

Patient Information Guide



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Introduction

Richard Tyler, CEO

On behalf of the whole team, I would like to thank you for choosing The Horder Centre to provide your healthcare. I can assure you we will do our utmost to make your stay with us as comfortable as possible. This guide should give you all the relevant information you need about life as a patient at The Horder Centre but if you do have any additional questions or need any assistance, please feel free to ask a member of staff who will be more than happy to help.

I hope you have an enjoyable stay with us at The Horder Centre, and wish you well with your treatment and a speedy recovery.



Infection Prevention and Control

Infection Prevention and the control of infection is given the highest priority.

All Horder Healthcare staff receive regular Infection prevention training and are kept up-to-date with how to protect the people who use our services, visitors and themselves.

Our staff take infections seriously and we are committed to keeping our service users as safe and healthy as possible. To reduce the risks of infection all our patients are nursed in single occupancy rooms with en-suite facilities. Standards of cleanliness and healthcare practices are monitored closely, and we would ask that if you have any concerns you speak with the team caring for you so that we can address these immediately.

Due to infection precautions, unfortunately, we do not allow fresh flowers in bedrooms.

If when you get home, you are worried that you have developed an infection please ensure you contact the hospital and speak to a nurse. There are times when further restrictions or recommendations may be put in place, e.g., during Covid, and as such changes will be communicated with you individually.



Identification of Staff

Our Resident Medical Officers (RMOs) oversee and manage your care whilst you are a hospital patient. Over the course of your stay, many different individuals will play a role in your care. All staff should introduce themselves to you and each wears a name badge with their name and job title to make it easier for you to identify who is who.



Ward Manager



Head of Clinical Services



Infection Prevention Nurse



Sister



Practice Development Nurse



Senior Staff Nurse



Staff Nurse



Senior Healthcare Assistant



Healthcare Assitant



Training Facility Manager



Physiotherapist



Occupational Physiotherapist



Therapy Assistant

Informed Consent

Patients have a fundamental legal and ethical right to determine what happens to their own bodies. Valid consent to treatment is therefore essential for all forms of healthcare, from personal care to major surgery, and also a matter of common courtesy between health professionals and patients.

You should be given sufficient information at all times in order for you to make an informed decision about your care. If you feel you do not have enough information, please do not hesitate to speak to a member of the clinical team.

As an inpatient you will already have consented to the reason for your admission and will have discussed this with your surgeon. You are perfectly within your rights to change your mind should you wish to at any time so please let the nurse looking after you know if you have any concerns.

Interpreter Service

It is not permissible for friends and relatives to be used to interpret conversations regarding your procedure such as the risks of your operation. We can offer a telephone interpretation service if this is required.



Pain Management

Surgery can sometimes be a painful experience. Whilst our nursing staff will regularly ask you if you feel any discomfort, between these times we ask that you inform us of any discomfort you experience as soon as it occurs.

Ask the nurse for pain medication when you first experience pain to avoid medication delays, as delaying medication may cause more discomfort, make your pain more difficult to manage, and may delay healing.

Do not assume pain medication is included with your other regular medications.

Tell your nurse if the medication does not help relieve your pain.

Please feel free to bring in items that you would use at home to distract you from the pain or discomfort.

Pain relief is individualised. You may be given one or more of the following types of pain relief:

- Oral: taken by mouth
- Injected: through the skin
- Epidural analgesia



Please Call Don't Fall

Following surgery you are at an increased risk of falling for a number of reasons. Your mobility is reduced, and you may feel a little unsteady on your feet. You will be using walking aids that you may not be used to. You may well be experiencing discomfort which can affect your ability to weight bear through your lower limbs. And you will be taking an increased number of medications.

Please follow the instructions that the healthcare team has given to you and ask for help by ringing your call bell before you put yourself at risk of falling. Here are some simple tips to help reduce the risk of falling and injuring yourself:

- Wear non-slip slippers or shoes when you are up and out of bed.
- Follow the advice that you have been given by the therapists, doctors, or nursing team.
- Do not mobilise on your own unless you have been told you can do so and please use your walking aids as instructed.
- Always call for help if you feel dizzy, weak, confused, or feel unsteady on your feet.

Thrombosis Awareness

Why is there a risk of blood clotting in a hospital?

The prolonged immobility associated with having to stay in hospital may cause blood to stagnate in the veins which can potentially increase the risk of developing a venous blood clot. When in hospital we recommend you:

- Keep moving or walking; leg exercises are valuable. You will most likely be seen by a physiotherapist and learn some leg exercises.
- Drink plenty of fluid to keep hydrated.

Please note you are at risk for at least 12 weeks after you have been discharged from hospital so continue to follow the precautions outlined above during this time. For further information on understanding venous blood clots and the risks associated please speak to a member of our nursing team.

Discharge Home

To help you with the transition from hospital to home you will be given an information sheet specific to your surgery to take away with you. This includes advice on how to get back to everyday life and recommended exercises. You should also follow any specific advice given to you by your surgeon or nurse.

On the day of discharge, we will aim to have all formalities completed by 10.30 am unless you are delayed due to clinical reasons. It is important that you organise your transport for this time. You may be asked to vacate your room and rest in our discharge lounge before you are collected. When you are getting ready to go home from hospital, you need to:

- Take your medicines - these may be different to those you were taking before coming into hospital.
- Take any equipment or dressings that you will need at home.
- Have an outpatient appointment if required.
- Have written information about anything you need to look out for, or precautions you need to take and who to contact
- Take any valuables you handed in for safe keeping.
- Make sure you take all your personal belongings.
- Understand who to contact once home should you require assistance.

Medication

The Horder Centre has pharmacists who review prescription charts to ensure that all patients receive the medicines they need in appropriate doses and at the proper times that they need them. You should always take an active role in monitoring the medicines you are given.

- It is essential that you tell your doctor and nurses about all the medications you are taking, including prescriptions, over-the-counter medicines, vitamins, and herbal supplements, and about any medication allergies you have or have had in the past.
- Examine all medications before you take them. If you do not recognize them, let your nurse know.
- Pay attention to the time of day that you take medications and tell your nurse if you do not receive them.
- Ask the doctor, nurse or pharmacist about any new medications, including what they are for and any side effects you may experience.

Patient Information and Confidentiality

In order for us to keep effective clinical records, your name is entered into our computerised database. The Data Protection Act gives you the right to view any records held by us relating to you. Please ask a nurse if you would like to access them but, if you wish to have copies made, we will need written consent from you or your representative.

Your medical records will be retained for the approved length of time as per our hospital policy.

If you have any questions regarding information that we keep, please do not hesitate to ask.

Catering Services

Dietary & Allergen Requirements

Our Catering team prepares your meals freshly every day and produces a varied and interesting menu to suit all tastes. They will also be happy to make something special for you and a supplementary menu is available for Private Patients. Please let staff know of any special dietary or allergen requirements, for example, diabetic, gluten-free, vegetarian, nut allergy, etc. when they visit your room or dial 1213. We promote healthy eating but at the same time “food is medicine” and we need you to eat to help your body repair itself. Meals will be traditional favourites that have been specifically chosen and approved by our dietician. If you would like any further information on the menus our Catering team will be happy to assist.

Meal Times

Each day a member of the Catering team will visit you to take your meal orders. Meals and refreshments are served at the following times:

Meals		Refreshments	
Breakfast	7.30am	Morning coffee	10.00 - 10.30am
Lunch	12.00 - 1.00pm	Lunch-time drink	1.30pm
Evening meal	5.30 - 6.30pm	Afternoon tea	3.00pm
		Night-time drink	8.30pm

Mealtimes are prioritised and protected to minimise disruptions which may adversely affect food intake e.g. therapy sessions, x-ray, medical ward rounds, visiting hours (National Patient Safety, 2009).

Tea, coffee and hot chocolate are available at all times in the Dining Room. Should our menu, quality of food or service not meet your expectations for any reason, please speak to a member of the Catering team or contact the Catering Manager on 1213.

Newspapers

A complimentary daily newspaper is provided for you and porters will visit each morning with a selection for you to choose from. Any additional specific newspapers and magazines you would like can be ordered from them.

Wifi

We provide free WiFi for all patients. Follow these instructions to access the Horder wireless network:

- Open your browser.
- From the welcome page choose the sign-in option.
- You're ready to browse.

The Horder Centre Wi-Fi is an open network and not a secure environment, so we strongly advise you not to exchange sensitive information when connected to this or any other open network.

Telephone

There is a telephone in your room for your use. All international, UK, and local telephone calls are charged at a standard rate.

To make an external call you first need to access an outside line by dialling '9', and then dial the telephone number (including the area code). If you experience any difficulties please contact Reception on extension 4900, simply by lifting the handset and dialling the number.



Visitor Guidelines

Whilst we like to welcome visitors, there are times when visiting may be restricted, such as due to infections. We will ensure that information regarding visiting is live on our website. Should you have any concerns please speak to a member of staff.

Valuables

We would advise you not to keep any valuables on the premises. If you have any concerns, please speak to a nurse who will be able to help you.

Fire Safety

The fire alarm is tested every Tuesday at 8.30 am. When the alarm sounds at this time you are advised to avoid being near the fire doors in the corridors as they will close automatically.

When a fire bell rings, whether at this time or any other, please stay where you are. Friends or relatives visiting you should remain with you. If an evacuation is required, it will be coordinated by our trained fire team.



Complaints and Compliments



We aim to provide a caring, high-quality service. In order for us to ensure we meet and exceed expectations; we continually review our service. We actively encourage, appreciate, and act on feedback from you, your family, or friends, so that we can continue to make improvements when required.

We have developed a comprehensive complaints process which, we hope, is easy for you to follow.

If you would like to make general comments on your care or service received, please feel free to do so by speaking to any member of our staff and they will endeavour to resolve any minor issues and concerns immediately to your satisfaction.

A leaflet called “Listening to You” is available if you wish to make a formal complaint.

You will receive a questionnaire on your departure where we would ask for further feedback as you see fit. This can also be accessed via the QR code in your bedroom.

Staff are always delighted to receive positive feedback on the care and services they provide so letters received are circulated to all staff involved to ensure your appreciation is shared.

Feedback can also be given directly on the NHS Choices website, so that prospective patients can be informed about The Horder Centre before choosing us for their hospital care. If you would like to participate, please go to www.nhs.uk. There is an area on their front page called ‘comments’. Please click here on the part marked ‘leave a comment’ and it will ask for the name of the hospital. This will direct you through to our page for you to leave a review.

Smoking

We strongly discourage smoking, particularly just before and immediately after surgery as this can lead to complications.

Smoking is not permitted anywhere inside the building.

Parking

Free parking is provided for visitors near the hospital main entrance. Dedicated disabled parking is available opposite the front entrance.

Donations/Gift/Bequest

As a registered charity Horder Healthcare greatly appreciates the generosity and support it receives from patients and the community. If you have benefited from your treatment here, please help us to help others by making a donation. All donations are reinvested to provide our patients with the highest quality treatment and care. Your support really will make a difference. Here are some ways you can help support us:

- Donation forms are available in the discharge lounge or ask a member of staff to supply one.
- Donate online or set up a regular gift to The Horder Centre via:
www.justgiving.com/horder
- Support our events or consider a fundraising activity. Ask our fundraising team for help or go to our website for inspiration.
- Leave a gift in your Will. For more information, please ask a member of staff for a booklet or go to the website for further details.
- Become a volunteer - Volunteers play an integral role in helping Horder Healthcare function and we are delighted that we now have a strong team of over 50 working across every area of the organisation. A day in the life of a volunteer can be varied and may include welcoming patients to the Centre, supporting patients through their journey from Day Services Unit and Pre-admission, serving in the coffee shop or assisting the Marketing Team with public education evenings.

The Horder Centre

HORDER HEALTHCARE

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East Sussex
TN6 1XP

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Telephone: 01892 620939

www.horderhealthcare.co.uk

The Horder Centre was
inspected and rated

Outstanding 



Registered Charity Number: 1046624