

What to do when you are coming to hospital?

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You may need to go into hospital for treatment or care.



The hospital will send you a letter which will tell you:



Which hospital you need to go to



Why you need to go to hospital



The time and date you need to go into hospital.



If you are attending hospital for an appointment or treatment for a day you are called an **outpatient**.



If you are staying in hospital overnight you are called an **inpatient**.



If you are going to be an inpatient. You will need to pack a bag. Please Pack:



- A night dress or pyjamas
- Dressing gown
- Slippers
- Soap & flannel,
- Toothbrush & Toothpaste
- Shampoo & conditioner
- Razor
- Deodorant
- Hairbrush
- Mobile phone and charger
- Specialist cup / cutlery if you use them.



You will also need:

- Glasses
- False teeth (and the container)
- Hearing aid.



Please bring the appointment letter from the hospital.



Please bring your medicine or tablets. Bring the boxes for your tablets too. This helps the doctor to know what they are.



If you have a hospital passport, please bring this with you.



If you want to bring money for snacks or a newspaper you can.



If you are getting a taxi, please ask the driver to take you to the entrance your letter tells you to go to.



If you use public transport, please make sure you know the route well.



If someone is bringing you to hospital in their car they will need to know where to park and how much it will cost. This information can be found at the back of this leaflet.



A few people need an ambulance to bring them to hospital.

The hospital letter tells you how to book an ambulance.



Go to the main reception desk.

Show the person on the desk your letter.



They will direct you to the Ward.

The ward is where you will sleep.



On the ward a nurse will tell you about what happens on the ward.

You can ask them questions.



You should give the nurse your **hospital passport**.

You should also tell the nurse what **reasonable adjustments** you need.



On the ward we might ask if it is okay to treat you.



This is called **Consent**.

You may have to **sign a form**.



You can ask questions about your **treatment**.

If you don't understand what the doctors and nurses are saying ask them to explain it in a different way.



If you find it difficult to decide what to do, you can get **support from your family or carers**.



A **best interest decision** is when other people decide for you.

This only happens when you are not able to decide for yourself.



The ward you are staying in will have a **menu** for you to choose from and there will be set meal times.



If you are in hospital to have an operation you may not be allowed to eat or drink anything until afterwards. This is called **nil by mouth**.



You will have a small cupboard by your bed to put your belongings into.



Please remember **not** to bring anything **valuable** to hospital. You are allowed to bring your mobile phone but may **not be able to use it on the ward**.



At night time most of the lights are turned off so that you can sleep.



Your friends and family are allowed to come and visit you. If you need extra support, a family member or carer is allowed to stay longer.



To stop the spread of coronavirus you may only be allowed 1 visitor/carer.



**You can still speak to people who are important to you;
On the phone and use video calls.**



You can still do some of the things you enjoy.

Like listening to music, reading and games.



In Hospital it is very important that we stop the spread of **infection**.

You Must:



Wash your hands and use the hand gel.

Do this when you go into the ward before you eat and when you go to the toilet. Ask the doctors and nurses to wash their hands too.



If your friends or family are unwell they should not visit you. When they are feeling better they should check with the hospital when they are able to visit.



If you have had an operation, it is very important you do not touch your wound or allow any of your visitors to touch it.



In Hospital the people who look after you may look different.

They are wearing extra protection called **PPE**.



They may wear:

- Face Masks
- Face Shield
- Goggles
- Gloves and Gown



Don't be scared - PPE helps doctors and nurses work safely

It helps stop the spread of infections and virus' - like Coronavirus



Underneath the PPE it is still the same person caring for you.



When you are ready to leave hospital it is called **discharge**.



The **Hospital** will make sure you have the right **medicine** to go home with.



Someone will talk to you about the **care** and **support** you need when you get home.



The **Learning Disability Team** may support with your discharge if you want their help. They will contact you after you have gone home to talk about how your hospital stay was and to check you are getting the **right care and support**.

Add you
logo here

