

Accessibility

If you have concerns about any aspect of your stay, you can also contact the Patient Advice and Liaison Service (PALS) on 0151 430 1144.

Duffy Suite
St Helens Hospital
Marshalls Cross Road
WA9 3DA



/sthknhs



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St Helens and Knowsley
Teaching Hospitals
NHS Trust

Duffy Suite Intermediate Care

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
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Na żądanie ta ulotka może zostać udostępniona
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St Helens and Knowsley Teaching Hospitals NHS Trust provide intermediate care at two sites – Duffy Suite at St Helens Hospital and the intermediate care ward at Newton Community Hospital. These units provide rehabilitation for patients who are medically fit to leave acute care but may require more therapy or clinical input to help them return home or to a unit that provides a lower level of care.

The information contained in this leaflet relates to the ward at **Duffy Suite, St Helens Hospital.**

How long will I stay on the ward?

This depends on your needs following assessment. Once you have completed your treatment or rehabilitation plan as an inpatient, you will not need to stay on the ward and can continue your rehabilitation at home or in a unit that provides a lower level of care. We will start to discuss your discharge plans early on during your stay, and you and your family/carers will be involved in the whole process.

What can I expect?

The nursing team will undertake assessments with you as soon as you arrive on the unit. You will be assessed by a therapist within 24 hrs of admission, who will agree with you your initial rehabilitation plans.

A personal care plan meeting will take place with a range of health professionals. This will determine the individual goals you would like to achieve whilst on the unit.

This will also indicate what your length of stay may be and what may be needed to support your discharge in the near future. On discharge, the wider Multi-Disciplinary Team will work together with you to determine if any equipment, referral to other services or a care package is needed.

How can I or my family contact the ward?

Duffy Suite, St Helens Hospital
Nurse Station – 01744646117 / 118
Discharge Co– 01744646221
Therapy Team – 01744 646096
Ward Manager – 01744646123
Mental Health Nurse - 01744 646784
Clinical Lead – 0151 290 4845

What is asked of my visitors?

- That they use the alcohol gel at the entrance to the ward on entering and leaving
- That they do not visit if they have had diarrhoea and/or vomiting within the last 48 hours even if their symptoms have stopped
- That they refrain from sitting or lying on the beds, there are chairs available in patient's rooms and around the ward

We discourage the visiting of babies and small children due to the infection control risk to both the child and the patient.

Next of Kin

We ask that just one of your relatives or friends is listed as your next of kin and that we have their correct contact details. We ask that only one member of your family should speak to us on a regular basis for updates.

A password system can be organised for telephone contacts, this enables the team to be confident that we are discussing your care with your full consent, only with your chosen contact.

Meal Times

Breakfast - 08:30
Lunch – 12:30
Dinner – 16:30

In addition, hot and cold beverages and snacks will be served throughout the day.

Meal times are protected allowing ward staff to make sure you receive your meal on time and allow us to help anyone who may need it. This also helps us to make sure you are eating and drinking enough.

If your family would like to help you at meal times, this can be arranged by the nurse in charge.

As part of your therapy, you may be invited to participate in meal time groups where you will be supported in preparing your own meals.

We apologise, but unfortunately we are unable to store patients own fridge items on the ward.

Visiting Times

1.30pm - 4pm daily

6pm - 7pm daily

More flexible visiting can be requested if required and extended visiting can be arranged on Bank Holidays. Please speak to the nurse in charge for more information.

What is expected of me?

- That you engage in therapy and the goal setting process to ensure your patient journey is tailored to you.
- That you bring in your own clothing, toiletries and pads if needed.
- That you ensure you engage well with the staff when assisting with washing and dressing.
- That you participate in all assessments needed to establish a safe discharge.
- That you do not keep any concerns, worries or issues to yourself. We are here to help, therefore, if you have any issues or concerns, please tell a member of staff as soon as possible.
- There are no laundry facilities on the wards, therefore, we ask that you send any laundry home with family/friends or access the local laundry. Please ask a staff member should you wish to know more details regarding the local laundry service.

What do I need to bring with me?

- Nightwear (pyjamas or nightdress)
- Dressing gown
- Slippers and shoes
- Underwear
- Day clothes
- Glasses/hearing aids/ dentures, if you wear them
- Soap, face cloth and towel
- Toothbrush and toothpaste
- Other toiletries such as deodorant, shampoo etc
- Shaving equipment (electric or safety razors)
- Hairbrush/comb.

Please bring with you the items you need for your stay. There is no room on the ward to store large bags or cases, so we ask that your family/carers take this home and bring it back when you are ready to leave. **Please do not bring valuables as we cannot be held responsible for missing items.** There are safe facilities if you are unable to send valuables home.

The Team

Staff Uniform Guide



The Multi-Disciplinary Team (MDT)

The ward is split into three groups – the Red Team, the Green Team and the Blue Team. The GP in charge of your care will review you holistically twice a week, and more often should you require this for a clinical reason. The ward Multi-Disciplinary Team meet twice a day to discuss your care and to ensure you are receiving all the care you need whilst at Duffy Suite and any new problems are identified and addressed quickly.

A personal care planning meeting will be organised with you and/or your family/carers.

Whenever a healthcare professional comes to see you during your stay, they should introduce themselves to you and explain what they are planning to do. If they do not, or you do not understand what they have said, do not be afraid to ask them to explain.

The MDT will communicate to your own GP when you are discharged so that they can continue with your care.

With your permission, you may be referred onto other community teams when the MDT considers this will enhance your care.

These teams may include:

- Community Matrons
- Later Life and Memory Service
- Community Nurse
- Community Reablement
- Specialist Nurse.