

PATIENT INFORMATION

McCallum Ward – ‘Ready to Go Unit’

Yellow Zone, Level 3 ☎ 01803 656950



This leaflet contains the information about the ward. Please ask about anything you do not understand or if we have not included anything important to you.

Welcome to McCallum ward. (Ready To Go Unit)

We are an open and friendly ward where you, your family and carers are involved. We are here to listen. We will provide you with a personalised care plan tailored to your needs and goals, aiming to support a smooth transition back home or to another care setting following your hospital stay. We provide a safe environment for continued recovery, focusing on independence in daily activities, mobility, strength, and your overall wellbeing.

Ward visiting times

We know how important it is to have visitors as part of your recovery. We support visiting daily from 10:00 to 20:00.

Due to limited space and to prevent the ward becoming overcrowded, the number of visitors is restricted to two people, at any one time.

Please do not visit if you are feeling unwell or have been exposed to an infection.

Telephone Calls

For general information, your families and/or carers can contact the ward on 01803 656950. (Due to confidentiality, we cannot discuss your care plan over the telephone) Morning and mealtimes are our busiest times on the ward, so there may be a delay in answering the phone.

Valuables

Please remember, the hospital does not accept responsibility for loss or damage to any personal property you choose to keep with you. Anything you choose to keep with you, please inform the nursing staff so it can be documented on your property form.

We are a Smokefree environment

Torbay and South Devon NHS Foundation Trust (TSDFT) operates a smoke-free policy, supporting smokers to stop smoking and to protect staff, patients and visitors from second hand smoke. Patients, visitors and staff are not permitted to smoke anywhere on our hospital and community premises including the grounds and gardens. This is in line with NHS-wide policy.

You can get free advice and support to quit smoking by contacting your local stop smoking service:

Torbay residents

Email: yourhealth.torbay@nhs.net

Phone: 01803 422 422

Devon residents

Email: hello@onesmallstep.org.uk

Phone: 0800 298 2654

(With thanks to Warrington and Halton Teaching Hospitals for allowing us to use the Active Hospitals Poster)

We are WHH & We are **PROUD** to make a difference

ACTIVE HOSPITALS
Ready to DRESS GO!

NHS
Warrington and Halton Teaching Hospitals
NHS Foundation Trust

STAYING ACTIVE DURING YOUR HOSPITAL STAY

It is important to get ready, get dressed and Go!

Your stay in hospital will be shorter if you try to keep to normal daily routines and activities.

If you're able, do the following, they will aid with your recovery!

- Bring in your own comfortable clothes and sturdy, well fastened footwear. Try and dress yourself for the day as you normally would, ask for help if you need it.
- Sit up for all meals, out of bed in your chair if possible is best.
- Participate in gentle exercises for strength and balance (we can show you how).
- Take small steps often.
- Get out of bed and move around during visiting time if you are able. We can show you how if you need help.
- Friends and family can help you exercise if you've been given some to do.
- Therapists will support and advise if you need specialist input.
- Drink plenty of fluids.
- Walk to the toilet if you are able to, if you need help to stay steady or a walking aid (such as zimmer frame or stick) let us know.
- If you need help getting out of bed please ask a nurse to help - use your call bell.

Helping you to get well and home

Your Goals

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Food and Fluids

We operate protected mealtimes. This means you have the right to enjoy your meal without unnecessary disruption.

A range of drinks and snacks are available between meals and before bed. Drinks include tea, coffee, milk and squash. Snacks include biscuits, cakes, fresh fruit, crackers and yoghurts.

Importance of Sleep

Sleep and rest helps your healing and recovery. Being in hospital can make sleeping difficult because of different noises and interruptions disturbing you at night. We will make sure we play our part at night by:

- lowering the ward lights and limiting unwanted sounds such as telephones and monitor alarms.
- talking quietly and only disturbing you if it's necessary.

To reduce noise on the ward during the night, we also ask you to please:

- talk quietly and be mindful of others who are trying to sleep.
- switch your mobile phone to silent.

- make or receive any calls away from the bedside if possible or speak quietly.
- use headphones if you're listening to music or watching a film.
- use the call bell if you need to speak to staff, for example, for help going to the toilet.

If you are sensitive to light & noise at night while you are trying to sleep, you can request a sleep well pack, which includes an eye mask and ear plugs.

Leaving Hospital

Please review our '**Planning Together and Leaving Torbay Hospital**' leaflet.

What matters most to you

The team caring for you will ask '**what matters most to you?**'. Your specific needs for any ongoing support and care will be assessed and discussed with you, your family and carers, and the right support will be put together.



The multidisciplinary team includes doctors, nurses, therapists, and support staff, who will collaborate to support you. We have a range of daily activities for you, your families and carers to engage with; including exercise classes, board games and pet therapy.



Our team will discuss with you three achievable goals for your stay, such as walking 20 meters three times a day, showering with minimal assistance, or managing your own medication. We recommend that you have your family or friends bring in several changes of clothing, nightwear, and well-fitting footwear. Please make arrangements with your family for laundry as we do not have onsite laundry services.

For more information, refer to our **Staying Active During Your Hospital Stay** posters.



Patients time is the most valuable currency in healthcare. Let's make every minute count

Professor Brian Dolan, OBE

Zero Tolerance

The Trust is committed to providing high quality care to patients. However, we wish to advise all patients and visitors that abuse to staff both verbal and physical will not be tolerated.

Family and Friends Feedback

The Friends and Family feedback is vital in helping to improve our services and supporting patient choice.

<https://torbay.formic.com/WebForm.aspx?ID=E299B69AE62A4A70B57A7CDA4DBD2080>

Patient Advice and Liaison Services (PALS)

Patient Advice and Liaison Service (PALS) is available for patients, their families or carers. If you have been unable to resolve a problem by speaking with the healthcare staff directly involved, we can help you with your questions or concerns.

Many problems, upsets and concerns can be sorted out locally and quickly by identifying the problem and trying to resolve it. Prompt action can stop problems escalating. After listening to your concern, we will discuss the options available with you and offer further assistance if required. If the problem is such that we cannot resolve the situation personally, we will put you in touch with the most appropriate person to help.

Alternatively, a message can be left on the PALS Freephone number 0800 02 82 037. This is available 24 hours a day, 7 days a week.

Telephone: 01803 655838 Freephone: 0800 02 82 037

Email: tsdft.feedback@nhs.net

www.torbayandsouthdevon.nhs.uk

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.