



York Teaching Hospital
NHS Foundation Trust

Vale of York Inpatient Units

Information for patients and visitors

① For more information,
please see our contact details on page 11

Contents	Page
Welcome to our inpatient units	3
What we do	3
Inpatient unit staff team	5
What matters to you?	6
Discharge	7
Your stay with us	7
Visiting.....	8
Car parking.....	8
Spiritual needs.....	8
Information and advice	9
Contact details.....	10
Complaints	11
Teaching, training and research.....	11
Patient Advice and Liaison Service (PALS).....	11
Leaflets in alternative languages or formats	12

Welcome to our inpatient units

The inpatient units provide a range of services to our patients. These include; rehabilitation, palliative care, and assessment for discharge planning. This leaflet will describe these services in turn and the practicalities of your stay with us.

The Inpatient Units consist of:

Nelsons Court Ward 1	20 beds
Nelsons Court Ward 2	20 beds
Selby	22 beds
St Monica's	12 beds

What we do

Rehabilitation

Most patients go home directly from hospital. You have come to the inpatient unit because you cannot yet manage at home.

The in-patient team will assess you soon after you arrive in the unit, this means we will discuss and identify goals with you so that we can plan how best to help you return home as early as possible. You may not be as well as you were before you came in to hospital when we discharge you. If this is the case our community colleagues will continue working with you at home.

Experience and research has taught us that you will recover best in your own home; your stay here may well be short.

The team will work with you on key skills you require to look after yourself, such as washing and dressing, preparing food and drink, mobility and going to the toilet. All team members play an important role in helping you to achieve your goals.

Palliative care and support to patients and their families

We know this is a difficult time for you and your family. The units provide help and support to manage your symptoms and help control your illness. Where possible we will get you back home or to an alternate place of care. If required, we also provide final days end of life care in all the units. Selby and St Monica's both have a dedicated palliative suite.

Assessment for discharge planning

We will decide together what support you may need. This could be a more comprehensive package of care, residential care or nursing home placement. This planning begins as soon as you are admitted to the unit. We value your views and those of your family in helping us to support you either to return home as soon as possible, or to the most suitable place to meet your needs.

We aim to communicate with you, a named family member or carer:

1. When you are admitted.
2. When you have been through the team assessments.
3. Before you are discharged so you and your family/carer are well informed of your goals, progression and discharge plans.

The consultant visits weekly and any medical concerns are dealt with on a daily basis. Should family members wish to speak with the Advanced Clinical Practitioners (ACP) or doctors, this can be arranged.

Inpatient unit staff team

The ward team is made up of:

- Consultant, Doctors, GPs and Advanced Clinical Practitioners (ACP's)
- Ward Sister and Deputy Sister
- Nurses
- Healthcare Assistants
- Physiotherapists
- Generic Therapy Assistant
- Occupational Therapists
- Ward Clerk
- Domestic Staff
- Volunteers

Once you arrive in the inpatient unit you will be assessed by the ACP or doctor, plus the nursing and therapy staff. At St Monica's medical cover is provided by the GP who will carry out assessments as required.

You will be encouraged where possible; to make decisions regarding your health needs with the ACPs and doctors.

Please let us know if you have any communication difficulties that we can help you with.

What matters to you?

We know from feedback that our patients and relatives often want to know the answer to four simple questions:

1. What is the matter with me?
2. What is going to happen today?
3. What is needed to get me discharged?
4. When am I going to be discharged?

Lack of clarity to the answers to these four questions, can often result in frustration for patients, relatives or carers. Hopefully, knowing the answers to these questions, will avoid unnecessary delays in your recovery and discharge. If you are not able to answer these questions please ask any member of the team.

As mentioned your recovery may continue following discharge from the inpatient unit, in another appropriate setting. This will be discussed with you.

Discharge

It is important that you leave the inpatient units when you no longer require the level of care we provide. Research demonstrates that people regain independence sooner in their home environment. A prolonged stay can make it harder to readjust to your normal lifestyle and activities. There is also an increased risk of infection, falls and confusion whilst you are here.

Your stay with us

We expect that you dress in day clothes and your normal footwear as you start your rehabilitation.

We have no laundry facilities, and ask that family and friends take laundry home. Please check you have day and night clothes and toiletries. If you use continence products at home please can you bring them in to the unit.

Please do not bring valuables or large amounts of money to the ward.

You may be in a same sex shared or a single room, depending on occupancy. Each room has a washbasin.

We will help you move around so you can use the shared toilet and shower/bath facilities.

We serve breakfast and evening meals in your room and encourage you to have lunch in the dining room as part of your rehabilitation.

Visiting

We like to welcome visitors and relatives to the inpatient units. Please speak to the nurse in charge about local arrangements.

On the inpatient units we are happy to help patients with virtual visiting using telephone or video calling.

Car parking

Car parking is available at all units although it is limited at Nelsons Court. There are no parking charges.

Spiritual needs

A member of our chaplaincy team visits the units regularly. Please ask a member of staff if you would like someone to visit you. Support is available to people of all religious denominations.

Information and advice

We are happy to help with any questions you may have about any aspect of your care, please do not hesitate to ask for any information you need.

We kindly ask that for general enquiries you refrain from calling during the morning. The team meet to discuss plans for each patient on a morning; your queries will be best answered later in the day.

Use this space to make a note of any questions you have

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Contact details

Nelsons Court

The Inpatient Unit, Nelsons Court Ward 1
Tel 01904 724117

The Inpatient Unit, Nelsons Court Ward 2
Tel 01904 724626

1A Nelsons Lane
York
YO24 1HD

St Monica's Hospital

The Inpatient Unit, Tel 01904 724825

Long Street
Easingwold
YO61 3JD

Selby Hospital

The Inpatient Unit, Tel 01904 724321

Doncaster Road
Selby
YO8 9BX

Complaints

Please speak to the Ward Sister or the Nurse In Charge of the ward at the time if you have any complaints. They will listen to any comments you have and will do their best to resolve any worries or concerns you have straight away.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: access@york.nhs.uk

Owner	Dawn Benson, Matron
Date first issued	February 2004
Review Date	February 2024
Version	7 (issued February 2021)
Approved by	IPU Business Meeting
Document Reference	PIL 220 v7

© 2021 York Teaching Hospital NHS Foundation Trust. All Rights reserved