

PATIENT INFORMATION

Information for Patients, Relatives, Parents, and Carers Attending a Major Incident at the Hospital



In the event of a major incident, your safety and well-being are our top priority. A major incident may be a large-scale emergency, such as a natural disaster, a large accident, or an act of terrorism. If you are coming to the hospital or have a loved one affected by the incident, please read this leaflet for important information and guidance.

Important Information:

- **Family and Friends Reception Centre**
(Located at the Bay View Restaurant Level 4, Orange Zone)
Contact number: 54338

What You Can Do to Help:

- **Stay Calm:** It is essential to stay calm and follow the instructions of hospital staff to ensure that emergency operations run smoothly.
- **Remain polite and courteous** to our staff and people around you
- **Provide Accurate Information:** If you are registering a patient, provide accurate details about their medical history, allergies, and any special needs or medications.
- **Prepare for Delays:** Understand that during a major incident, there may be delays in receiving treatment or information. Please remain patient and cooperative.

Important Reminders:

- **Do Not Bring Unnecessary Items:** To prevent overcrowding, only bring essential items with you, such as your ID, medications, and any important documents.
- **Stay in Designated Areas:** For your safety, remain in the areas designated for family members and visitors.

What to Expect:

- **Hospital Services:** The hospital will be prioritising urgent and life-threatening care. Non-urgent patients may experience delays. Please remain patient while staff provide care to the most critically injured. You may be asked to visit another service such as your GP, local pharmacy or be redirected to our Urgent Treatment centre or Minor Injury units.
- **Patient Reassurance:** If you are admitted to the hospital, rest assured that you will receive the necessary medical care. Hospital staff will keep you informed as much as possible under the circumstances.

Information on Infection Control:

- **Hygiene Measures:** To prevent the spread of infection during a major incident, please follow all infection control guidelines. Wash your hands regularly and use hand sanitisers available throughout the hospital.
- **Personal Protective Equipment (PPE):** If required, patients and visitors may be asked to wear face masks or other protective equipment to reduce the risk of infection.

Confidentiality:

To ensure privacy of families during this anxious time the taking of photographs etc. is not permitted.

The Trust recognises that individuals affected will want to keep in touch with others and the role social media such as Facebook/X/Instagram can play in this. Great care must be taken by all:

- To respect the privacy of others affected, whether they are present at the time or not
- Not to divulge details of others
- Not to divulge any other details inappropriately

This could cause further stress to individuals at an already sensitive time.

Information for Relatives and Visitors:

Staying Informed:

- **Communication Lines:** During a major incident, hospital staff will be working to provide care and updates. Please stay informed through official hospital communication channels (e.g., designated phone numbers, hospital website, social media).
- **Casualty Information:** Casualty information will be provided as soon as it is available. For privacy reasons, patient information may not be shared immediately.
- **Waiting Areas:** Relatives and visitors will be directed to specific waiting areas. Please remain in these designated areas and follow instructions from hospital staff.

Access to the Hospital:

- **Visitation Restrictions:** Due to the nature of a major incident, there may be restrictions on visitation. Only immediate family or designated carers may be allowed to visit, depending on the situation.
- **Safety Protocols:** Follow all safety instructions from hospital staff, including any evacuations or movement restrictions. Be aware of potential delays in access to the hospital.

Psychological Support:

- **Emotional Support Services:** Major incidents can be traumatic for patients, families, and staff. The hospital will provide emotional support and counselling services for those in need. Please ask staff for assistance if you or your family member require these services.

Medical Information:

- **Patient Condition:** Updates on the condition of patients will be given by medical staff as soon as possible.
- **Triage System:** A triage system will be used to prioritise care based on the severity of patients' injuries. Some patients may need to wait for treatment depending on the severity of their condition.

Information for Parents and Carers:

If You Are Bringing a Child:

- **Child Safety:** Your child's safety is a priority. If your child has been affected by the incident or needs care, please ensure they are registered with hospital staff as soon as possible.
- **Reassurance:** If you are with your child during the incident, provide comfort and reassurance. Hospital staff are trained to assist both adults and children in emergencies.

During the Incident:

- **Emergency Care for Children:** Children will be prioritised in the triage system based on their medical needs. If your child is not critically injured but needs care, there may be delays depending on the severity of other injuries.
- **Psychosocial Support:** There will be support available for children who may be distressed. Hospital psychologists and social workers can help your child understand the situation and offer emotional support.

Post-Incident Care:

- **Reunification of Children:** In the event that children are separated from their parents, the hospital will work with emergency services to reunite families. Parents will be directed to a specific family reunification area.
- **Follow-Up Care:** After the major incident, follow-up medical care will be provided to ensure that your child or loved one receives appropriate treatment, including mental health support if necessary.

Chaplaincy Support for All

Chaplains work as part of the healthcare team based in Torbay Hospital, ensuring that patients, families and visitors receive holistic care, which includes the spiritual and religious dimension to our lives and a person's wellbeing through pastoral care.

On site present at Torbay Hospital 8.30am - 5.30pm, seven days a week and out of this time, there is always a chaplain available on call, offering a 24/7 coverage.

Patient Support

The chaplains are available for people of all faiths or no faith. We promise to respect each person and their beliefs and listen to concerns without passing judgment.

The chaplaincy team looks to support a patient in both spiritual and wellbeing matters whether in recovery or experiencing a life changing moment. Chaplains can provide a safe space to talk after receiving difficult news or in times of anxiety, sadness or stress.

It is always possible to request a Roman Catholic priest or a minister from your own particular faith, denomination or belief community.

The chaplains will contact an appropriate person on your behalf.

Family & Visitor Support

Many pressures can occur whilst family and friends are admitted into hospital, chaplaincy is also here for the patients wider support network.

Chaplains are pleased to spend time with relatives and friends of patients, either at the bedside or in another private space. All concerns are treated in the strictest confidence. On occasions where a family member or friend is unable to visit and would like the chaplaincy team to see a patient or offer pastoral support, a chaplain can be called.

Chaplains are also available to help family & friends navigate Spiritual care at the end of life, and provide whatever support is right for the individual. At this most crucial of times chaplaincy looks to support both the patient and their family with sensitivity and compassion.

Contact:

Telephone Ext - 54186 or 56406.

Urgent response - Please ask switchboard to page the on-call chaplain.

Visit the Office - The office is on the corridor to the Bayview Restaurant.

Places of Sanctuary

Across the 'Trust' there are places that can be used for quietness, peace & prayer.

- **The Chapel**

Within Torbay Hospital a traditional Christian Chapel is situated in the Blue Zone near to Oncology.

This space is open 24/7 and is a space for prayer and reflection, whatever your own belief.

- **The Multi-Faith Prayer Room**

There is also a 'Prayer Room' situated nearby the chapel, for those who prefer a room without Christian symbols,

Our multi-faith prayer room has a supply of religious texts and scriptures from the Buddhist, Hindu, Jewish and Muslim faiths. This space is open 24/7.

- **The Sanctuary**

The Sanctuary is a quiet space located at Newton Abbot Hospital. This space is for those of all faiths and beliefs, and can be found situated on the upper floor between Teign and Templer Wards.

For Further Assistance and support:

- **Your GP** should be able to help direct you to both physical and psychological support if you continue to struggle with your feelings, including directing you to counselling and trauma services if appropriate.
- **Specialist support** may also be made available through dedicated services set up in the aftermath of the disaster. Some survivors find talking to others who have been similarly affected very helpful, both in the short and longer term. The key here is not to suffer alone, or feel you should not seek support, or believe that you don't deserve help.
- **Disaster Action** - support, advice and guidance for those dealing with the human impact of disasters. www.disasteraction.org.uk/contact
- **Samaritans** – Whatever you're going through, you can call any time, from any phone for free. Confidential, non-judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair. Call 116-123 or you can text, write or email.
- **BACP (British Association for Counselling and Psychotherapy)** – information about how to access counselling and psychotherapy, including free and paid for services.
- **UKCP (United Kingdom Council for Psychotherapy)** – information and help with finding and choosing a therapist

Thank you for your understanding and cooperation during this challenging time.

 [TorbayAndSouthDevonFT](https://www.facebook.com/TorbayAndSouthDevonFT)

 [@TorbaySDevonNHS](https://twitter.com/TorbaySDevonNHS)

www.torbayandsouthdevon.nhs.uk/

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