

BEING UPDATEDDAEDALUS WARDGOSPORT WAR MEMORIAL HOSPITALFOREWORD

Jan Peach - Service Manager - Gosport War Memorial Hospital
 Rosemary Paxton - Support Services Manager
 Philip Beed - Clinical Manager - Daedalus Ward
 Union Rep - RCN, H & **Code A** & COSHH Co-ordinator - **Code A** Sultan Night Duty
 Unison Rep - **Code A** Senior OT GWMH

Departments within the Hospital:-

Dryad Ward - Continuing Care/Rehab Ward
 Sultan Ward - GP Unit
 Dolphin Day Hospital
 Mulberry - Ark Royal) EMH Assessment
 - Collingwood)
 Phoenix Day Hospital - EMH Day Hospital
 Redclyffe House - EMH Continuing Care
 Blake - Maternity Unit
 Outpatients
 X-Ray
 Pathology
 Medical Records
 Patient Affairs
 Physiotherapy
 Speech and Language Therapy
 Occupational Therapy

Hospitals you may come into contact with:-

St Christopher's Hospital - Fareham	-	Tel. No. *	Code A
Queen Alexandra Hospital - Portsmouth	-	*	
St Mary's Hospital - Portsmouth	-	*	
Haslar Hospital - Gosport	-	*	

Daedalus Ward

Gosport War Memorial Hospital

Daedalus Ward is a 24 bedded intermediate care ward, providing rehabilitation for elderly patients. These are divided into; 8 fast stream stroke rehab; 8 slow stream stroke rehab, and 8 general rehab beds.

Patients are transferred to us from other acute wards, for assessment and rehabilitation, and ultimately discharge home or to another care environment.

Nursing care is delivered in teams, with each team having a specific group of patients to care for. The nursing teams work collaboratively, with all staff having a working knowledge of all the wards patients, and being able to move between teams as and when required.

Nursing teams are in turn part of a larger multidisciplinary team, comprising:

- Consultant
- Staff Grade Physician
- Physiotherapists
- Occupational Therapists
- Speech and Language Therapists
- Dietician
- Social Worker

The team works together with the patient and their family, to assess needs, and agree goals and plans for rehabilitation. The underpinning ethos is that patients should be encouraged, supported, and helped to be as independent as possible.

Learning and development is actively supported on the ward, with formal and informal educational opportunities being available to all grades of staff. We are also constantly looking at ways of building upon and improving the services we provide, in order to try and provide care which meets the needs and expectations of our patients and their families.

As a team we are constantly looking for and exploring new ideas for the way we work and organise care. All staff are encouraged to contribute to this process and fear of failure is not allowed to prevent ideas from being tried out. Some examples of changes which have occurred over the last twelve months include: nursing staff changing to tunic and trousers; repositioning patients mirrors to aid in washing and shaving and the introduction of Stroke Patient Handling Training.

Nurses are supported in their training for stroke rehabilitation by stroke specialist nurse and multidisciplinary therapy team. There is opportunity for in-house training and study.

Nurse development is encouraged through I.P.R's and supported by the team leaders and Clinical Manager. Staff are encouraged to discuss their practice at team meetings and introduce practice that will enhance patient care - underpinned by evidence based practice.

Daedalus Ward is a placement area for Student Nurses.

Visiting Hours

Monday - Friday 1 pm - 8 pm
Saturday/Sunday 10 am - 8 pm

Other times to be arranged with Nurse in Charge. Relatives are asked not to enter bedrooms before midday or when any patient in the room is having their personal needs attended to.

Multi-disciplinary Team Meetings

These are held on a Monday 1.30 pm - 2.30 pm. The nurse doing the Continuing Care round that week will attend prior to doing the ward round.

Ward Round Days

Continuing Care Round - every Monday except Bank Holidays.
Stroke Round - every Thursday

The nurse doing each CC and SSSR round is by rota. This will share out the ward rounds evenly and ensure a more balanced rota overall. We are endeavouring to have 5 staff on a late shift on all round days, to free up the person doing the round. Therefore it would be preferred if people did not swap their shifts or take annual leave and leave 4 staff on a late shift on Mondays and Thursdays.

Shifts and Breaks

7.30 am - 12.30 pm) - 15 minute coffee break
7.30 am - 1.30 pm)
7.30 am - 4.15 pm - 15 minute coffee break + 1 hour lunch break

12.15 pm - 8.30 pm) - ½ hour tea break
1.15 pm - 8.30 pm)

3.30 pm - 8.30 pm - ¼ hour tea break

8.15 pm - 07.45 am - night shift

Ward Clerk - June's weekly programme

Monday, Tuesday, Friday - Daedalus Ward
 Wednesday, Thursday - Dryad Ward

June will also spend 45 minutes each day on the other ward to deal with requests.

Handovers

7.30 am - 1 pm - 8.15 pm

1 pm Handover will be done by teams. This will ensure information is passed on by the person who has been looking after the patients concerned and provide team members with the opportunity of discussing their patients progress with members of the multidisciplinary team.

Application of Named Nurse Principle

In order to enhance the effectiveness and benefits of team nursing, a concerted effort is to be made to care and associated activities being completed by the nurse, or team responsible for each patient.

This needs to be done on a daily basis and includes such aspects of care as referrals, tests and investigations, communication with relatives etc.

Information Folder

This can be found in the office. Please read at least once a week for the latest news and any new issues arising.

Duty Sister Rota

DAY	ALL DAY
SUNDAY	DAEDALUS
MONDAY	SULTAN
TUESDAY	DRYAD
WEDNESDAY	DAEDALUS
THURSDAY	SULTAN
FRIDAY	DRYAD
SATURDAY	SULTAN

Bleep Holders and Nos. to be found at end of Telephone Extension List in Office

Ward Telephones

Being able to use the ward phones is an important part of everyone's job. Please take the time to familiarise yourself with the system and how it is used.

The ward has two phone lines:

The office line is Extension Code A and has a standard phone and a mobile phone.

This is also our direct line. Dialling Code A from outside the hospital gets directly through to the ward, bypassing the switchboard. This is the number which should be used by yourself or anyone wishing to contact the ward from outside the hospital, as it saves them time and reduces the work of the switchboard (and out of hours the Porters and Duty Nurse).

The nursing station line is Extension Code A and has a standard phone and the Fax machine. As this is an internal extension, we cannot receive Fax's but can send them.

For each extension you can swap a call to the second phone simply by picking up the received, as you would on your phone extensions at home. In the case of the mobile you also need to press the green button.

Special features:

Group pick up

Incoming calls on either the office or nursing station phone can be taken on the other line, by picking up the phone and dialling **O

Call transfer

To transfer a call from one line to another you need to use the standard phone. If you have picked up the Fax handset or the mobile, pick up the other phone and put the Fax or mobile handset down.

- Press the button marked *recall*
- Dial the extension you want e.g. Code A for the office phone
for Dryad
- If the line is engaged press *recall* again and you will be reconnected to the original caller
- When the phone answers you will be able to talk to the extension without the original caller hearing you
- Advise the person answering that you have a call for them (or anything else you need to say) and replace your handset
- When you replace your handset the caller will be automatically connected to the new extension

Tip - before attempting to transfer a call you may wish to advise the caller of the extension they require. If you then get cut off they can redial direct to the area they require.

Faxing

To send a FAX:

- Place the papers to be sent face down in the FAX machine (note that it is better not to use double sided forms if you intend to fax them)
- Press the button marked *speaker*
- Dial the number you require, remembering that you need to precede with a 9 for outside lines

You will hear the phone ringing and answering

- Wait until you hear a high pitched warble, then press the *start/copy* button
- Your papers will then be faxed

Note that while we can send Faxes we cannot receive them directly as the Fax machine does not have a dedicated phone line.

Faxes can be received by the General Office on Code A

To Bleep a Porter

Dial 5 - wait for ringing followed by long tone - dial 100 - then number of ward e.g. Code A
 e.g. Dial 5 - Code A

Panic Button

This is situated at the nurses station. It is only used in case of an emergency or if urgent assistance is required.

To Reset Panic Button

Press the red switch at the nurses station and turn the key.

Emergency Line to Switchboard - Dial 4 for Help

An emergency line has been set up to the switchboard. This is only to be used in an emergency. For example if you need urgent assistance from the Porters.

To Use this Service

1. From any extension telephone in the hospital Dial 4 and wait for an answer. These calls will be given priority by the Telephonists
2. When answered state the emergency and help required
3. The Telephonist will summon assistance

When switchboard is closed your call will be answered by a Porter or the Duty Person in charge, via their pagers. These calls will take a little longer to be answered as they have to get to a telephone to take the call.

This service should not be used in place of a call to the Emergency Services.

Any queries please contact switchboard.

Admissions - are only accepted to Daedalus Ward after being referred from Dr Lord via Elderly Services at Queen Alexandra Hospital. Brenda (Dr Lord's Secretary) normally phones the ward with the following information:-

1. Patient's Name
2. Address
3. Date of Birth
4. Hospital Number
5. Hospital and Ward patient is coming from.
6. Patient's condition and anything that is relevant e.g. any pressure sores, diet etc.

These details are written in the diary on the bottom of the page of the admission date. The new patient's name and date of admission is then written on the board at the front desk.

Notes

On admission the notes usually accompany the patient, unless the hospital is outside the area, then we need to obtain them. If for some reason, the notes have not come with the patient, then June (Ward Clerk) will retrieve them from Medical Records. Haslar have now amalgamated with Portsmouth Trust so whereas in the past Haslar notes were sent back to Haslar they are now combined until the patient is discharged.

All notes are filed in the patient's trolley which is kept in the office.

Patients Admitted for Respite Care

June will ensure the medical notes are on the ward prior to admission.

Letter

Prior to admission a detailed letter is sent to the ward from Elderly Services regarding the new patient to be admitted. This is then filed in the notes. A discharge letter accompanies the patient from the ward/area where patient has been discharged.

Preparation of Room/Bed Area

This is done preferably 1-2 days prior to admission.

1. Ensure the room has been cleaned.
2. Ensure the bed is made.
3. If previous information warrants, cot sides with bumpers.
4. Pressure relieving mattress if condition indicates, High Waterlow Score or any known pressure sores.
5. If patient has MRSA, Clostridium Difficile, ensure there is a yellow bin bag in the room, gloves, wipes, towel, hibiscrub.
6. Ensure there is a trolley outside the room with supplies of gloves, white aprons, yellow, red, blue bags and in a sealed container, water soluble bags.
7. Enter room number by patients name on board at front desk and in the diary.

When a patient is admitted the patient's name, Date of Birth, type of admission is entered on the relevant bed state form i.e. Continuing Care or Stroke and number of patients and available beds entered on board

Inform Dr B Wilson.

MRSA Swabs

Patients admitted with MRSA Monday - Friday should be swabbed on admission, by 12 midday. Swabs and forms are then taken to Pathology and placed in the appropriate container by 12.30 pm to ensure that they will be collected in time for the Path run. Full screen = nose, groins, any open wounds, catheters.

Fill in admission pack, include details of past relevant medical history and social history, ensure next of kin/contact number is correct.

Ensure all assessment forms are completed within 24 hours, as well as relevant care plans.

Property form to be filled in for any valuables and sent together with items to hospital safe.

Medication requirements check with 'stock supplies', order from pharmacy if necessary.

Record BP, TPR, urinalysis and weight.

List property, label glasses and ensure clothes are adequately marked with patients name and ward. Send for marking if required.

Laundry

When patients are admitted to the ward all their property is recorded on a property form and filed with the care plans. Family and friends are given the choice of either having their relatives clothes laundered in the hospital or taken home. Whichever is decided clothes must be marked with the patients name, ward and code e.g. Richard Gere, Daedalus O5. This is to help prevent patients clothes being lost or if sent to the laundry in error they stand a better chance of being sent back to the ward. If any items are lost these must be entered in the lost laundry book and reported to Mary/Ann in laundry.

On Daedalus ward patients are encouraged to wear their own clothes as this helps in their rehabilitation and well being.

Discharge Procedure

Write discharge date on board.

TTO's requested from Doctor, ordered from Pharmacy at least 7 days before discharge.

Inform GP of discharge, District Nurses, Patient, Next of Kin.

Write Discharge Letter, District Nurse letter if necessary.

Check transport arrangements, order transport if required.

Ensure all patients have a discharge checklist and that this is filled in for all patients.

Send nursing notes with Patient, District Nurses notes home with patient.

Place medical notes and X-Rays in Ward Clerk's tray.

Ensure the Doctor signs Discharge Summary within 24 hours and is sent to patients own GP.

Enter discharge date on bedstate form, alter number of patients and beds available on board on wall.

Day Hospital Referrals

To reduce the problems that occur when discharges are postponed, we need to be referring to Dolphin Day Hospital one or two working days before discharge.

For Monday and Tuesday discharges, referrals need to be on Thursday or Friday. Please ensure they are entered in the diary so they are not overlooked.

Referral to Social Services

When making referrals please complete a 24 hour nursing record of care and send a copy with the Health Summary and Risk Assessment Form.

Ward Policies/Guidelines

These are kept in the Ward Office. However a full set is kept in the office by Ann's Hill Reception.

Information leaflet for Bereaved Relatives to be found in Ward Office.

Drug Ordering - is normally done on a Wednesday afternoon by 1 or 2 trained members of staff. However depending on the workload and staffing levels, it may be done on a Thursday p.m. The box is then collected by the Porters early Friday morning where it is taken to the Pharmacy at Queen Alexandra Hospital. The box is then returned to the ward on Tuesday.

Daily Drug Ordering and Weekends

Drugs can be ordered daily over the phone or faxed to QAH Pharmacy. In order to do this you must ensure that orders are phoned/faxed through before 10 am. This is to make certain that the drugs are on the path run and are received on the ward by approx. 1 pm.

It is up to the trained nurses to ensure that there are enough dressings, stock, non-stock and Controlled Drugs in stock to cover weekends, bank holidays and holiday periods. If a drug is needed urgently, the doctor on call can write out an outside script. The porter will take the script and collect the medication from the chemist across the road at the Bury Road entrance.

Controlled Drug Ordering

This is ordered by a trained member of staff who has previously provided a specimen signature for Pharmacy. The order must be countersigned by either the ward GP or Consultant Dr Lord. As we are not allowed to give Controlled Drug orders over the phone, the order must be posted via the internal mail system and delivered to Queen Alexandra Hospital Pharmacy. On receipt of receiving the Controlled Drugs phone Queen Alexandra Pharmacy and verify their arrival with their serial number. Post back the Pharmacy Controlled Drug slip which is enclosed with the drugs initialled by the person who received and entered them into the Controlled Drug Book.

Jean the Community Pharmacist comes to the ward once a week usually Mondays/Thursdays to order the non stock medication/items

Duty Requests

Our Ward Manager does the ward off duty at least 2 - 4 weeks in advance. If you would like a day off, annual leave, early or late shift or any other request, then you must fill in both parts of a request form and ensure that it is put in the request box in the office before the off duty is done. If the off duty is done and for some reason you need to swap a shift, then it is up to you to do this, ensuring that cover for the ward remains adequate.

Photocopying Facilities

The photocopier is situated in the office next door to reception at the Ann's Hill Road Entrance. To use the photocopier in association to your work you can either ask June our Ward Clerk to do this for you, alternatively you can type in the code yourself and use the photocopier. If you want to use the photocopier for non work related reasons, then a fee of 5 pence a copy will be charged.

Specimens

Any specimens e.g. urine, MRSA, sputum, blood are collected from the Pathology Dept.

Monday → Friday at 1 pm therefore it is important to ensure that any specimens collected on the ward are taken down to Pathology in good time. There are 2 metal boxes situated inside the Blood Taking Room in which these are placed. Alternatively you can post specimens through a drop-in-slot in the wall outside the Blood Taking Room.

Equipment Room (Code C2480Z)

This room is situated next door to the ward kitchen. All staff are welcome to use the computer, books and other facilities as a resource room.

Out of Hours Procedure for Obtaining Medical Records

If a member of staff require an urgent set of patient medical notes out of office hours and on weekends please following the procedures below:-

If the casenote number is already known then it may be possible to obtain the medical notes by asking the Hospital Porter to open up the Medical Records Dept and find the notes on the racks. This will be only possible if the casenote number starts with a 'G'

All notes starting with a 'G' number (i.e. G56568) are Gosport files and should be found on the main racks. These are in numerical order and the files are labelled at the ends of each rack to help you find your way around.

Notes starting with a 'Q' or 'S' number are files belonging to Queen Alexandra Hospital and St Mary's Hospital. These notes will not normally be stored in Gosport Medical Records unless the patient has been in hospital here or seen in Outpatients within the last week or so. All S and Q numbers are sent back to QAH Medical Records soon after discharge. It may be necessary to telephone the main hospitals medical records at QAH to obtain the notes from them direct.

**The out of hours bleep number at Queen Alexandra Hospital is BLEEP 834.
There is an all night telephone number in QA Medical Records Department
023 92286359**

If a set of notes is found in the files then it will be necessary to find the yellow tracer in the front of the notes and mark down the date and where the notes have been taken to. If a yellow tracer card cannot be found then please make sure that a note of the patient or a label is left for the medical records staff to update where the notes have gone to. (This is a very important step as there is no other way of keeping track of the movement of patient records).

If the patient's notes are not in the numerical place on the rack and only a yellow tracer card is left, it will say on the tracer card where the notes are and the date they were removed.

If it is **urgent** and records are needed - telephone the staff below and they may be able to help you track them down.

Code A

Code A (ex directory)

Please Note if you do not get an answer from the first person on list then telephone the next number do not leave a message on the answerphone this person may be away on leave.

There is a floor plan on the wall (left hand side) in Medical Records to help you find your way around.

New Employee Assistance Programme for the Trust

The company providing the Employee Assistance Programme (EAP) contract for the Trust will be changing as from the 1st May 2000. From this date a company called CORECARE will be providing the staff support, advice and counselling service and not EAR.

CORECARE are an extremely well qualified and experienced company who have been providing quality employee assistance programmes to health service staff and others for several years.

Staff will be provided with the same level of service as EAR have been giving for the last 4 years - i.e. a 24 hour telephone helpline giving unlimited support on a wide range of problems.

- Emotional/Personal
- Work/Career
- Legal
- Financial/Tax
- Marital/Family
- Others

As before it is for us and our families and includes referral on to a specialist counsellor, for up to 6 sessions if needed.

New leaflets and cards will be provided for all staff and there will be presentations about the new company in all areas over the next month. Staff already receiving help and support from EAR will continue to get this during a handover period between EAR and CORECARE.

Staff requiring further information, please telephone the new CORECARE Number 0800 181 392 or ring your Occupational Health or Personnel Department.

Staff ringing the EAR number from the 1st May 2000 will be automatically transferred to CORECARE.

FIRE PROCEDURE

On activation of Fire Alarm

Between 8.30 am and 1700 hrs - Main Reception will call Fire Brigade

Between 1700 hrs and 8.30 am Sultan Ward dial 999 and call the Fire Brigade

The duty person (Fire Co-ordinator) proceeds to Ann's Hill Road Muster Point, dons the yellow jacket and reads main alarm panel.

Each Department/Ward sends 2 staff, if possible, (not if the fire is in their area) to the nearest muster point, e.g. Ann's Hill Road or Bury Road

The Fire Co-ordinator **REMAINS AT ANN'S HILL MUSTER POINT** and details 6 Nurses to the scene of the fire

The Nurses report to the Senior Person in Charge of the Ward/Department (Evacuation Team Leader)

One Nurse returns to the Fire Co-ordinator with information. The Fire Co-ordinator details more staff to assist if necessary

Detail runners to meet the Fire Officer and to stand by entrances to stop the general public from entering

NO STAFF PROCEED TO THE SITE OF THE FIRE UNLESS INSTRUCTED TO DO SO BY THE FIRE CO-ORDINATOR