



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Community Inpatient Units

Information for patients, relatives, and  
carers

① For more information,  
please see our contact details on page 10

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

## What we do

There are several reasons why you or your family member will be transferred to one of our units for ongoing care, and this may include:

### 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 leave hospital as early as possible.

You may not be as well as you were before you came into hospital when we discharge you. If this is the case our community colleagues will continue working with you at home.

Experience and research have 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.

## **Assessment for discharge planning**

We will work to support you in deciding what assistance is appropriate for your needs. 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.

## **End of life 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 can provide a peaceful and caring environment for final days end of life care. We can support patients to achieve their preferred place of care and death. Selby and St Monica's both have a dedicated end of life palliative suite.

## **Inpatient unit staff team**

The ward team is made up of:

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

- Patient Service Assistant (PSA)
- Ward Clerk
- Domestic Staff
- Volunteers
- Ward Matron and Operational Service Manager

During your stay on 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 assisted where possible; to make decisions regarding your health needs with ward team, ACPs and doctors. Your progress will be regularly discussed at multidisciplinary team meetings (MDTs), where your personal goals, progress and care needs will be evaluated. Your discharge plans will be reviewed and updated as needed. If your medical condition prevents you from contributing to this planning, we will endeavour to speak with those closest to you to identify your wishes and include this in our onwards planning.

In addition to the ward team other MDT professionals may include:

- Social Workers
- Specialist Nurses
- Your GP
- Community nursing team
- Community therapy team
- Nursing home managers

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. For this reason, discharge dates will be established, and staff will work towards these dates to remain committed to your rehabilitation.

## **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 into 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 may serve breakfast, lunch, and evening meals in your room, however as part of the rehabilitation process we would encourage all residents to use the dining room.

## **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 St. Monica's and Selby War Memorial Hospital. There is minimal parking available at Nelson's Court so we would encourage you to make alternative travel arrangements.

## **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.

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# Contact details

## Nelsons Court

The Inpatient Unit, Nelsons Court Ward 1  
Telephone: 01904 724117

The Inpatient Unit, Nelsons Court Ward 2  
Telephone: 01904 724626

1A Nelsons Lane  
York  
YO24 1HD

## St Monica's Hospital

The Inpatient Unit  
Telephone: 01904 724825

Long Street  
Easingwold  
YO61 3JD

## Selby Hospital

The Inpatient Unit,  
Telephone: 01904 724321

Doncaster Road  
Selby  
YO8 9BX

## **Complaints**

Please speak to the Ward Manager 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 [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net) An answer phone is available out of hours.

# Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

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