Road) for Zones A, B, C, F:

- Main entrance drop off (20 minutes only)
- P1 - main public car park
- P1a - main public car park for Blue Badge holders
- P2 - near Zone A entrance
- P3 - Blue Badge holders, and drop-off (20 minutes only)

From **Gate 2** (A&E entrance off Combe Park) for Zone C, D:

- A&E drop off (20 minutes only)
- P4 - near Zone D entrance

Patient and visitor car parks

- Car parks P1, P2 and P4 are barrier controlled and use Automatic Number Plate Recognition (ANPR) cameras. Upon entry, the barrier will read your number plate and raise automatically. If there is an issue with the number plate read, you will need to take a ticket. When you are ready to leave, you will need to visit a pay station, enter your number plate and pay for parking, or scan your Blue Badge, before you exit.
- There are two payment machines adjacent to the car park and one outside the main entrance. We are moving towards a cashless car parking system and these machines all accept debit/credit card, Google Pay, Apple Pay and also contactless payment. We do have two machines which will accept cash. These are by the Main Entrance and P4 Zone D entrance.
- P1a car park is for Blue Badge holders only and is manually patrolled.
- P3 is manually patrolled and there are 16 Blue Badge holder bays within this area, plus some bays for drop-off and pick-up with a maximum stay of 20 minutes.

Designated Blue Badge spaces

Blue Badge holders are welcome to use any car park on site and can park for free of charge across the hospital site. However, there are designated bays in P1, P1a, P3 and P4. We also have some time-restricted 20 minute drop-off bays across the site.

Blue Badge holders are not required to register their badge and parking is free of charge. There is no time restriction for Blue Badge holders, **unless signage indicates otherwise**. Blue Badge holders are required to comply with signage in each area (including the 20 minute time restricted bays).

How to park using your Blue Badge

In parking areas that are not barrier controlled (P1a, P3, P4):

- Display your valid Blue Badge in the windscreen on your vehicle.

In parking areas that are barrier controlled (P1, P2, P4):

- Scan your valid Blue Badge at the pay station for a free exit.
- Leave the time clock section in your windscreen and take the Blue Badge with you to make scanning more convenient when leaving.

How many Blue Badge spaces are there?

- P1 - main public car park: 19 bays
- P1a - Blue Badge holders only: 38 bays
- P3 - Blue Badge holders only: 17 bays
- P4 - outside Zone D entrance: 3 bays

More information about parking can be found at:

www.sabaparking.co.uk/royal-united-hospitals-bath-nhs-foundation-trust



Concessions

The following groups are also entitled to free parking:

- Resident parents of sick children in the hospital or parents whose babies are being cared for in the Neonatal Intensive Care Unit.
- Relatives of patients who are critically ill.
- Oncology patients attending treatment.
- Relatives of patients being cared for on the End of Life Care Pathway.
- Those who are visiting the bereavement office or collecting a death certificate (must use designated bays outside the bereavement office).
- Patients undergoing a course of treatment who are required to attend for an appointment at least three times within a month and for an overall period of at least three months. A 'month' is defined as a period of 30 days.
- Free car parking for carers when looking after patients on a ward or in the Emergency Department. Carers are those as identified in the Care Act 2014 section 10(3) Children and Families Act 2014 section 96/97 and Carers (Recognition and Services) Act 1995.

If you qualify under any of these groups, please speak to your ward or department for further information.

Are you a carer?

A carer is anyone who cares, unpaid, for another person (usually a family member or friend) who due to physical or mental illness, disability, frailty or addiction, could not always manage without their support. This is not the same as someone who provides care professionally or through a voluntary organisation.

This includes parent carers as well as children and young people with caring responsibilities.

Involving you in your loved one's stay in hospital

We appreciate that families, friends and neighbours have an important role in meeting the care needs of many of our patients, both before they are admitted to hospital and after they have been discharged. We want to make sure that, if you look after someone, you are involved during their stay in hospital, and in planning for their discharge.

If you are visiting hospital, please let one of the nursing staff know that you are a carer, and we will do all we can to support you and the person you care for.

John's Campaign

We support carers to have open access to visiting, and to stay with patients who have enhanced needs and require extra support you and the person you care for. For further information about John's Campaign, please visit: www.johnscampaign.org.uk



Assisting during meal times

Wards have protected mealtimes to provide patients with uninterrupted time to eat. You are welcome to assist or offer support to the person you care for during meal times, please discuss this with the nurse in charge.

Support for carers

Support for carers who are admitted to hospital

If you are a carer and you are admitted to hospital yourself, it is important that you make hospital staff aware of your caring responsibilities so they can put you in touch with your local carers organisation.

Support for all carers

Carer Support Wiltshire:

0800 181 4118

www.carersupportwiltshire.co.uk

BANES Carers Centre:

0800 0388 885

www.banescarerscentre.org.uk

Somerset Carers:

0800 31 68 600

www.somersetcarers.org

Carers Support Centre Bristol & South Gloucestershire:

0117 965 2200

www.carerssupportcentre.org.uk

Your experience in hospital

Friends and Family Test

We want to hear about your experience with us, whether it was good or bad, or if you have ideas where we can improve patient or carer experience.

Please ask a member of staff for a Friends and Family Test 'Tell us what you think' card before you leave. If you need help to complete this, please ask a member of staff. It can also be completed at: www.ruh.nhs.uk/FFT



How can I thank the staff?

If you would like to say thank you to someone who helped you, hospital charity RUHX has launched a new 'My Thank You' scheme.

Thank you messages and expressions of gratitude are hugely motivating to all of the team. You can complete your thank you message either by texting 'THANKS RUHX' to 84901 or visiting: ruhx.mythankyou.org

What if I have a concern?

Please speak to your doctor, nurse, or therapist as soon as you can. We also have a Patient Support and Complaints Team (PSCT) who can help. We always seek to resolve any issues as quickly as possible.

Our PSCT team is located by the main entrance and can be contacted on 01225 825656 or 826319 or via email: ruh-tr.psct@nhs.net

Getting involved with the RUH

Volunteering

The League of Friends of the RUH (Charity 1176686) provide help, amenities and comfort to you and your family and friends that could not otherwise be provided by the NHS. This includes our volunteers working in more than 20 areas across the hospital.

If you would like to get involved, you can contact us by calling 01225 824046 or by emailing ruh-tr.volunteers@nhs.net or visit the Friends of the RUH website at www.friendsoftheruh.org.uk

Research and clinical trials

Research is an essential part of healthcare development. Anyone can get involved in clinical research. If you think you might be interested and would like more information contact the Research team by calling 01225 821669 or email ruh-tr.ResearchAtRUH@nhs.net

Trust membership - become a member

As a Foundation Trust, we have members. If you would like to find out more please visit our website at www.ruh.nhs.uk/membership or ask a member of the ward team for a membership form.

Notes

To access this information online scan the QR code or visit www.ruh.nhs.uk/Welcome



Quality Improvement team and Patient Experience team

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

01225 428331 | www.ruh.nhs.uk

If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on 01225 825656.

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