



LUTON &
DUNSTABLE
UNIVERSITY
HOSPITAL

CLINICAL EXCELLENCE, QUALITY & SAFETY

Welcome

Information about your stay



Patients information

This booklet is intended to help you have a comfortable stay at Luton and Dunstable University Hospital NHS Foundation Trust (L&D).

Interpreters

If you need an interpreter or advice then please ask your nurse, or you can phone the PALS desk, Monday to Friday, 9am - 5pm on **01582 497990**. If you need an advocate (someone she can speak on your behalf) then the PALS staff can arrange for a member of staff from an independent advocacy service to assist you.

مترجمین

اگر آپ کو کسی مترجم یا مشورے کی ضرورت ہے تو براہ کرم اپنی نرس سے کہیں، یا پھر آپ PALS ڈیسک کو، پیر تا جمعہ صبح 9 سے شام 5 بجے تک 01582 497990 پر فون کرسکتے ہیں۔ اگر آپ کو کسی وکیل (ایسا فرد جو آپ کی جانب سے بول سکتا ہو) کی ضرورت ہو تو PALS کا عملہ آپ کی مدد کے لیے کسی خودمختار ایڈوکیسی سروس کے عملے کے رکن کا انتظام کرسکتا ہے۔

দোভাষী

আপনার যদি কোনো দোভাষী বা উপদেশের প্রয়োজন হয়, তবে অনুগ্রহ করে আপনার নার্সকে বলুন, বা আপনি 01582 497990 নম্বরে সোমবার থেকে শুক্রবার সকাল 9 টা থেকে বিকেল 5 টা পর্যন্ত PALS-কে কল করতে পারেন। আপনার যদি কোনো অ্যাডভোকেটের প্রয়োজন হয় (যিনি আপনার পক্ষে কথা বলতে পারবেন) তাহলে PALS স্টাফ আপনাকে সহায়তা করার জন্য কোনো নিরপেক্ষ আইনি পরিষেবা থেকে একজন সদস্যের ব্যবস্থা করতে পারবেন।

Tłumacze ustni

Jeśli potrzebują Państwo pomocy tłumacza ustnego lub porady, proszę skontaktować się z pielęgniarką lub zadzwonić do biura PALS na numer 01582 497990 od poniedziałku do piątku w godzinach od 9.00 do 17.00. Jeśli potrzebują Państwo pomocy rzecznika (osoby, która może występować w Państwa imieniu), pracownicy PALS mogą zorganizować Państwu pomoc pracownika niezależnej firmy oferującej usługi z zakresu rzecznictwa.

ଅନୁବାଚକ

ନି ପ୍ରାଣୀ ଅନୁବାଚକ ନାମ ସମାପ୍ତ ଶି ଲିଭି ପି ଡା ବିରମା ବରବେ ଆପଣୀ ନରମ ନୁଁ ବାପି, ନା ପ୍ରାଣୀ ପିଠିଏଲଏମ୍ (PALS) ଡିସକ ନୁଁ ସିମହାବ ଓ ସୁବହାବ, ସବେ 9 – ସାମ 5 ବନି ଓକ 1582 497990 ଓ ଡେନ ବର ସବଦେ ପି। ନି ପ୍ରାଣୀ ବରୀଲ ଶି ଲିଭି ପି (ବିଠି ଓପି ନି ପ୍ରାଣୀ ବରୀଲ ସବେ) ଡା ପିଠିଏଲଏମ୍ (PALS) ସହାବ ପ୍ରାଣୀ ସହାପିତା ଲିଭି ସୁବହାବ ବରାଲତ ସିବା ଓ ସହାବ ମିସର ଲିଭି ବିହସସା ବର ସବଦା ପି।

Interpreți

Dacă aveți nevoie de un interpret sau de consultanță, vă rugăm să vă adresați infirmierii sau puteți contacta oficiul PALS, de luni până vineri de la ora 9:00 la ora 17:00 la numărul 01582 497990. Dacă aveți nevoie de un avocat (o persoană care să poată vorbi în numele dvs.), personalul PALS vă poate ajuta să beneficiați de asistență din partea unui serviciu independent de consultanță.

OUR COMMITMENT TO YOU

You can expect:

- To have clear explanations about your care, treatment and medical condition, and to be involved in making decisions about your care.
- To be cared for by professional, caring and friendly staff, in a safe and clean environment.
- To be given an identity band with your details on it, and for staff to check it before they give you medication, treatment, investigations or surgery.
- To be treated with respect and dignity at all times. All our staff are committed to ensuring patients' rights, dignity and cultural values are respected.

If you are not satisfied with any aspect of your care then please tell us.

Your Privacy and Dignity

The L&D is committed to ensuring you receive all your rights as a patient under the NHS Constitution. Please let us know if you have any special needs.

PATIENT EXPERIENCE

We hope you will be happy with the care you receive at the Luton and Dunstable University Hospital. We are always trying to improve our services and welcome any comments from our patients and visitors.

If you have any concerns or complaints or compliments about your care, please speak to the ward sister or matron. We would also ask that you complete our Patient Feedback questionnaire which is available in our ward areas.

Patient Advice and Liaison Service

PALS is a confidential service that provides help for patients, carers, friends and family. If you have a problem that you have not been able to rectify, we can help you resolve it. You can find us at the Main Entrance of the hospital within the Patient Experience Centre.

Phone us on **01582 497990**. You may get an answering machine if the team is busy. Please leave a message and we will return your call as soon as we can.

Email us at pals@ldh.nhs.uk

We are not open at weekends and bank holidays and so will contact you on our return with the aim to answer your enquiry within 2 working days.



Spiritual care

The chaplaincy service has a team of chaplains of different faith groups who offer help with attaining peace of mind and spirit. A member of the chaplain's team visits each ward at least once a week and a chaplain is available at all times. They can also contact leaders of other faiths if you wish. Please ask your nurse for more details or phone **01582 497370**. There is a hospital chapel with a multi-faith room attached, for everyone to use. There is also a multifaith room on the ground floor of the surgical block.

Patients with a disability

If you have any concerns regarding your stay in hospital, please speak to the nurse in charge of your ward to make sure that our staff are aware of your needs.

Smoking

Smoking is not allowed anywhere in the hospital or hospital grounds, except in the smoking shelters. To find their location, please see the map on page 12.

WHAT YOU MAY NEED WHILST IN HOSPITAL

- **An admission letter** (if pre-planned) and details of your next of kin, closest friend relative or carer.
- **Any medication that you use** and a list of any allergies you may have.
- **Clothes** - night dresses or pyjamas; dressing gown and slippers; daywear (comfortable clothes) and underwear.
- **Toiletries**
- **Money** - a small amount for telephone, television, internet services, newspapers or other purchases.
- **Any walking or hearing aids** - glasses, contact lenses or dentures (please bring cases with your name on and cleaning equipment for these items).
- **You may also bring** - squash, iPod, magazine, books, puzzles, laptop, diary, pen, paper, stamps, bottled water, electronic games (please keep these on silent mode so as not to disturb other patients).

You do not need

- **Large amounts of food**
- **Valuables** - jewellery, cash cards or large sums of money cannot be locked in your bedside locker. Some valuables can be stored in the hospital safe in an emergency and must be signed for. **Cash over £100 will be returned to you as a cheque.**

You will be asked to sign an indemnity form as the hospital cannot accept responsibility for your personal property.

ARRIVING ON THE WARD

On arrival to the ward you will be greeted by a member of the ward team, they will check your details and explain the ward routine to you.

You will be given a wrist band with your name on it, which you must wear at all times, this is a vital part of our safety checks to make sure you are always given the correct treatments or medicines. **Let the ward staff know if you have any outpatient appointments you will miss whilst you are in hospital.**

Each ward has its own routine, and the staff will be happy to answer any questions you may have or discuss any concerns. **Our wards are managed by a Senior Sister.**

You will be given the name of a nurse who will be responsible for your nursing care along with other nursing staff who will look after you. You will see a range of other staff on the ward including Healthcare Assistants, Housekeepers, Students, Discharge Officers, Pharmacists, Social Workers and some Volunteers.

You will have a small locker by your bed for clothes and personal items. Please do not store valuables in the locker as the Trust can not be responsible for them.

Please tell staff if:

- You have an allergy.
- You need someone to deal with your social security benefit, pensions or allowances.
- You will need help from Social Services when you leave hospital.
- You need a medical certificate.
- Your personal details have changed.
- You are taking any medicines



STAFF IDENTIFICATION

All staff should wear an ID badge to help you identify them.

Senior Nursing team (*black uniform*)

A team of very senior nurses, led by the Chief Nurse who support the Matrons across the Trust in ensuring that our patients and their carers receive high quality and safe care at all times.

Matrons (*burgundy with grey trim*)

They provide strong visible clinical leadership to a number of wards and departments, they support ward sisters.

Ward Sisters/Charge Nurse (*navy blue with red belt/epaulettes*)

Are responsible for the ward where you are receiving your care.

Registered Nurses (*blue and white striped dress/tunic*)

On admission to the ward you will be allocated a named nurse who will be looking after you each shift. His/her name will be above your bed.

Health Care Assistant

Provide direct care under the supervision of a registered nurse.

Doctors

The name of your consultant is shown above your bed. He/she will visit you regularly.



CONCERNS YOU MAY HAVE

Infection control

Infection Control is very important, and we have a high standard of cleanliness; our staff are trained to follow infection control guidelines at all times.

Same sex accommodation and privacy

When you are admitted it is possible that there will be both men and women patients on the ward but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite sex areas. Safeguarding your privacy and dignity is a priority for all our staff. If you are unhappy please speak to your nurse.

Who will be responsible for my care?

Your consultant. You might not see him/her every day, a doctor on their team will visit you. Please ask your nurse about the times of the doctor's ward rounds.

Will I be told about my treatment?

We want you to be fully informed about your care, your treatment, procedures, test results etc. Any information about your treatment is kept strictly confidential. Apart from your GP, we will not pass it on to anyone outside the hospital unless you give us permission.

Consenting to treatment

You will be asked to sign a consent form before having an operation, investigation or some treatments. Please make sure you understand what is involved, any risks, benefits and alternatives before you sign. You also need to understand the pros and cons of what may happen if you do not have the treatment or investigation.

You have the right to refuse any treatment or tests.

If you are unable to give your consent, your medical team will act in your best interests.

Enquiries

Families, friends and carers are welcome to telephone the ward to ask about your progress. For reasons of confidentiality we cannot give medical information over the phone, but we can say how you are getting on.

YOUR HEALTH RECORD

Everyone working in the NHS has a legal duty to keep your health record confidential under the Data Protection Act (DPA) 1998. If you want more details about this, please ask for the separate leaflet.

MEALTIMES

Breakfast 8.15am **Lunch** 12pm - 1pm **Supper** 5pm - 6pm

FOOD

Eating and drinking is extremely important in enhancing recovery times. Please tell your nurse if you have any special dietary requirements.

You have a choice of main meals from a menu each day including: **halal, kosher, special diet, vegan, vegetarian; Caribbean; gluten free, pureed or soft meals.** Low fat and low salt diets are all catered for. If you need a special diet, please let the staff know when you are admitted to the ward.

You will be asked to complete a menu every day; help will be provided if required and a dietician is available to give advice.

CAFES, RESTAURANTS AND SHOPS

There are a range of refreshment areas and shopping facilities throughout the hospital for patients, visitors and staff.

TROLLEY SERVICE

We have a limited trolley service run by volunteers, which visits the ward.

HOSPEDIA

At the side of some of our beds is Hospedia Entertainment Systems with TV, radio and telephone links. Payment cards can be purchased from yellow vending machines located around the hospital. Please ask a member of staff for the nearest machine. Please consider others by using the headphones at all times.

Visitor information

VISITING TIMES

Our visiting times are **2pm – 8pm**

(Please note that the hospital adheres to protected mealtimes as below)

Protected Mealtimes

Because patients can find eating difficult when they are unwell the hospital has introduced the 'protected mealtimes' scheme.

12 - 1pm 5 - 6pm

During protected mealtimes wards are closed to visitors and no routine procedures or investigations take place.

In some areas, we welcome relatives to come into the ward if they are assisting with the patient's meal. Please discuss this with ward staff.

WHEN VISITING...

- Please **do not visit the hospital if you are sick yourself.**
- Make sure that you **wash your hands on entry and leaving the ward** or use the alcohol gel.
- **No more than two visitors at any time** around the bed unless otherwise stated. **Large groups of visitors are welcome to wait in the public areas of the hospital** and rotate the visitors present at the patient's bedside.
- Any **children visiting must be supervised** all the time. Visiting is also at the discretion of the Ward Sister.
- Please check with the nurse in charge before visiting a patient if you have a medical condition which makes you vulnerable to infection, or a mild infection such as a cold, or if you feel unwell.
- Please inform the ward or department staff if you notice the alcohol gel dispensers are empty or not working.

Present for patients

Patients like to receive gifts while in hospital. Visitors can bring gifts such as fruit, sweets, books and magazines, but it is important not to clutter the patient's bed area.

LUTON AND DUNSTABLE HOSPITAL CHARITABLE FUND

The Luton and Dunstable University Hospital Charitable Fund is an independent registered charity that exists to support and enhance the services of the Luton and Dunstable University Hospital. This Fund helps to buy additional equipment, enhance facilities, supports medical research and provides the extras that make being in hospital a more comfortable and less distressing experience for you, our patients.

You can choose to support the Charity as a whole or one specific ward or department. We are extremely grateful to everyone who has donated in the past and helped us buy new state of the art equipment, comfort items and improve the environment in which you and your family are cared for.

For more details or to make a donation please email fundraising@ldh.nhs.uk or call **01582 718 043**.

BEHAVIOUR TO L&D STAFF

We are committed to ensure the safety and security of staff and any person with permission to be on the premises.

Any form of harassment, threat or actual violence faced by staff from patients, their families or friends are unacceptable and will not be tolerated.

Patients and visitors are allowed to use mobile phones in the hospital in a courteous and considerate manner to others. **Under no circumstance** should a patient or visitor take a photograph or film anything in the hospital for personal, social media or wider use. This is for the protection and security of all our patients, visitors and staff.

Security

We regard security as very important. Some areas can only be entered by a security pass or by permission of the staff. Security personnel regularly patrol the hospital and grounds.

YOUR HOSPITAL IN YOUR HANDS

As a patient or local resident you are entitled to become a voting member of the Luton and Dunstable University Hospital and have your say in the way we develop and improve our services.

To become a member go to www.ldh.nhs.uk or phone the membership department on **01582 718333** (office hours) for an application form.



Carers Lounge - A new service for family carers St Mary's Wing, Luton & Dunstable Hospital

The Lounge offers information and support to visiting carers of all ages, with any challenges they may experience in relation to their caring role.

Carers can drop in between 11am—6pm

For more info contact 07471 038398 / 0300 111 1919

Or email contact@carersinbeds.org.uk

CAR PARKING

Car parking can be found close to the hospital. Parking space is limited so please allow extra time or consider using an alternative mode of transport (eg public transport).

There are pick up/drop off points at the main hospital entrance or at St Mary's car park (10 minutes free to drop off/pick up).

Parking is free of charge for solo motorcycles. There are a number of bicycle parking facilities throughout the site.

Some of our car parks operate a pay on exit system, others are pay and display (Calnwood Road, maternity and breast screening).

Please note: The Dunstable Road car park is only accessible from the eastbound side (heading towards Luton) of the dual carriageway. Pay & Display (P&D) is currently used in the Calnwood Road, Maternity and Breast Screening visitor's car parks.

PARKING CHARGES

The current charges for car parking at the hospital are:

Drop off (designated drop-off points only)	Free	Up to 5 hours	£6
		Up to 6 hours	£8
Up to 30 minutes	£1	Up to 12 hours	£10
Up to 2 hours	£3	More than 12 hours	£20
Up to 3 hours	£4		



Owing to the site redevelopment there will be a number of changes to the location of some wards and clinics. For the most up to date information please ask a member of staff or visit our website www.ldh.nhs.uk

Luton and Dunstable University Hospital 
NHS Foundation Trust

Lewsey Road, Luton, Bedford LU4 0DZ