

BROWNSEA WARD

Brownsea ward is a 22 bedded general medical ward specialising in the care of older people. We have a dedicated multidisciplinary team within the ward including doctors, nurses, occupational therapist and physiotherapists.

We provide care for people who on occasion may be disorientated, possibly suffering from dementia or other cognitive impairments. This may cause difficulties for staff when they are nursing these patients; additionally, other patients and their relatives may find this difficult and distressing. We hope that you will understand about the problems that may arise from these situations and that you will speak to a member of staff if you have any specific concerns or issues.

Contact Details

Designation	Extension
Ward Leader	0300 019 3677/ 0300 019 8479
Ward Clerk	0300 019 2926
Nurse Station	0300 019 8479
Discharge Facilitator	0300 019 2569

Personal belongings

We advise that personal belongings of high value or large sums of money are not brought into the ward. The hospital does not take responsibility for the safety of belongings for those patients who wish to keep them with them unless handed in and a receipt obtained. A hospital safe is available for those patients who do not have relatives to take these items home or who are unable to consent to taking responsibility for their possessions. We ask that if you take an item home from your relative than please inform the nursing staff so that this can be recorded.

Food and drinks

If you wish to bring in items of food or drink for your relative we ask that it is in its original packaging with a use by / sell by date clearly evident if it is not to be consumed immediately. We can only store food items that have this information on them for reasons of safety and a ward fridge is available.

Meal times

Our meal times are 1pm-2pm and 5-6pm. As some patients are unable to express their likes and dislikes regarding food and drinks we welcome relatives letting us know what these are or assisting with completion of the menus to encourage good nutrition.

Telephone enquiries

We ask that routine telephone enquiries are made after 11.00 to enable staff to undertake fundamental care such as medications rounds and patient care. Please be assured that staff will contact you before this if there is a need to and we ask that all relatives provide up to date telephone numbers to enable us to do so.

We ask that you nominate one member of your family to be the spokesperson for all telephone enquiries to support the nursing staff in undertaking essential nursing care for the patients.

TV/Telephones

When you reach your hospital bed, just follow the instructions on the bedside screen to get yourself set up on the TV. It only takes a few moments and then you're all set. To use our services, you will need to create an account first. If you have problems getting started, just pick up your bedside phone to speak to our Customer Care Team. This is always a FREE call from the bedside, and our Advisors are available 24 hours a day, 7 days a week.

Hospedia charges 13p per minute to call a patient's phone. This is to cover running costs for 60,000 units in 130 hospitals by our 170 dedicated staff. Charges over 13p/minute are made by your network operator and not received by Hospedia.

Free TV (5 channels) is provided from **8am to 12pm on adult wards** "In addition, patients can make free calls to 01, 02, 03 landlines, mobiles and access free radio, 24 hours per day. There is also self-care content available at many sites.

Visiting times

We have set visiting times to allow us to provide care and for our patients to rest. Recently, our visiting times have had to alter due to the Covid-19 Pandemic and requirements around infection control. For the most up to date information, please read the [visitor guidance here](#).

How to find us

Lulworth Ward is situated in the Philip Arnold Unit on Level 0 YELLOW ZONE. [View map](#).

The ward is a locked to maintain the safety of our patients, please ring the bell for entry to the ward and a member of staff will let you in. Please be aware that we may not be able to answer the bell immediately during busy periods on the ward. You will also need to be let out again by a member of staff.

Parking

A multi-storey car park is situated on the main hospital site, the entrance to which is on Longfleet Road (a covered walkway from the car park (level G) leads to the main hospital). The payment terminal for the multi-storey is in the main entrance and accepts coins, notes or credit / debit cards.

Payment may also be made at the security/ car parks office which is also located in the main entrance next to reception (card only). Please make sure that you make payment before returning to your vehicle. The car parking office is in the main entrance next to the hospital reception. Motorcycles can be parked for free of charge in the designated motorcycle parking areas.

If your visiting is extended over a number of days due to special circumstances you may be entitled to a reduction in car park fees. To enquire about your entitlement please contact the ward staff who can give you a form (at the discretion of the Nurse in Charge) for you to complete and take to the Car Park Manager in the Car Park Office of the main entrance of Poole Hospital.

WIFI

Free Wi-Fi is now available to patients and visitors to the hospital, kindly funded by the Poole Hospital Charity. It can be accessed with the following steps:

- Turn your devices Wi-Fi on

- Select 'NHS Wi-Fi' from the available networks list
- Open your browser and follow the on screen instructions to register or log on.
- Enjoy your free Wi-Fi.



Friends and Family - Have your say

Directorate matron and management team support:

The matron and management team are always happy to help should you require. Please contact us on 0300 0198 492 where we can identify the right person to link with you.

- If you wish to discuss any ideas or issues in more depth, please make an appointment for personal time with the Ward Lead or a Deputy.
- Please tell us how we are doing through the Friends and Family Test
- Tell us what is working and what we could do better
- Your comments will help us plan improvements to the care we provide.

To complete the form online visit www.uhd.nhs.uk – search Friends and Family test or scan the barcode above.