

Ward 4 – OPM Short Stay, RBCH

Welcome to Ward 4, we look after elderly medical patients. As a team, we are led by Alana Calderwood.

Contact Details

Designation	Ext
Clinical Lead	0300 019 4757 0300 019 4465
Deputy Clinical Leaders	0300 019 4757 0300 019 4465
Ward Clerk	0300 019 4757 0300 019 4465
Ward PA	0300 019 4899 0300 019 5069

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](#).

The Older Person's Assessment and Liaison Team provide specialist inpatient therapy assessments and interventions to older people presenting with frailty at RBH. We have a large team of inter-disciplinary therapists and therapy assistants who work across the Frailty Pathway seeing patients who are triaged OPM across RBH.

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.

Meal times

We operate a protected meal time system. This means that visiting is not allowed during this time as nutrition is an important part of a patient's recovery. If you would like someone visiting to support you during meal times, please discuss this with the nurse in charge.

Our meal times are 12.30-1.30pm and 5.30-6.30pm.

How to find us

Ward 4 is located in the West Wing, Ground Floor. [View map.](#)

Parking

The payment terminal for the car parks accepts only credit / debit cards payments.

Please make sure that you make payment before returning to your vehicle 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.

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 Test: [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 0194040 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.