



Spire Healthcare



Your stay with us

Everything you need to know

Looking after you.

Welcome



Dear patient

On behalf of the team, I would like to welcome you to the hospital. Our teams strive to bring together the best people who are dedicated to developing excellent clinical environments and providing quality patient care.

We understand that when you first arrive you may feel unsettled in unfamiliar surroundings and you may be feeling anxious. We will do everything we can to ensure your stay is as pleasant as possible – we aim to give you a first-class service in a caring and professional environment.

This information has been prepared to provide you with a comprehensive guide to the facilities in your room and the services available at the hospital.

If you have any queries or are in doubt about anything, please feel free to ask any member of the team.

I would like to wish you a comfortable stay, and a speedy recovery.

Best wishes

Professor Lisa Grant

Group Clinical Director/Chief Nurse

Spire is dedicated to looking after you for your care and treatment, and will therefore carefully assess you to ensure that we can provide the level of care that you need. In the unlikely event that your health needs change and are more than anticipated, we may arrange to transfer your care to another hospital. This will usually be the NHS, and very occasionally may need to be for intensive care. We would only transfer your care if this was absolutely necessary for your wellbeing and care requirements.

Translation and interpreter services



If you require written information to be translated or an interpreter to assist with communication please ask a member of staff to help you. This applies to non-English speaking patients or those with a visual or hearing impairment.



Dostępne są usługi tłumaczy pisemnych i ustnych. Jeżeli potrzebuje Pan/Pani przetłumaczenia informacji na piśmie lub pomocy tłumacza ustnego podczas rozmowy, należy skontaktować się z członkiem personelu i poprosić o pomoc. Niniejsza usługa jest dostępna dla pacjentów, których język angielski nie jest językiem ojczystym oraz dla osób z wadami słuchu i wzroku.



Disponemos de servicios de traducción e interpretación. Si precisa que se le traduzca información escrita o la ayuda de un intérprete para que le facilite la comunicación verbal, le rogamos se dirija a un miembro del personal para que se lo facilite.



Services de traduction et d'interprétation disponibles. Si vous avez besoin d'informations écrites à traduire ou d'un interprète pour faciliter la communication verbale, veuillez solliciter l'assistance d'un des membres du personnel. Ceci est valable pour les patients qui ne parlent pas anglais ou les personnes ayant une déficience visuelle ou auditive.



Sono disponibili servizi di traduzione ed interpretariato. Qualora si necessiti la traduzione di informazioni scritte o di un interprete per assistere nella comunicazione verbale, si prega di chiedere aiuto ad un dipendente. Quanto suddetto è valido per pazienti che non parlano inglese o per persone con problemi alla vista o all'udito.



Os yr ydych angen cyfieithiad o wybodaeth ysgrifenedig, neu angen cyfieithydd ar y pryd i roi cymorth gyda chyfathrebu geiriol, gofynnwch i aelod o'r staff ynglŷn â hyn. Mae hyn yn berthnasol i gleifion nad ydynt yn siarad Saesneg ac hefyd i'r rhai sydd â nam ar y golwg neu ar y clyw.



Disponibilizamos serviços de tradução e interpretação. Contacte um dos nossos colaboradores, caso necessite de informação traduzida por escrito ou de um tradutor-intérprete para o assistir com a comunicação verbal. Estes serviços estão disponíveis para doentes que não falem inglês ou que tenham uma deficiência visual ou auditiva.



إذا كنت بحاجة إلى ترجمة المعلومات المكتوبة أو مترجم لمساعدتك في التواصل، يرجى طلب المساعدة من أحد أفراد الطاقم الطبي.

ينطبق هذا على المرضى غير الناطقين باللغة بالإنجليزية أو أولئك الذين يعانون من إعاقة بصرية أو سمعية.



提供有笔译和口译服务。如果您需要将书面资料翻译出来，或需要一位口译员来协助口头沟通，那么请向一名工作人员求助。这适用于不懂英语或那些有视力或听觉障碍的患者



可以提供口譯和筆譯服務。如果你需要將書面信息進行筆譯或是口譯來協助我們的口頭溝通，請讓一位員工來幫助你。該說明適用不會說英文的患者，或者那些有聽力和視力障礙的患者。

Who's who

During your stay, our team will work together to make you as comfortable as possible. Each team member will wear a name badge and our clinical staff can be recognised by their uniform. You can identify team roles using the following uniform colour coding.



Director of
Clinical Services



Sister/Charge Nurse



Senior Staff Nurse



Registered Nurse



Healthcare Assistant



Pharmacy



Physiotherapist



Physiotherapist



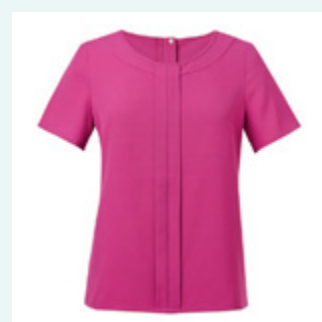
Radiographer



Diagnostic Imaging
Healthcare Assistant



Housekeeper



Pantry Colleague

Your room

We expect your room to be clean and well appointed, and we want to know if we are not meeting your expectations and what we can do to improve. Please let any member of the team know of concerns and we will do everything possible to make things right.

We wish you a speedy recovery and if there is anything else we can do for you, please ask any member of the ward team.

Soon after your arrival on the ward, a member of our nursing team will visit you in your room, take a medical history and give you more details of what to expect during your stay.

When you are first admitted, there is no need to get straight into bed, unless instructed by your nurse. However, if you leave your room, please let your nurse know where you are going. Occasionally we may need to know where you are at short-notice such as if the timing of your test or operation needs to change.

At Spire Healthcare our patients are at the heart of everything we do.

While we provide outstanding care, you should expect the following from us:

- To feel warm and welcome to the ward and your bedroom
- To know the names of everyone in charge of caring for you
- To be informed and involved in all aspects of your care

- To have a clean and tidy room throughout your stay
- To have food and drink offered and delivered in a timely manner
- Hygiene assistance if needed – day or night, whether it's helping you to brush your teeth, shower or use the toilet
- Have your pain managed effectively post-surgery
- To feel empowered to use your call bell as often as you need
- To have your surgery stockings changed daily
- To be educated on how to take care of your wound, if you have one, when you get home

Smoking and vaping

For the comfort and safety of patients and colleagues, smoking and vaping is not permitted anywhere within the hospital or the hospital grounds.

Television

Your room has a television that can be operated by the separate remote control, or manually on the set itself. You are welcome to use the television at any time during the day or night, however in the interest and comfort of other patients, we ask that you reduce the volume after 9pm. If you need help with subtitles please ask your nurse.

Mobile phones and cameras

If you need to use your mobile phone, we ask that you avoid doing so in public and clinical areas of the hospital. While we understand it is important for you and your family to keep in touch, we would like to ensure that unnecessary noise is kept to a minimum and our patients' privacy is respected. Therefore, please keep your mobile on silent mode and refrain from using its camera within the hospital.

Wi-Fi

You and your guests are very welcome to use the complimentary Wi-Fi. Please select 'SHC – Patient' from the Wi-Fi options on your device. No password is required. However please be aware that the Wi-Fi connection has limited security and does not provide parental controls. Therefore, please ensure you are comfortable with the access and security our internet gives you and/or your children. Children's access remains the responsibility of parents.

Telephone

You may have a telephone in your room – if not you may request one from the ward reception. Calls are charged to your personal account on a metered basis, at the standard rate applicable. Dial 9 before the number you require. If at any time you do not wish to receive incoming calls, the nurse in charge can intercept these at your request.

Lighting

When you are shown to your room, the porter will familiarise you with the lighting.

If you have questions, please ask your allocated nurse.

Nurse call

The room is equipped with two nurse call systems, one in the bedroom and the other in the bathroom. Pressing or pulling the cord will summon a member of the nursing team whenever you require assistance.

The nursing team will always ensure you have easy access to your hand-held call system.

Visitors

We operate a flexible visiting policy during the hours 10am – 7pm.

We ask that your visitors consider whether they should bring very young children, where possible. Hospitals may not be the best environment for them. Any visiting children remain the responsibility of their care-givers, and we ask that all visitors are kept to a minimum and respect other patients' privacy.

Flowers

We take infection control and prevention very seriously. Spire Healthcare has one of the lowest infection rates in the country and we strive to maintain our high standards of hygiene and cleanliness at all times. We therefore kindly request that flowers are not brought into patient bedrooms.

Make-up, jewellery, nail varnish and hair

If you are having a procedure, you should have been advised before admission to remove all jewellery, make-up, false eyelashes and nail varnish in preparation

for your operation – this is necessary for your safety. If your hair is longer than shoulder length, please tie it back prior to going to theatre.

Medicines

Any medicines that you are currently taking, including any purchased over the counter from a pharmacy, and any non-prescribed supplements, herbal remedies or vitamins, should be mentioned to the nurse on admission.

Waiting times

Due to the number of patients we admit every day, our nursing staff will try to see each patient in the planned order of the operating lists. After this you may have to wait for a period of time before your consultant asks for you to be taken to theatre. This will mean that you may be left alone in your room for a while when

you first arrive. We are aware that you may be anxious while waiting, but we cannot always give you an exact time to be taken to theatre, as this may change to accommodate your clinical needs or those of other patients.

Chaperone service

We believe in maintaining dignity and respect for our patients at all times. If at any time during your stay you feel that you need a chaperone, please speak to your nurse.

Personal property

We encourage you not to bring valuables into the hospital with you, as the hospital cannot accept responsibility for loss of, or damage to, personal property of any description. There may be a personal safe in the room – if not, you can place valuables in the hospital safe. Please ask a nurse for further details.



Meals, drinks and hotel services

Whether you are here as a daycase patient or staying a little longer, we provide an excellent catering service with a wide choice of menus to suit most dietary requirements. Our hosting team will visit you regularly during the day to obtain your menu selection. Light meals, beverages and snacks are also available throughout the day and can be ordered from our hosts.

Meals are usually served at the following times:

Breakfast	from 7am
Morning coffee	from 10.30am
Lunch	from 12.30pm
Afternoon tea	from 3pm
Dinner	from 5pm
Evening tea	from 7pm

Ordering your meal

Once settled into your room, you will receive a copy of your menu for the next meal service. Our pantry colleagues will visit you regularly during the day to take your order and will be pleased to assist with any queries you may have. Meals and drinks may be arranged for visitors – please ask a pantry colleague or nurse if this is possible. If you wish to discuss your menu choice please contact your pantry colleague or nurse.

Individual needs

We know how important food and nutrition are in helping you to get better. We cater for a range of tastes and appetites and will be happy to adapt meals to suit special dietary requirements including vegetarian, vegan, kosher and halal. If you suffer from a food allergy, intolerance or require a specific diet please let the ward host know when placing your order and we will adjust the menu to meet your needs.

Every care is taken to avoid any cross contamination when processing a specific allergen-free order as much as possible.

Before and after your operation

It is likely that there will be some restrictions on what you can eat and drink before and/or after your procedure. It is important that you do not eat or drink anything just before or directly after your operation unless you have been specifically advised that you may do so by your consultant or a ward nurse. However tempting our meals may be, it is important that you always follow medical advice.

There are a number of services that we can arrange for you during your stay; simply let a member of your care team know of your requirements.

Faith visits

If you wish to see a faith representative, or access faith resources, please ask a member of ward staff.

We have a dedicated multi-faith room if you would like a space for prayer or quiet reflection.



Health and safety

Precautions

Please familiarise yourself with the fire instructions which are displayed on the back of the door. Regular weekly alarm tests are carried out, you will be notified when this will happen. The alarm may sound a number of times within this time period.

The hospital has been designed and equipped to minimise the risk of fire. Every room is protected by smoke detectors that automatically set emergency procedures in motion.

There are two sirens for the fire alarm with either an intermittent or continuous tone. If you hear the fire alarm, you should remain in your room unless there is immediate risk. A member of staff will confirm when it is safe to return to normal activities.

In the unlikely event that we need to evacuate the hospital, a member of staff will guide you.

Managing your pain after your procedure

A certain amount of pain is to be expected and is normal after any procedure. However, we will always aim to keep this to a minimum, so please do let the team know if your pain is increasing so that they can give you pain relief in a timely manner. If you are having unexpected pain, or pain when you have not had a procedure, please let your nurse know immediately.

Poor pain control has been linked to complications including, but not limited to:

- Increased risk of a Venous Thromboembolism (VTE – a condition in which a blood clot forms most often in the deep veins of the leg, groin or arm)
- Poor wound healing

— Decreased gut motility which can lead to bowel blockage

These are just a few of the risks of ongoing poor pain control.

Control might be additional pain medication, using an ice pack, repositioning, or just talking to a nurse to alleviate some anxiety. If your pain doesn't reduce, we will ask a clinician to review you. If your pain increases, please let a nurse know straight away.

Having control over your pain reduces anxiety and promotes healing, which in turn can lead to a shorter hospital stay and faster recovery!

Infection prevention

At Spire Healthcare we take infection prevention very seriously. We are constantly striving to prevent infection and maintain our low incidence rate. Unfortunately a very small percentage of patients will develop an infection while in hospital, but the following measures are in place to reduce the likelihood of this happening.

What can you do?

Please remember, hand washing prevents the transmission of organisms which cause infection and illness. Please feel free to ask any member of staff if they have washed their hands or used the alcohol foam before starting any care.

— Please encourage your visitors to remove their outdoor coats and use the alcohol foam when entering your room

- If there is any possibility that your visitors may have an infection such as a cough, cold or flu, or diarrhoea and vomiting, please ask them not to visit until they have been symptom free for at least 48 hours
- As space is limited in your room, we suggest that you limit your visitors to 1–2 at a time
- Ask your visitors to use the chairs and not sit or lie on your bed
- Do not encourage your visitors to use your bathroom. Visitors' toilets are available in the hospital



Preventing falls

When you are in hospital you may be at increased risk of falling for a variety of reasons including:

- Being in unfamiliar surroundings
- Weakness and poor balance due to your recent operation
- Being less active or mobile than usual
- Changes in your medication

Unfortunately it is not possible to prevent every fall but there are a number of things that can help.

Things that you can do to prevent falls:

- Take extra care when you stand up. If you feel unsteady, please sit down and call for someone to help you
- Please call for assistance the first time you want to get out of bed after your procedure
- Keep your walking stick or other walking aid within easy reach
- Take your time when moving around
- Try to anticipate your need for help (eg going to the toilet) and ring for assistance in good time
- Wear shoes or slippers that fit properly; you will be safer and feel more confident on your feet
- Wear your glasses as usual. Ask a relative or friend to bring them in if you have left them at home
- Wear comfortable clothes that are not too loose
- Don't walk where hazard signs indicate wet floors and alert staff to any spills

- Do not move around independently until you are advised by either the physiotherapist or the nursing staff

Ways in which we can help you to prevent falls:

- Making sure that your call bell, drink and anything else you may need is within easy reach
- Adjusting your bed to an appropriate height and shape
- If necessary, asking a doctor to carry out a medical review, including a review of your medication
- If you may be likely to forget, we may use some equipment to alert us when you are moving around

Assessing your mobility and balance:

A physiotherapist may assess you and you may be issued with a walking aid to improve your safety, if you don't already have one and can provide and teach you how to use personal aids to improve your safety and independence.

We will discuss with you and your family or carers, any factors relevant to your circumstances that can reduce your risk of falling. If you should slip or fall while you are in hospital, we will discuss with you some ways to reduce the risk of another fall.

We aim to constantly improve our services and welcome feedback. If you have any comments on how we can further reduce the risk of falling, please speak with your nurse.



Going home

Your consultant and healthcare team will advise when you are fit to be discharged. You will be given an estimated time for your discharge and you should make provisional arrangements to be collected at that time. If you are staying with us overnight, we aim to discharge you mid-morning. We strongly advise that you make arrangements for someone to be at home with you for the first day or two at least. Please seek advice from your nurse.

On discharge you will be given:

- Information about any follow-up outpatient appointments
- Medication, if prescribed, and information about dressings, removal of sutures or any other clinical care needed
- A discharge summary, giving details of a contact telephone number if you experience any problems following discharge home
- A 'Blooming Well' card, which details things to look out for and how to contact us

- Fit notes/fitness to work certificates if applicable

Following discharge, most patients are able to undertake their own care at home. If you have any questions or concerns about your ongoing care at home, your nurse will be very happy to discuss this with you during your stay. Your consultant may also visit you before you are discharged. If you have specific questions about your procedure, when you can return to work or start day-to-day activities such as driving, please let us know. We strongly advise you to arrange for a relative or friend to take you home after your stay. If you require a taxi, one of our colleagues can book this for you and a team member can accompany you to your car or taxi, if required.

Warning: Some car insurance policies do not cover patients directly after treatment and in some cases this can be for a number of weeks. Please check with your own car insurance provider.

Settling your account

All patients

During your stay, you may have incurred charges for items such as visitors' meals, newspapers or calls. When you were booked in you were asked to provide credit card details, this enables us to streamline any minor payments. If you have any outstanding charges, you will be sent a letter and a copy of your invoice a few days after your discharge.

- If you have already given us your credit card details, it is not necessary to pay this account on discharge. We will confirm the amount due in writing and your card will be debited automatically within 14 days
- If you have not supplied your card details, you can settle your account by credit or debit card, or bank transfer

If you are insured

Your policy may not completely cover all elements of your hospital stay. This is

usually due to an agreed policy excess and your insurer will generally notify you of this amount and who you should pay, in writing.

Please note that pharmacy items on discharge are not usually covered by your insurance company and will be invoiced to you directly. Please ensure that you pay for any pharmacy items at reception after you have been discharged. Should you wish not to take the items home, please let a member of staff know.

If you are self-funding

If you have been admitted under our inclusive care package, you will generally have paid for your treatment before or on admission. If you have been admitted under a 'pay as you go' scheme, you will generally have paid a predicted cost and will receive the final actual bill within 14 days of discharge.



Your views matter

Electronic patient satisfaction surveys

We hope that you are comfortable during your stay and welcome your feedback. You will receive an invitation to an online survey three days after you return home from the hospital. We would appreciate you taking the time to complete this as your feedback is extremely important to us and helps us to improve services.

If you have any comments or questions during your stay, please contact a member of the team.

Raising concerns

Spire Healthcare is committed to delivering the highest standards of patient care. That is why our team seeks to assess its performance by listening carefully to you, our customers.

We strive to always improve. If you feel that any aspect of our service fails to meet your expectations, please see the nurse in charge and we will listen and try to help. If we cannot resolve your concern at the time, you will be able to submit a formal complaint.

All complaints are dealt with in a confidential manner and are fully investigated. Complaints will usually be acknowledged within three working days, with a written reply within 20 working days if we are not able to respond fully there and then. If a complaint takes longer to resolve, we will regularly update you on progress.

Further information regarding our complaints process can be obtained in our 'please talk to us' leaflets which any colleague can provide if requested.





Spire Healthcare

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Search '**Spire Healthcare**'

Call **0800 169 1777**

Looking after you.