

Telephone calls

- ❖ We are always happy to answer enquiries from relatives but are keen to reduce the time staff spends away from patient care. It would be helpful for us if you can select one family member to contact us and relate information to other family and friends.
- ❖ This is especially important at meal times when qualified staff will be giving out medication and will be unable to come to the phone.
- ❖ To protect your right to confidentiality only limited information will be given to the person who is enquiring about you and we will need your permission to discuss your condition with them.
- ❖ Jill Waite, the Ward Manager, is available from Monday to Friday if you wish to discuss any aspect of your hospital stay. Rob Shelswell, the Modern Matron, is also available on 01803 655048.
- ❖ More detailed information about the hospital is available in the folder at the end of the bed.

Useful contact

Level 5
Hetherington Unit
Torbay Hospital

☎ **Tel. (01803) 655574/5**



South Devon Health Services

PATIENT INFORMATION



Welcome to
Cheetham Hill
Ward

We are sorry that your illness means that you have had to be admitted to hospital.

We will do our best to improve your condition and make your stay comfortable and your discharge as safe as possible.

Cheetham Hill is a 28-bedded ward for acute, medically ill older adults.

Ward layout

- ❖ Bays 1 and 2 are designated for ladies.
- ❖ Bays 3 and 4 are designated for our male patients.
- ❖ Our side rooms are usually allocated for patients who need to be isolated.
- ❖ The name of your Primary Nurse will be above your bed. Please ask this person if you have any concerns about your care.
- ❖ The toilet and washing facilities are allocated separately for men and women to ensure that your privacy and dignity are maintained.

Doctors

You will be under the care of one of our Consultant Physicians: Dr Karen Broadhurst, Dr Christopher Uridge, Dr Garry Kendall or Dr Helen Waters.

You will see your consultant at least twice a week. On other days our Registrar, Senior House Officers or House Officers will see you.

Staff members

The Ward team is made up of Ward Manager, Junior Sisters (navy blue uniforms), Staff Nurses (blue uniforms), Nursing Auxiliaries (who provide personal care, green uniforms), Ward Clerk, Ward Administrator, Ward Assistant and Hotel Services Staff (striped uniforms).

Other staff

Modern Matron, Specialist Nurses, Occupational Therapist (OT), Physiotherapists, Pharmacists, Speech and Language Therapist and Dietician.

Meal & refreshment times

Breakfast:	8am - 9am
Morning coffee:	10.30am
Lunch:	12 noon - 1pm
Afternoon tea: (and snack)	2.30pm
Supper:	5.30pm - 6.30pm

Visiting hours

Visiting times on the ward are from 2pm to 4.30pm and 6.30 pm until 8pm.

For exceptions to these times please see the trained nurse caring for your friend or relative.

At mealtimes patients need to concentrate on eating, but if you have a carer their assistance in helping to feed you would be appreciated.

Cheetham Hill/Medicine/SDHC NHS
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