

Welcome to L Floor

i Information for patients
Neurology



PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



Being admitted to hospital can be stressful, both for you and for your relatives and friends. Hopefully this leaflet will lessen the concerns that you may have.

What are the wards like?

Ward L1 has 36 beds and treats and cares for patients with neurological problems. Eight of these beds form part of a neuromedical admissions unit (NAU). Patients with acute neuromedical problems may be admitted here, but most of the patients in these beds are those who are thought to have suffered an acute stroke. They will have been brought to the hospital as an emergency.

Ward L2 has 24 beds, 16 of those are Hyper Acute Stroke beds, and 8 are in the Neuro Assessment Unit. L2 is a Regional Stroke unit taking patients from Rotherham and some from Barnsley for acute care and emergency intervention.

Most of the accommodation is in 4 bedded bays with 4 side rooms on each ward. Although we nurse both male and female patients, you will never share a bay with a member of the opposite sex and we have male and female toilets and bathing facilities, other than a specialist bath for people with disabilities which can be used by either sex.

TIA patients and the TIA clinic

You will be seen by a stroke nurse at first who will take details of what happened to you and may order some routine tests and scans. If they and the stroke doctors decide that you have suffered a Transient Ischaemic Attack (TIA), sometimes called a 'mini stroke', they may allow you to go home and return the next day. This means that you can have all your tests in one day and see the stroke consultant who will explain your condition and treatment options to you.

This will save you from having to keep returning to the hospital for different tests but it can be a long day, so we advise that you bring a

book or something to do. You will be waiting in a room between the two wards where there is a television and a drinks machine and we will provide sandwiches for you. If you feel that you have been waiting a long time, or are unsure about what is happening, please ask the nurses. They will be happy to help you.

The stroke nurses will give you advice about what to do if you get the same symptoms again once you are discharged.

Who's who?

This can be very confusing! Nurses, domestic staff, physiotherapists and occupational therapists wear uniforms but you may meet social workers, speech and language therapists and other people, including doctors, who don't. All hospital staff wear identity badges and will introduce themselves to you. If you're not sure, it is okay to ask them who they are and what they do.

How will you protect me from catching an infection?

We take this very seriously. We do have very low levels infection, but we want to stop infections spreading.

- **Screening** - When you come into hospital we will take swabs from your nose and groin and test them for MRSA. We do this for everyone because we need to know who is admitted with this infection. Levels of MRSA are low in this hospital and this infection can be treated, if you are found to have it. If a patient in the same bay as you has MRSA, we may need to swab you again to ensure it hasn't been passed to you.
- There are **bottles of hand rub** at the entrance of every bay, every door and at the bottom of your bed. We want everyone who has contact with you to use this. This is to prevent the spread of infection. If they don't, please remind them to use it. We also ask

that your visitors use it. It is to protect you and the other patients on the ward.

- If any of your **visitors** are feeling unwell or have recently been ill, particularly if they have had diarrhoea or vomiting, it is better for them not to visit. This is to reduce the spread of an infection called Norovirus.
- You will notice that doctors have their sleeves rolled up and do not wear jackets or ties. This is because they too are trying to protect you from infection.

What do I need to bring?

You need to bring toiletries in with you, nightwear and comfortable day clothes, as patients on L floor usually get dressed during the day. If you are admitted as an emergency, we have toiletries and nightwear until someone can bring your own in.

Please do not bring a lot of money or valuables into hospital. You may need a little for papers, magazines, etc, and you may wish to buy a card that operates your personal television and telephone. A machine in the lift area sells these and they cost £5.00 or £10.00. You may use cash or a debit card.

You can use your mobile phone when in the hospital, but we do ask that you do not use it in the ward area.

What will happen to me?

A nurse will ask you about your health and lifestyle and will weigh you and measure your height. They will also record your blood pressure, temperature and pulse. A doctor or nurse practitioner will then take more detailed medical information from you. They will need to know what medication you take, so please bring this with you. We will probably re-label it and use it, but we give you more when you go home. A more senior doctor may also visit you but this may not happen straight away.

A consultant neurologist comes to the ward every day. This may not be the neurologist that you have seen in clinic as they work in teams taking turns to look after the inpatients. Your neurologist will be kept informed of your progress and will be involved in your care. The doctors that you will see the most will be the ward doctors and registrars, who are senior doctors who work in Neurology.

Tests will happen daily but sometimes your neurologist may decide that you need more tests or treatments once you are in hospital. These may have to be booked with other departments; because of this you may have to wait a day or two for this to happen. Nurses and doctors will do their best to keep you informed.

About your stay

Visiting times - We realise on L Floor how important visitors are and so we try to be as flexible as possible.

Visiting times are between 08.00am and 8.00pm

Please do not visit before 11.00am as the patients are being washed and we must protect their privacy and dignity. We have a rest hour between 1.00pm and 2.00pm, so would request that visitors avoid this time if at all possible.

If you would like children to visit, please discuss this with sister. It is not advisable that babies or toddlers come onto the ward, unless they are your child.

Carers of patients who have learning disabilities can visit at any time. This is because these patients may be more distressed by being in a strange ward than other patients and may prefer to be cared for by people that they know.

Information - If your relatives want to speak to a doctor, they need to arrange this either through nursing staff or, in the case of a neurologist, through their secretary. Nurses will give as much information as they can to visitors, with your permission, but they are restricted as to what they can say over the telephone.

We would ask that friends and relatives only ring the ward telephones if they really need to, particularly in a morning and at meal times, as the nurses are very busy washing and feeding patients.

Learning - This is a teaching hospital so both student nurses and doctors may help in your care. Student doctors may ask to come and talk to you about your condition. This is important for their learning, however if you are feeling tired or unwell, they will understand if you don't want to talk to them.

Smoking - The hospital has a 'no smoking' policy. This means that smoking is not allowed on hospital grounds. If you think that this may cause you a problem then please speak to the doctors or nurses. We can provide nicotine patches and can refer you to 'stop smoking' organisations.

What will happen when I am ready to go home?

When your tests and treatment are over, you will be told that you are to go home. Before arranging your transport home, please speak to the nurses who will be able to tell you what time you will be ready to leave the hospital.

Medication - You may need medication to take home and this takes time to organise. Doctors will need to write a prescription, this then has to be taken to the hospital pharmacy and supplied. If the pharmacy is very busy, this can take time. The nurse will then talk you through your prescription to ensure that you are aware of your medication and any changes that may have been made. If you use a 'nomad' system at home where each day's tablets are in separate sections, this will also cause a delay so please let us know in good time.

Transport - If you need to use hospital transport to get home then this can take up to 2 days to book, so if family or friends can collect you, this would be better for you.

Nurses will let you know of delays in pharmacy and with transport, but have no direct control over these areas.

Information - You will be given a brief discharge sheet, which will have details of your medication, your diagnosis or tests that you may have had. A copy of this will be sent electronically to your GP surgery but may take a few days to arrive. A more detailed letter will be sent to your GP later. If you have any concerns about your medication or treatment once you have gone home, please ring the ward and we will try to help you.

What happens if I do not feel well when I get home?

If you have any concerns about your health, please contact your GP surgery in the usual way and they will contact our medical staff if that is appropriate.

What will happen to me after I leave hospital?

Often the neurologist will want to see you again in out patients. This may be to check your progress, start treatment or to discuss your test results with you. When you are at home you will receive a letter asking you to ring the hospital to make an appointment to be seen.

Sometimes you will not need to see the neurologist again and you may receive a letter telling you your results or that you need to make an appointment to see your GP.

Before you leave, the nurse will be able to tell you what you should expect.

We like to get things right

We hope that your stay in hospital is as pleasant for you as we can make it. We all try very hard to be efficient, polite, helpful and friendly, as well as professional. If we get it wrong or you can help make things better, please tell us.

If you have a concern, please tell the nursing staff. They will listen to your concerns and take them seriously. The ward sister will look into any issue that you raise; most issues can be resolved at ward level if we know about them.

If you would like to discuss any matters regarding the care you have received, please ask to speak to the neurology matron so that we can

help with your problem as soon as it happens. If you have already gone home, the matron can ring you and will be happy to meet with you and your family, if that is what you want.

If you remain unhappy, the matron will explain how to make a formal complaint.

Useful contact numbers

L1:

- **0114 271 2059**
- **0114 271 2805**

L2:

- **0114 271 2419**
- **0114 271 3028**

Matron:

- **0114 271 2664**

Matron's secretary:

- **0114 271 2789**



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