

Welcome to South Petherton Community Hospital

Information for patients & visitors



south petherton hospital

Somerset Partnership

South Petherton Community Hospital



The Matron, Heather Ancill, and the staff welcome you to the hospital.

We hope that your stay at South Petherton Community Hospital is a comfortable one. Although a period in hospital is not something any of us look forward to, we assure you that you will be in good hands and that we will do everything we can to make your visit or stay as comfortable and pleasant as possible.

This booklet has been produced to help and guide you. We hope it contains useful information, whether you are coming to stay as an inpatient, or visiting a relative or friend.

Commitment

Our commitment to you

When you are in hospital, you can expect:

- to have a clear explanation of your condition, and the treatment options available to you
- to be asked for your written consent before any procedure
- the information in your records will remain confidential
- to be treated with respect and dignity at all times
- to be kept informed of your progress and also, if you wish, for your relatives and carers to be informed



Your commitment to us

In return, we ask you to:

- provide us with the necessary information about your condition, symptoms or medication so that we can provide you with appropriate care
- treat our staff with the same respect you expect from them
- help as far as you are able, by feeding yourself, keeping mobile, and looking after your personal hygiene needs
- arrange your transport home, if possible
- arrange with your family or friends to take care of your personal laundry

Guide to who's who

Our staff wear different colour uniforms. The pictures below show what each colour means. All staff should be wearing a name badge with their job title and Somerset Partnership NHS Foundation Trust logo.



Matron

wears a red dress or red tunic
with navy trousers

Sister in Charge

wears a navy blue dress or tunic
with trousers



Staff Nurses

wear a teal dress or teal tunic
with navy trousers

Healthcare Assistants

wear a pale green dress
or green tunic with
navy trousers



Physiotherapists

wear a white top with blue piping
with navy trousers

Occupational Therapists
wear a white top with green piping
and green trousers



Therapy Assistants
wear a white tunic with aqua piping
and navy trousers



Podiatrists
wear dark blue trousers and
a white tunic



Housekeeping Staff

Housekeeper wears a burgundy tunic or dress
and navy trousers

Assistant Housekeepers wear a lilac tunic or
dress or shirt and navy trousers

Porter wears sapphire shirt and navy trousers



Administration Staff
wear a navy and white diamond patterned
blouse with dark skirt or trousers



Hospital routine

Our hospital routine is flexible but this is a guide to the daily mealtimes

08.30	Breakfast
10.00	Morning coffee
12.30	Lunch
15.00	Afternoon tea
17.30	Supper
20.30	Hot drinks

We encourage you to wear comfortable daytime clothes and sensible shoes.



Visiting Times

Visiting times on the wards are between **14.30 - 16.30** and **18.30 - 20.00** daily. Visiting is restricted so that patients can rest and have their meals in a calm environment, clinical teams can look after patients and housekeepers can clean properly.

If family or friends would like to visit you outside these visiting hours please discuss this with the nurse in charge of the ward. We ask visitors not to use mobile telephones in any ward or clinical area to ensure privacy and dignity for all patients.

Doctors

Local Doctors from Stoke sub Hamdon, Martock and South Pethererton Surgeries provide a service to the hospital every day Monday to Friday.

Medication

We ask you to bring your regular medication into hospital with you. Your medication will be stored in a safe cabinet in your room.

Privacy and Dignity

We are committed to providing every patient with same sex accommodation because it helps to safeguard your privacy and dignity. This means that, unless there are exceptional circumstances, you will only share the room where you sleep with members of the same sex. Same sex toilets and bathroom will be close to your bed area.

Food hygiene

Hospital patients are particularly vulnerable to the effects of food poisoning, and the utmost care is taken to prevent contamination of food stored or served on hospital wards.

Patients are advised not to bring food from home. However, please discuss your individual needs with a member of staff. Any food products belonging to patients stored in a hospital kitchen must be dated and named. If food is not eaten within 24 hours the ward assistants are instructed to discard these food items.



Protected meal times

We like to create a quiet and relaxed atmosphere so patients can enjoy meals. We try to avoid unnecessary interruptions at meal times. However we do encourage relatives to come in and assist at mealtimes where this is helpful for patients.

Facilities

Beverage Vending Machines - there are hot and cold drinks machines and a snack machine next to the main reception.

Shopping Trolley - a visiting shopping trolley is provided by the League of friends. .

Meal Times - meals are served three times a day. Bedside menu cards give you a choice for your meals including options for special diets. If you have a particular diet for religious or cultural reasons please let us know. Snacks and hot drinks are available throughout the day.

Newspapers - a few newspapers are delivered daily to the ward.

Postal Arrangements - we distribute mail received each morning. If you would like to post a letter, please hand it in to the ward clerk before 16.00 Monday to Friday.

Telephones

TA telephone handset can be provided for you to receive incoming calls only. Please discuss with a member of staff to arrange this.

Laundry

The hospital cannot take care of personal laundry. Please can your family or friends bring clean clothing. If this is not possible please speak to a member of the ward team.

Children's Play Area

There is a children's play area in the main reception.

Television

Each patient room has a flat screen television.

Relatives Room

The Sanctuary is a room that has been furnished by the League of Friends for relatives to use.

Religion and Spirituality

We have a hospital Chaplain who attends the hospital and leaders of other faiths are welcome. The ward nurse will be able to contact the Chaplain to arrange a visit.

Valuables

Please avoid bringing valuables into the hospital. If you do bring valuables this is at your own risk.

Wheelchairs

Wheelchairs are available from reception for use within the hospital if outpatients or visitors have difficulty with mobility.



In the event of a fire

In the event of a fire, do not panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, please alert a member of staff immediately. Take instructions from the duty Fire Officer who will be wearing a yellow vest and controlling the situation.

Infection control

Please help us reduce the risk of infection to patients by following a few simple guidelines when visiting the hospital.

- Do not visit the hospital if you have had any diarrhoea and/or vomiting in the previous two days.
- Always use the alcohol gel provided for visitors at the entrances to the wards, both on arrival and when you leave.
- Observe any visiting restrictions that may be in place. Visitors are requested not to sit on beds.
- Follow any other instructions given to you by staff.



Visiting tips

Visitors play a crucial role in the rehabilitation process but please remember that the person you are visiting may be in hospital for several weeks. With this in mind a list of tips has been compiled to help make visiting feel worthwhile and as enjoyable as possible.

- You may be visiting over the course of a few weeks so think about spacing your visits and only promise to visit if you can do so.
- Visitors can be tiring, not too many at one time, however surprise visits are much appreciated. Bring some news of the family, friends, neighbours, the latest TV programmes etc, as patients sometimes feel that they do not have a lot to talk about.
- Don't feel you have to talk all the time, a hand held or gentle touch can offer great comfort.
- Small gifts, such as magazines, fruit or sweets are often welcome. Some patients may have difficulty chewing or swallowing some foods, so please check with staff first.
- Think about a trip outside in the wheelchair. Do ask staff if this is possible.
- Bring in cards, games or crossword puzzles.
- Do ask staff if there is anything you can do to encourage and help the patient you are visiting.

We would prefer it if you did not visit at mealtimes unless you are helping to feed your relative.

Planning your discharge from the hospital

Most patients are discharged from hospital to their own home to recover. Plans for discharge are considered throughout your hospital stay.

Once you are well enough to be discharged the health and social care staff will work with you to decide what assistance you need to be able to return home.

The staff will help you to get home as soon as you can.

Key points to remember:

- arrange to have suitable clothes and footwear to change into when travelling home
- take all your possessions and valuables
- take a supply of your current medication with you
- discuss arrangements for transport home with staff
- please inform a senior member of staff before you leave



Planning your discharge to another location

A small number of people will need further nursing or social care when they leave the hospital. This might involve nurses, occupational therapists, physiotherapists and social workers undertaking an assessment of your home circumstances, in order to help find the best option for you.

Options for you to consider are:

- return to your own home with assistance from visiting care staff (subject to review)
- a short-stay care bed in a residential or nursing home
- a residential home
- nursing home

If you would like information about eligibility for Continuing Health Care funding, please speak to a member of staff.



Health & Wellbeing Centre (Outpatient facilities)

In addition to the inpatient services at the hospital we provide outpatient clinics for a wide range of specialties. These include:

Consultants

Care of Elderly, Dermatology, Diabetic, Gastroenterology, General Medical, General Surgical, Orthopaedic, Paediatric, Stroke Consultants and Urology

Specialist Nurses

Clinics held at the hospital: Balance and safety assessment, Diabetes, Diabetic Retinopathy Screening, Dietetics, Incontinence, Orthopaedic Assessment Service, Respiratory, Speech and Language Therapy and Stroke

Visit when needed: Parkinsons, Chronic Sick (MS, Motor Neurone)

Advisory: Orthopaedics

Therapists

Physiotherapy, Podiatry, Audiology, Speech and Language therapy, Sleep clinics, Diabetes on stop shop and Stroke one stop shop

Diagnostics

Diagnostic services are provided at South Petherton Community Hospital by Yeovil District Hospital NHS Foundation Trust

Exeter Mobility Centre

A visiting services for wheelchair assessments and prosthetic limb fittings and management is provided

Comments, PALS and Compliments

What do PALS do? We:

- are patient-friendly, easy to access, confidential service designed to provide a personal contact to assist patients, relatives and carers;
- can offer on the spot advice and information if you have queries or difficulties;
- will listen to your concerns and help you find ways of resolving them;
- will take note of what you tell us to help to improve the service our hospitals offer to patients.

We listen to the views of patients and their families and help them find speedy and effective solutions to any problems they may encounter.

If you contact PALS for assistance or advice, we will:

- advise you of the options available to you and help you to find the best way of resolving your problem;
- deal with any issues in confidence and only pass on information to other people or departments with your permission.
- Use anonymised information to improve services

So please contact us if you:

- want to say thank you to our staff or tell us about the things we have done well;
- have any issues that you would like us to help you resolve;
- have any suggestions to improve the Trust's services.

Telephone 01278 432022 or email pals@sompar.nhs.uk.

Volunteers

We have a good team of volunteers who attend the hospital weekly and are an important part of hospital life. If you would like to become a volunteer please contact the Administration Office



Donations

If patients/visitors would like to contribute to the hospital, please make your cheque payable to 'South Petherton Community Hospital'. If you would like your donation to go to a specific department/ward please let us know.

League of Friends

About the League

The League of Friends of South Petherton Hospital was first formed in 1951, when it consisted of a handful of public spirited volunteers whose aim was to further the wellbeing and comfort of the patients.

Over the years the number of 'Friends' grew. Following reorganization in 1987, it became a Registered Charity. The membership of the League of Friends of the new South Petherton Community Hospital now stands at 357. The Committee meet 4 to 5 times a year.

What does the League of Friends do?

The League of Friends hold several fundraising events during the year which ultimately enable it to contribute over £160,000 for purchases for the new hospital, which included the Therapy Garden, television sets for all the bedrooms and staff rest room as well as upgrades to much of the furnishings. This would not have been possible without the support and generosity from the people of the local community and the surrounding towns and villages.

You can help by:

1. becoming a Member of the League of Friends, paying an annual subscription (minimum £2.00 renewable in April) for which you receive regular information about the League's activities
2. making a donation to the League of Friends
3. remembering the League of Friends in your will
4. if you are a taxpayer, by signing the Gift aid declaration



Contact details

Address

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Bernard Way
South Petherton
Somerset
TA13 5EF

Telephone 01460 243000

Fax 01460 242292

Email (Matron)

Heather.ancill@sompar.nhs.uk



Direct dial telephone numbers

Administration Office	01460 243360
Health & Wellbeing Centre	01460 243322
Mary Robertson Ward	01460 243378
Matron	01460 243350

Directions

South Petherton is situated off the A303 between Ilminster and Yeovil. South Petherton Hospital is situated at the end of Bernard Way, which is on the Martock side of the village, at the junction of Silver Street and Pitway Hill.

At the **Hayes End Roundabout (A303)** from surrounding towns), take the 1st exit if coming from **Taunton**, from **Yeovil** take the 4th exit, from **Ilminster** take the 2nd exit signposted South Petherton.

Coming into South Petherton follow **Hayes End Road**; go straight across 2 mini roundabouts and onto **Lightgate Road**. At the T-junction turn right onto **Silver Street**, the hospital access is signposted approximately 600 yards along Silver Street on the right.



This leaflet is available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please speak to a member of staff.

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