

Personal Food

Cold snacks, biscuits, juice etc can be bought in for patients but please don't use glass containers. Due to health and safety regulations, meals bought in can't be warmed through.

Hairdresser

A hairdresser is available for patients. To book an appointment contact her via [pager 89640](tel:0175251640).

Patient Advice and Liaison Service (PALS)

If you have a concern, problem or worry about your care or some aspect of the service provided and would like help from someone other than the ward staff, you can contact the PALS. Office on Level 06 or [t\(01752\) 517657](tel:01752517657)

CAREdirect

CAREdirect is a service for people, their carers, relatives and friends. By co-ordinating with and complementing other agencies they aim to enable people to make informed choices about their own support and care. They have a 24hour telephone helpdesk [t0800 444 000](tel:0800444000)

Transport home

If you are fit enough to go home by car but are unable to arrange this yourself, the hospital car service is available to you and can be booked by the ward clerk. However, it does incur a charge.

Smoking

The Trust is a smoke free environment. If you would like support to give up smoking contact: Plymouth Smoking Advice Service [t\(01752\) 314040](tel:01752314040) or NHS Smoking Quit line [t0800 169 0 169](tel:08001690169)

Your Comments

If you have any comments about the care or service provided on the ward or ideas for improvement, please do let us know.

Stonehouse Ward Level 07 Derriford Hospital

Information for Patients & Visitors

Stonehouse is an Hepato-biliary surgical ward. We have 29 surgical and 4 Level one beds and look after male and female patients. Although the ward is mixed sex, men and women are nursed in separate bays.

If you require any assistance whilst you are on the ward, please don't hesitate to ask a member of the ward team.

January 14

Review by January 16
Ref: D-35/M/HCE/SC

Ward Philosophy

We aim to provide high quality care through an holistic approach, ensuring all individual needs are met in a caring and sensitive manner. We endeavour to offer an open and friendly environment where the patient and family members can express their needs. We hope to maintain self esteem, dignity and a sense of well-being and purpose to every individual whilst on our ward.

Ward Visiting Times

The ward is open to visitors from 3- 8 pm. Visiting outside these hours is only with the permission of the Sister / nurse in charge.

In order to prevent the ward getting over crowded, the number of visitors is restricted **to two** per patient, at any one time.

Telephone Calls

For general information: †(01752) 431488

To speak to the patient personally: † Use Patientline

Telephone cards are available on every floor of the hospital. Please be aware these incur a charge of 10p/min to phone out, and 45p/min for people to phone in.

Mobile Telephones

Please note that the use of mobiles phones is prohibited on the ward, but are allowed in non-clinical areas such as the corridors off the ward.

Doctors' Ward Rounds

The name of your Consultant should be written on the board above your bed. Consultants normally see their patients twice a week (ward round). A doctor on the Consultant's team will see you every day during the week and at the weekend if it is necessary. Mornings and mealtimes are the busiest time on the ward. Doctors' ward rounds aren't normally completed until late morning. It would therefore be appreciated, and hopefully more informative to you, if you could try to leave *non-urgent* calls until after 11am and avoid ringing during mealtimes.

Due to confidentiality, a patient's diagnosis cannot be discussed over the telephone.

If you wish to see a doctor to discuss your relative's condition, please talk to the ward clerk or ring the ward to arrange an appointment.

Valuables

The bedside cabinet provided is for storage and does not lock. Valuables are therefore left at the patient's own risk. We advise that you try to keep valuables and cash to a minimum.

If you have large amounts of money with you, please inform the staff so that it can be banked safely with the hospital cashier whilst you are in hospital. If you wish to have your valuables put in the hospital safe, please ask a member of staff.

Hearing Aids, False Teeth, Walking Aids

Please inform one of the nursing team if you (or your relative/friend) normally use a hearing aid, false teeth or walking aid. It is advisable that these items are labelled appropriately.

Meal Times

Breakfast	7-8am
Morning Coffee	10.30am
Lunch	12 midday-1 pm
Afternoon Tea	2.30pm
Evening Meal	5-6pm

Drinks are available at any time, please ask.