

University Hospitals of Leicester



NHS Trust

Caring at its best

Information for patients,
visitors and carers

Your bed book

Edition 2 February 2016

Your bed book

Welcome

to University Hospitals of Leicester NHS Trust

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About your
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Your bed book

Part 2

Your bed book

Welcome to Leicester Royal Infirmary

University Hospitals of Leicester NHS Trust (UHL) includes Glenfield Hospital, Leicester General Hospital and Leicester Royal Infirmary.

University Hospitals of Leicester NHS Trust was formed in 2000 and is one of the largest and busiest teaching trusts in England, providing services for people across Leicester, Leicestershire and Rutland.

Leicester Royal Infirmary
Infirmary Square
Leicester
LE1 5WW

Phone: 0300 303 1573



Leicester Royal Infirmary is close to Leicester city centre. The hospital has more than 1000 beds and provides Leicestershire's only Emergency Department. It is the base for our Children's Hospital as well as the Urgent Care Centre.

LEat Street

Opening Times: 7.30am - 2.30pm Monday - Friday

Serving:

Jacks & Co:	Traditional British Fayre (Breakfast 7.30-11am) (Hot Food – 11.30am-2.30pm)
Boxxed:	Asian & Oriental Themed dishes (11.00am until 7pm)
Chipiri:	Chicken Piri Piri Dishes (11.00am until 2.30pm)
Sidewalk:	American Street Food Theme (11.00am until 2.30pm)
Crouton:	Fresh Homemade Soups (11.00am - 2.30pm), Salads, fruit & yoghurt pots, crisps, confectionery & gluten free bars are also available (then until 5pm from LEat Cup, or until 7pm from SOHO)
Doughlicious:	Freshly prepared daily Sandwiches, Baguettes, Wraps, Cakes, Pastries (most are then available from LEat Cup until 5pm)
Junior Street:	Child size portions of all hot food concepts, kids' drinks, fruit packs and simple sandwiches (a kids meal is also available from SOHO until 7pm)

A range of hot and cold drinks are available.
We Proudly Serve Starbucks Coffee

High Chairs & Children's seating area available



LEat Cup

Opening Times: 8am - 5pm Monday - Friday
7am - 7pm Saturday & Sunday

Serving: Hot pasties, Savoury Slices, Baguettes, Sandwiches, Paninis, Cakes, Pastries, Salad Pots and more

We Proudly Serve Starbucks:
Coffee, Tea, Hot Chocolate,
Frappe & Iced Drinks and a range of
bottled cold drinks

Weekend Service in addition to the above:

Breakfast Sandwiches, Jacket Potatoes & Hot Soup
are available

High Chairs are available

Soho

Opening Times: 7am - 7pm Monday - Friday

Serving: A range of Breakfast Items, Porridge, Sandwiches, Flatbreads, Paninis, Baguettes, Salads, Fruit Pots & much more

Handcrafted Coffee &
a range of Cold & Iced Drinks

Cakes, Pastries, Crisps & Popcorn

24 hrs Vending Area (located next to main LEat Street)

A range of vending machines operate in this seating area serving:

Hot Drinks

Cold Drinks

Crisps & Confectionery

Pukka Pies

Hot & cold sandwiches, snacks & meals

WRVS coffee shops

These can be found on the ground floor of the Windsor building and at the main entrance of the Balmoral building and are open seven days a week. These facilities sell hot and cold beverages, sandwiches and snacks.

WRVS Shop

The WRVS shop sells balloons, flowers and small gifts and can be found at the main entrance of the hospital in Balmoral building. (Please note that many wards do not allow flowers).



Ward food

We aim to ensure that all your dietary and cultural requirements are met during your stay with us.

Your day will commence with a continental style breakfast where you will be offered a choice of items for example cereal, bread, fresh fruit or yoghurt. You do not pre order for this meal service.

You will be provided with a daily a la carte menu which holds all the necessary information you require for what is being offered for lunch and supper, there are vegetarian, healthier eating, higher calorie, NGCI (no gluten containing ingredients) and soft options.

Aside from this main a la carte menu, which includes Halal and Asian Vegetarian choices, we can also offer the following:

- Afro Caribbean menu
- Kosher menu

In partnership with our dietitians and the catering team we have produced a variety of special menus for patients with specific requirements, these include:

- Peanut legume and tree nut free menu
- Gluten free menu
- Low residue diet menu
- Modified textures menus (puree, etc)
- Renal

Please be sure to inform your ward if you are currently on any of the above diets or have any other severe food allergy.

You will be asked what you would like to eat only a few hours before your meals.

In addition to the above menus you will be offered a choice of snacks 3 times a day along with a range of beverages.

If you have missed a meal due to treatment or tests we also offer a snack box option.

If during your stay you have any questions or comments regarding food, please feel free to ask a member of the nursing staff to contact the catering team who will be more than happy to visit you on your ward.

Ward cleaning

If during your stay you have any concerns or comments regarding the cleanliness of your room or bed area, please feel free to ask a member of the nursing staff and a member of the healthcare cleaning team will be more than happy to visit you on your ward and address your concerns.

Newsagents

There is a small WHSmith news shop at the hospital's main entrance selling newspapers, magazines, snacks, toiletries and small gifts.

There is a newspaper and sweets trolley which visits every ward each morning.

Cash machine

There is a Royal Bank of Scotland cash machine at the Balmoral building main entrance.

Cardholders with the following cards can use the machine:

Bank of Scotland

HSBC Bank

Lloyds TSB Bank

Natwest Bank

Visa

Barclays Bank

Link

Mastercard

Royal Bank of Scotland.



Post

Post is delivered to wards twice a day. Delivery times vary depending on the building.

For prompt delivery please let friends and relatives know which ward you are on and use the following address for incoming letters:

Patient Name

Ward Name or Number

University Hospitals of Leicester NHS Trust

Leicester Royal Infirmary

Infirmary Square

Leicester

LE1 5WW

Radio Fox

Radio Fox broadcasts at the Royal 24 hours a day, seven days a week, it is a registered charity staffed by volunteers.

If listeners wish to make a request call extension 5555 for free via the nurses desk or, if you don't mind paying for your call, dial 0116 258 5555 via your hospedia telephone.

Listeners outside the two hospitals can call on 0116 258 5555 or email Radio Fox at studio@radiofox.co.uk

TV and telephone

Hospedia provides patient media services. This company specialise in providing bedside communication and entertainment systems in NHS hospitals.

If you would like to buy any of the services from your bedside telephone and television then pick up the telephone and press the operator button on the handset. This will put you through to a member of staff who can provide information on the services offered and the cost of those services. The only service that is free is the radio service, to receive this please register with the operator.

By pressing the 'other services' button on your TV controller you will be taken to the page where you can explore all the services available. Children of 16 and under can receive free television.



Car parking

There is a charge to park at all of our hospitals, including the Leicester Royal Infirmary. A range of season tickets are available for patients and prime carers, including weekly and monthly tickets. There is a maximum daily charge for qualifying patients. For more information please ask ward staff for the car park information leaflet.

Please be aware that unauthorised parking may result in a parking charge notice of £80 with a payment period of 28 days, reduced to £45 if payment is made within 14 days.

Disabled parking

Patients and visitors who have blue badges can park for free in the disabled spaces outside the main public car parks. If parking in the main public car parks ie, those with a barrier entry system, the appropriate fee will apply.

Drop-off points

There are drop-off points near the main entrances to the Leicester Royal Infirmary.

Hospital shuttle bus

Our hospital shuttle bus, the Hospital Hopper, runs every 30 minutes and links the Glenfield Hospital, Leicester General Hospital and Leicester Royal Infirmary with the Beaumont Leys Centre, Hamilton Centre and the railway station (with limited stops en-route).

The hopper bus has several different tickets including a single priced ticket that allows unlimited travel for the day. All nationally recognised concessions are allowed on the bus.

No smoking hospitals

Smoking is not allowed in any of the hospital buildings at the Royal.

If you do wish to smoke, there are a number of red smoking shelters in the grounds of the hospital for the use of patients and visitors only.

Please ask a member of staff for your nearest smoking shelter.

Opening times

The opening times of a number of facilities have not been included as they change frequently in line with customer needs.

Please ask a member of the ward team if you require any further information.

Information is also available on our website www.uhl-tr.nhs.uk





Information

Your bed book

Part 3

Your bed book

Welcome

to University Hospitals
of Leicester NHS Trust

We want you to be as comfortable as possible during your stay and hope you will find the information in this booklet helpful during your time in hospital. The team in charge of your care will make every effort to keep you fully informed of your progress and ensure that you are ready to leave hospital as soon as possible. You may find that not all of the information in this section will be of interest to you, so just refer to the parts that you feel are relevant.

We have used the term 'nurse' throughout this document, this could be a 'nurse or midwife' depending on your care setting.

1. Older people's and dementia champions

An Older people's Champion and a Dementia Champion are members of staff who have completed additional training which highlights the specific needs of the older person or a person who has Dementia.

We have more than 1,500 champions who are working across our hospitals looking out for the needs of older people and people with dementia. Champions will listen to concerns, questions or comments and speak out for older people and people with dementia and provide reassurance and assistance. They can be identified by their badge.

Older people's champion = Oak tree badge,
Dementia champion = Forget-me-not flower badge.



Memory concerns

If you are known to experience memory problems or confusion, a patient profile can be completed by you, a relative or carer, to help staff communicate more effectively with you during your stay in hospital. Please ask a member of staff for further details.



2. Understanding and preventing infections

We understand that coming into hospital can be an anxious time for you. The worry is sometimes made worse by media reports about so-called 'superbugs'.

It is important to understand that the risk of getting an infection whilst in hospital is very low.

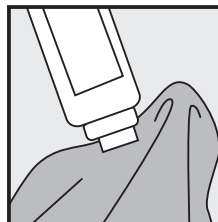
We have a team of infection prevention specialists who are dedicated to reducing your risk of getting an infection while you are in hospital. We steam clean our wards and isolate patients when needed. There are a range of information leaflets available including, Norovirus (diarrhoea and vomiting), MRSA, Clostridium difficile, Tuberculosis and Flu which are available on the ward.

To reduce your risk you will have been prescribed an antibacterial soap, called Stellisept wash, to use daily. This not only gets rid of the bacteria which we all have on our skin all the time but has a lasting effect which stops the bacteria growing back as quickly as ordinary soap. Hand sanitiser is provided in all care areas, so that health care staff can clean their hands easily and effectively. You will see posters reminding staff of the '5 moments' when hands should be cleaned. Don't be afraid to ask staff if they have cleaned their hands.

If you have any questions or concerns during your stay the infection prevention link nurse will be happy to come and see you and give further advice and support. They can be contacted through the ward staff.

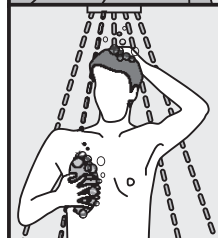
How to use Stellisept wash

- 1** Always use a new disposable cloth (which we will provide) to prevent the spread of germs.



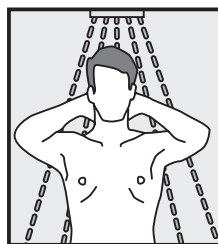
- 2** Apply Stellisept wash directly onto wet hair and skin or a new disposable cloth.

Rub body and hair thoroughly, paying particular attention to skin creases, under arms area and skin between fingers and toes.



- 3** Leave on your body for at least 30 seconds and then rinse off.

You may use your own shampoo and conditioner afterwards if you wish.



- 4** Finally, dry yourself with a clean towel.



Use daily on your body and twice a week on your hair

What you can do to help us fight infections:

- Use your own toiletries
- Keep your hands and body clean
- Wash your hands with soap and water before eating and after using the toilet
- If you use a commode ask for a bowl of water to wash your hands in afterwards
- If the bathroom or toilet isn't clean, report it immediately to the nurse in charge of the ward and ask for it to be cleaned. Use an alternative (if available) in the meantime
- Keep the top of your locker and bedside table clutter free. It's easier for us to clean
- Always wear something on your feet when you get out of bed. Slippers are fine, but make sure they have some grip on the bottom - hospital floors can be a little slippery sometimes!
- Your bed-area should be cleaned regularly. If you or your visitors see something that has been missed, report it to the nurse-in-charge and ask for it to be cleaned.



3. Pressure Ulcers (Bed Sores or Pressure Sores)

A pressure ulcer (also called bed sore or pressure sore) is an area of your skin which is damaged due to prolonged pressure resulting in local pain with or without the skin being broken.

The first signs of pressure damage are local pain and a change in the colour of your skin. Depending on the degree of skin/tissue damage this may get progressively worse and lead to an open wound/ulcer which may become infected and difficult to manage or heal.

The most common sites for pressure damage are over bony areas (where the bones are close to the skin) e.g. bottom, heels, elbows, ankles, back of the head, hips, etc.

Who can develop pressure ulcers?

Anyone can develop a pressure ulcer and at any age if they become very ill and cannot move properly. Unfortunately, there are people whose risks are increased considerably due to different medical conditions, illness or nutritional and mobility problems.



What can be done to prevent Pressure Ulcers?

SSKIN

Surface

You may be asked to use special equipment such as an air mattress; cushions; leg troughs. All of our hospital mattresses contain high specification foam which provides low to moderate pressure relief in the seat. The electric bed frame can be utilised to help you change position.

Skin Inspection

When you are admitted, nursing staff will ask to look closely at your pressure areas. A risk assessment tool is then completed which helps identify whether you are 'at risk' of developing pressure damage. This assessment is very important because it alerts us that you may need increased nursing care and /or specific equipment e.g. pressure relieving mattress/foot protectors.

Keep Moving

Change position as required /specified. We will encourage you to do this if you are able to do so. If you need assistance, this will be specified and monitored.

Incontinence management (skin care)

We will provide regular hygiene if you have continence problems. We may use moisturising creams to improve skin condition, or barrier creams to prevent skin damage.

Nutrition and Hydration

We will encourage you to eat a balanced diet and take regular fluids. We will monitor this, and assist you to maintain hydration with intravenous fluids if necessary.

If you would like to discuss this further then please ask your Ward Staff or Ward Manager.

4. Preventing blood clots while you are in hospital and recovering at home

Blood needs to clot to stop an injury from bleeding. This is a complex process. Sometimes it can go wrong and a clot will form in the wrong place, usually in the deep veins of the leg. This is called a 'deep vein thrombosis' or DVT.

A DVT blocks the normal flow of blood through the vein and can cause pain, redness, tenderness and swelling.


Sometimes a piece of this clot can break off and travel to the lungs, blocking the flow of blood in the lung vessels. This is called a 'pulmonary embolism' or PE. PEs can cause chest pain and problems with breathing that can be very severe.

Anyone can get a DVT. It does not matter what your age is or whether you are male or female.

Some people are more at risk than others because they are:

- Staying in hospital
- Having surgery
- Pregnant
- Overweight
- On certain medications

People are also more at risk if they have:

- A serious condition
 - A family history of DVTs or pulmonary embolisms
 - Certain inherited conditions
- 

To help prevent a clot during your stay you can:

- Drink lots of water unless advised otherwise.
This helps to keep your blood flowing freely.
- Keep moving your legs.
This stops your blood from slowing down and clotting.
- Walk around.
If you are not able to get out of bed, keep your legs moving.
If this is difficult, exercise your ankles. The more you do this, the better.

What staff might do:

Staff may not need to do anything more than encourage you to do the things listed above. If you are more at risk – for example if you are having surgery - there are two things they may do:

- They may give you some tight stockings to put on your legs.
These squeeze your legs to help keep the blood moving
- They may also give you some daily, small injections of a medicine called Heparin. This encourages the blood to flow rather than clot.

When you go home

When you have left hospital you are still at risk. A blood clot can still form while you are getting better. You can make this less likely by following the advice in this leaflet, drink lots of fluids (unless advised otherwise) and keep as mobile as possible. Seek medical advice immediately if you are concerned about new symptoms of leg pain, leg swelling or chest pain and breathlessness.

If you have any questions while you are in hospital, please ask your ward nurse. If you would like further information once you get home, visit:

Lifeblood - www.thrombosis-charity.org.uk

5. Privacy and Dignity

Patients privacy and dignity is very high on the Leicester's Hospitals agenda, there are regular inspections to ensure that this is maintained in all areas at all times. It is in Leicester's Hospitals policy that men and women should not share sleeping facilities, some of the wards accommodate both sexes, but the sleeping facilities are separate. There are separate toilet and washroom facilities which are clearly marked with the male/female signs.

Exceptional circumstances:

The exception to this rule is patients who are accommodated in the High dependency bays or ITU, where they need more intensive care. Privacy and dignity of the patients in these areas is still maintained to the highest level.

Patients are asked when they are on wards with both sexes to ensure that the appropriate night ware or dressing gowns are worn when walking around the ward or when they are out of the bay where they are sleeping.

Very rarely when there is an exceptional clinical need to do so patients may be temporally put in a sleeping area with members of the opposite sex, this would be for the minimal amount of time and a full investigation would be carried out to ascertain all the facts. In this instance, privacy and dignity would be maintained to the highest standard and the patients would be given a full explanation of the circumstances.



6. Volunteers

During your stay in hospital you may meet some of our 1000 volunteers.

Our volunteers wear aqua polo shirts and ID badges with their name and role. Volunteers are here to improve your experience by offering extra help and support.

Volunteers are available in the main reception areas to guide you or to offer you transport on our patient buggy. Some volunteers help on the wards with drinks, meals and other tasks and some will visit patients and run errands to the shops or restaurants for you.

We have a volunteer library service, hairdressers and even a PAT Dog.

All of our volunteers have completed a comprehensive registration and training process so that they can offer you the best possible service.

If you would like more information about volunteering or would like a volunteer to visit you or your relative please call Volunteer Services on 0116 258 3955 /7221 /8868

7. The Chaplaincy

Our chaplains are available to offer support to you and your relatives. Our team includes Christian, Hindu, Muslim and Sikh Chaplains, as well as a non-religious Pastoral Carer.

There are also volunteers from various faiths and beliefs. Coming into hospital for any sort of investigation or treatment can raise all kinds of questions, anxieties and fears.

Chaplains are always ready and willing to listen in confidence and to help you in your search to understand and make sense of what is happening to you. We are here to help you find that sense of inner peace which is such an important part of the healing process.

Chapels and prayer rooms

There are chapels and prayer rooms at all three hospitals. They are always open and provide a place for prayer or quiet reflection.

Locations and times of prayers and services are displayed on the chaplaincy notice boards and around the wards. If you wish to attend a prayer service please inform the nursing staff. If you need to be collected in a wheelchair please ask the staff to inform the chaplains.



Requesting a visit

Members of the chaplaincy team regularly visit the wards so do please let us know if you would like to talk. Nursing staff will also pass on requests for a chaplain to visit.

Non-urgent messages can be left on the chaplaincy answerphone by phoning:

Glenfield Hospital: (0116) 258 3413

Leicester General Hospital: (0116) 258 4243

Leicester Royal Infirmary: (0116) 258 5487

If you wish we can pass a message to someone of your own faith, denomination or outlook and ask them to visit you.

8. Pain management

Whilst you are in hospital you will be asked by the nursing staff if you have any pain.

We use a 0 - 10 pain scale.

0 is no pain

10 is the worst pain you can imagine.

You will be asked periodically to rate your pain between these 2 points.

It is important that you tell us:

- How bad your pain is - using the 0-10 scale
- Where your pain is
- What it feels like - stabbing, shooting, burning.

We will do everything we can to keep you comfortable whilst you are in hospital. However it is not always possible to keep you completely pain free especially if you have had an operation.

9. Property disclaimer

We are committed to providing you with excellent healthcare. Unfortunately, whilst we are caring for you we are not able to care for your property.

The Trust will not accept liability in respect of any loss or damage to patients' property and belongings unless they have been handed over to members of staff for safekeeping and a receipt has been issued to you or your relative.

We strongly advise that you do not bring property into the hospital and ensure that any property brought into the hospital is sent home.

This disclaimer also applies to belongings required in daily life, such as, dentures, spectacles and hearing aids.



10. Ward transfers and discharge arrangements

During your stay in hospital it may be necessary to move you to different wards within the hospital or to other NHS care providers to ensure that you receive ongoing assessment and appropriate treatment for your needs.

It is important to start planning your discharge arrangements as early as possible, as you start to recover the team will discuss going home and the arrangements that might need to take place once you are ready to be discharged.

As part of planning your discharge the team will carry out an assessment of your needs. This involves looking at what is best for you. The team is made up of doctors, nurses, physiotherapists, occupational therapists and social workers, who will discuss your needs and the options with you and, with your permission, will involve close relations or friends who support you at home.

The assessment will consider which one of the following is best for you:

1. Discharge to your home
2. Discharge home with support such as a care package by Social Services
3. Going home but with a course of rehabilitation/intermediate care (a place where you can go for a short time) before you go home
4. Rehabilitation (ongoing care) in another hospital or in a suitable residential home
5. Discharge to a nursing/residential home.

There are lots of people available to help with your discharge preparations and wherever possible they will assist you to return home.

If it is agreed that you will need a 24 hour care environment on discharge, in the short or longer term, Social Services will help you to arrange this.

Due to the demand for hospital beds we may need you to move to a temporary care placement if agreed options for your future care are not available when you are no longer in need of hospital care. Please be aware that you should accept the temporary placement as you cannot continue to occupy a bed in this hospital once you are ready for discharge and a suitable place has been offered.

Day of Discharge

You will normally need to arrange your own transport home through a friend or family member or use a private taxi. It is essential that ambulances are only used for those patients whose condition warrants ambulance transport.

On the day of discharge you are expected to vacate your bed by 10am. If you need to leave later you will be transferred to the Discharge Lounge, or may be asked to wait in the ward day room until you are collected.



11. Pharmacy Services

Introduction

The following information provides you with advice on the services pharmacy provide and to help you understand the discharge process.

Pharmacy Staff

Pharmacy services are provided by specially trained staff including:

- Pharmacy assistant
- Pharmacy technicians
- Pharmacist

All of the pharmacy team work together to provide the service at ward level.

Inpatient Pharmacy Services

Pharmacy Staff will visit most wards and review patient's medications on a regular basis. Our teams will check prescription charts and discuss prescriptions with the doctor to ensure treatments are safe and effective. If you would like to discuss your medication with a member of the pharmacy team please ask one of the nurses to contact us for you.

These visits provide the opportunity to solve any problems you be having with your medication, to ensure that you receive the correct treatment you need.

The pharmacy team will ensure that you have a supply of medication that is suitable for you to use during your in patient stay. The medicines which you bring in may be used on the ward during your stay.

Please make sure that ward staff are aware of all medications which you have brought in with you. For safety reasons, your medicines will be locked away in a bedside locker. Please also make the pharmacy team aware of any additional medications you may have at home.

This will stop medicines being supplied at the point of discharge and may reduce your waiting time.

Medicines Reconciliation

During your stay the pharmacist or pharmacy technician will carry out medicines reconciliation. This is where they will ensure the medical team are aware of the medicines you were taking at home to ensure the correct medicines are prescribed during your stay. They will do this by asking you questions about your medications confirming doses and frequencies. Please make the pharmacy team aware if you have your medicines in a dosette box or blister pack. They will also check any medications you bring into hospital and order any medications not readily available on the ward. The pharmacy team will order any regular medications in advance to save time on discharge and to ensure you do not miss any doses during your stay.

Discharge Process

Medical team

The doctor will write your discharge letter when he/she decides that you are well enough to go home. It will contain information on why you were admitted, treatments and procedures you received and a list of all the medicines that you will be sent home with. One copy of the discharge letter is for you to keep, one is sent to your GP surgery and one is kept in your hospital notes.

The discharge letter is checked by pharmacist to ensure that the treatment is correct and safe. The pharmacist will discuss any changes that may need to be made to the letter with the doctor (a number of changes are often made at this stage).



Pharmacy input

Pharmacy will try to ensure you have adequate supply of all your medicines on the ward ready for discharge. They do this by pre-empting you discharge and ordering the medicines in advance. Once the discharge letter has been written, a member of the pharmacy team will look at your medicines to make sure you have at least 14 days supply to go home with. If you require further supplies the pharmacy team will dispense a further supply for you to go home with. If there have been any changes to the dose or frequency of your medicines, the pharmacy team will relabel your medicines with the new instructions.

If there are any medicines which have been stopped, the pharmacy staff can remove them with your permission. The discharge process needs a minimum of two pharmacy staff members to complete all steps needed. Each medicine is checked thoroughly as safety is our priority.

Nurses on the ward

Any medicines supplied or relabelled by pharmacy will be delivered to the ward. The nurse can then check that all your medicines are present and correct.

Home

When all of these steps have been completed you are ready to be discharged. Your medicines will be explained to you by either a pharmacy member or nursing staff, you will be given a copy of the discharge letter for you to keep.

Further information and help

If you are unsure about the medicines you are taking and have any questions or would like some help remembering when to take them. The dosage, side effects or other warnings then the pharmacy team can help.

If you would like to speak to a member of the pharmacy team about anything to do with your medicines then please inform a member of the nursing staff who will contact pharmacy on your behalf.



12. Antibiotics in adult patients

General information about your medicines

Medicines are an important part of your treatment. Each medicine has been individually prescribed for you and it is important that you take your medicine as you have been asked.

To avoid any problems, please do not stop or change any medicine without telling your doctor first. If you feel that any problems you are having are possibly caused by your medicines, inform your doctor or pharmacist as soon as possible.

Remember to contact your doctor before your prescription has run out to obtain further supplies.

If you have any questions about your medicines please do not hesitate to contact your doctor, pharmacist or nurse.

Please return any unused medicines that are no longer needed to a pharmacy for safe disposal.

What is it used for?

You have been prescribed an antibiotic to treat an infection that is caused by bacteria. You may also be prescribed an antibiotic to prevent an infection, this is known as 'prophylaxis'.

How the medicine works

Antibiotics work by either killing the bacteria, or stopping them from growing and increasing in number.

How and when you should take your medicine

Antibiotics are given for a specific period of time - often five days - and you will need to take them at regular, specified intervals during the day (it is not necessary to wake up specifically take them during the night).

Always take them as directed by your doctor and do not stop taking them early, even if your symptoms improve. Bacteria can still be in the body even when you are feeling better. So it is important to finish the full course of antibiotics. This will make it less likely for the infection to return.

Many antibiotics cannot be taken with certain foods or drinks because they make the antibiotic less effective, reducing the chances of a full recovery. Refer to the leaflet which comes with your prescription for further information or ask your pharmacist or doctor.

Possible side effects

Side effects are mostly mild and temporary unwanted effects of a successful treatment. The most common side-effects with antibiotics are diarrhoea, feeling sick and vomiting. After treatment with broad-spectrum antibiotics, you might get a fungal infection such as thrush.

Some people think they have had an allergic reaction, when really it was a side-effect, for example nausea, diarrhoea. If you are allergic to antibiotics, for example penicillin, you may get side-effects such as a rash and itching or, in severe cases, difficulty breathing. If you experience difficulty breathing, you should ring for an ambulance straight away.

Other information

If you think you have had an allergic reaction to an antibiotic before, always tell your doctor or pharmacist.


Don't take medicines prescribed for another person or give yours to someone else. What is safe for you may not be for someone else.

Medicines can affect or be affected by other medicines. Check with your doctor or pharmacist about drug interactions if you have any concerns.

Talk to your doctor if you are or are planning to become pregnant or breast feed. Further information is available in the leaflet supplied with your medicine.

Further information

A leaflet which explains your medicine can be found within most medicine packets. We recommend the following websites for further information on your medicines: www.medicines.org.uk/guides and www.nhs.uk



13. Making Every Contact Count (MECC)

As an organisation we have a responsibility to protect and improve the overall health and wellbeing of our patients and staff. At Leicester's hospitals we know that we can help do something about this, which is why we are focusing on the benefits of quitting smoking and reducing alcohol intake by supporting our staff to make every contact with their patient count.

We are asking our staff to take the opportunity to ask our patients whether they are concerned about their smoking and drinking habits and providing them with support and advice if they are. It is about allowing our staff to provide simple, brief lifestyle information and being able to signpost their patients to existing services where appropriate.

Stopping smoking and limiting your alcohol intake will help your recovery. For help please speak to the team providing your care or contact your General Practitioner (GP).

Smoking

Stopping smoking is good for your health at any time and is the single best change you can make to improve your health.

If you need some help:

- Ask your nurse to refer you to the Stop Smoking Services.
- You can contact your local NHS Stop Smoking Services for free group, or one-to-one help and advice from sympathetic and qualified advisors. The STOP service can be contacted on 0116 295 4141.
- Your GP practice may have a registered Stop Smoking Adviser who can help you stop smoking. Ask for further information at your GP practice.
- Ask your local pharmacist if they have a trained Stop Smoking Adviser you can see for free one-to-one help and support.
- Most people who use STOP say they wish they had done it years ago!
- The NHS Smoking helpline and Website are there to give free advice, help and support.

**Call 0800 169 0169 or, for online help and support,
Visit www.smokefree.nhs.uk**

Alcohol

You should also limit the alcohol you drink. The government's unit guidelines state that there's no safe level of alcohol consumption. Unit guidelines are the same for men and women and both are advised not to regularly drink more than 14 units per week. If you are worried about your drinking, then feel free to contact our Hospital Alcohol Liaison team on 07535 658 329 or 0116 258 7285.



Leicester, Leicestershire and Rutland Weight Management Services

Is your weight affecting your health?

Would you like help to lose weight and create a healthier lifestyle for you and your family. If the answer is YES, there are a whole range of services on offer, FREE of charge for you to access.

All our NHS weight management programmes include healthy eating and physical activity

For Adults	For Families
Leicester City FAB: 6 week NHS led course DHAL: 10 week NHS led course for people eating a south Asian diet Healthy Living in Pregnancy: 6 week course for pregnant women led by a Dietitian and midwife	Leicester, Leicestershire and Rutland 8 week NHS led Family Lifestyle Club (FLiC): physical activity and healthy eating for the whole family
Leicestershire and Rutland LEAP: 10 week NHS led 12 weeks Weight Watchers Vouchers (Leicestershire only)	

If you would like to find out more, call 0116 222 7192

14. Who's who: uniforms

Staff providing patient care wear specific uniforms.



Head of Nursing/
Deputy Head
of Nursing



Matron



Ward Sister/
Charge Nurse



Deputy Sister/
Charge Nurse



Staff Nurse



Specialist Nurse/
Education & Practice
Development Nurse



Student Nurse



Primary Care
Coordinator



Ward Clerk



Pharmacy
Technician



Physiotherapist



Occupational
Therapist





Healthcare
Assistant



Housekeeper



Volunteer



Who's who: doctors

To help patients and colleagues identify the different levels of doctors providing patient care, our doctors wear colour-coded ID badges and lanyards:

Foundation year 1 doctor



Foundation year 2 doctor



Core level doctor



Higher specialist
level doctor



Associate Specialist



Consultant



15. Patient Information and Liaison Service (PILS)

Your comments and feedback about your experience with us are invaluable and welcomed.

In the first instance please talk to the nurses on the ward, the ward sister, or ask to speak to the matron. If issues remain unresolved then please contact us directly:

Freephone: 0808 178 8337

Email: pils.complaints.compliments@uhl-tr.nhs.uk

In Writing: Trust Headquarters
Gwendolen House
Gwendolen Road
Leicester
LE5 4QF

Further information can be found on the trust website:
www.uhl-tr.nhs.uk/patients/support-and-advice/making-a-complaint

Please be assured that if you raise a concern or make a complaint your future health care will in no way be affected. Should you need help to raise your concerns because of special health or language needs this can be arranged.

16. Interpreters

Please inform a member of staff if you require an interpreter.

We are committed to preventing discrimination and fostering equality and diversity.


17. Diabetes:

What care to expect when you are in hospital

Your admission to hospital may or may not be directly related to your diabetes. While you are in hospital your diabetes management should be shared between you (or your relatives and carers) and the ward / specialist team. Good diabetes control in hospital is important for a speedy recovery and early discharge.

Your diabetes care:

You should:

- Receive a full explanation of your treatment during your stay in hospital and have the opportunity to discuss any particular worries. If you do not receive an explanation, please ask for it.
 - Inform the ward team of your usual diet, tablets, diabetes medication or insulin treatment. Bring your own supplies with you. If they are removed for safe keeping, make sure that they are returned to you at the end of your stay, or if you move from one ward to another.
 - Where necessary or at your request the healthcare professional looking after you should refer you to the appropriate member of the diabetes care team (doctor, nurse, podiatrist).
 - Have your diabetes (blood glucose levels and treatment) reviewed daily.
 - Have your feet checked daily.
 - Discuss your diabetes with the hospital team so you can manage some aspects of it yourself, such as blood monitoring and injections, if appropriate. However the staff may need to check your technique and results and they may need to do additional tests of their own.
- 

Part 3

- If you are treated with insulin, expect that it may be given by an infusion pump/drip into your vein if for some reason you are unable to eat or drink. If you are having an anaesthetic or are required to fast prior to a procedure then the care of your diabetes will be managed by the anaesthetist and medical team during and after the procedure.

Any changes to your treatment should be discussed with you.

- If you think you are experiencing a hypo whilst in hospital please inform the nurse or doctor. Let them know what your blood sugar was if you were able to check it and also how you treated it - as we like this to be recorded in your medical notes.
- Expect to be informed and consulted about any changes in your treatment or diet which may be necessary during your stay in hospital. For example, people with type 2 diabetes are sometimes treated with injections of insulin for a short while whilst in hospital. This is because their illness or operation has upset their diabetes control.
- Expect staff to plan your discharge early during your admission. They will consider any changes to your diabetes treatment, referral to the diabetes team, communication to family, carers, GP, practice nurse, district nurse. Your discharge plans should be discussed with you and your relatives / carers. Once your condition is treated your diabetes should not be a reason for you to stay in hospital and if this is the case you should be referred to the diabetes team for review.

If you are unsure about the treatment or diet you are receiving in hospital, speak to your doctor or nurse. If you have concerns about your medication, you may also speak with the ward pharmacist.

Meals and snacks

Medication and food should be given at the right time. Access to food and snacks can help to enable good diabetic management and reduce the incidence of hypoglycaemia.

Choosing from the Hospital Menu if you have Diabetes:

If you are in hospital and you have Diabetes, this is some guidance to help you choose appropriate foods from the menu.

Most people who have Diabetes are encouraged to choose a 'healthy diet', similar to the one also recommended for the general population, which is low in fat, salt and added sugar. The healthy options are highlighted on the menu you are given whilst in hospital with a heart symbol. The symbols are found next to the meal, dessert or snack.

Remember to also think about these important points to ensure that you have a healthy diet for your diabetes while you are in hospital:

Regular Meals:

- Eating three meals a day - breakfast, lunch and the evening meal while you are in hospital.
- If you have been advised to have snacks in between meals for your diabetes, these can be provided on the ward (ask the hostess). You should be able to keep these snacks at your bedside.
- Ask friends and relatives to bring in sugar free drinks or squashes, so that you can have these on your bedside cabinet.
- Try to make sure that you have some starchy food at each meal: e.g., cereal, bread, rice, pasta, potatoes.



Part 3

There are some times that following a low fat, low sugar diet is not appropriate, and you may be advised to choose the higher calorie and protein menu choices and snacks eg, if you have a poor appetite, if you have lost weight unintentionally or you are on some modified diets.

If you or the team looking after you have any concerns regarding managing your diabetes when choosing these menu options in hospital, this can be discussed with the diabetes team.

Managing Hypos

- Expect to be able to manage your own emergency supplies of sugary drinks, biscuits, fruit or glucose tablets to treat hypoglycaemia. If you are on insulin or sulphonylurea tablets (gliclazide, glimepiride) you (or your relatives or carers) should bring these snack supplies with you if possible.
Please do not leave food uncovered by your bedside.
- If you do experience a hypo please inform the nurse or doctor. Let them know what your blood sugar was if you were able to check it and also what you treated the episode with, as we like this to be recorded in your medical notes
- If you do not have your own hypo treatment with you, there is an emergency hypo box available on the ward.

Carbohydrate counting

If you have type 1 diabetes and you count carbohydrate, you can ask the ward staff to provide you with the carbohydrate values of the menu choices.

18. Patient Experience Survey Form

When you are ready to be discharged from Leicester's hospital's you will be asked to give your feedback on the care that you have received, to do this you can complete a Patient Experience Survey form.

The feedback received from these forms allows staff to look at what they are doing well and the areas that need to be improved from the patient perspective.

In the blue section of this form is the Friends and Family Test question, set by NHS England. The results from this question are collated to calculate the Friends and Family score which is displayed on the wards and on the Trust website. This score is also sent to NHS England and is then available to all patients and public allowing comparison between Leicester's Hospitals and other Hospitals in the UK.

This form also asks you questions regarding the ward and staff in which you are being discharged from. The feedback that is received from these forms allows the hospitals to improve the service that we provide. The ward areas have displays called "You said we did boards", where they show the improvements that they have made at ward level in response to the patient feedback received.

If you have any difficulties in completing this form please alert a member of staff as an Easy read version is available.



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enhancing your hospitals



The printing of this booklet has been
supported by Leicester Hospitals Charity