

Ward 9 - Fayrewood

We are a MDT/non-medical practitioner led 28 bed ward and provide a therapeutic environment which is individualized and patient- centered.

Fayrewood team has extensive expertise in older people's care and is able to support patients that have been referred on a Discharge to Assess (D2A) pathway for on-going assessment and intervention in the community to determine their longer term needs.

Contact Details

Job Title	Telephone No.
Matron	0300 019 4040
Ward Leader/ Clinical Leader	0300 019 4933
Ward Clerk	0300 019 4724 / 0300 019 4934
Discharge Facilitator/ Discharge Coordinator	0300 019 6349
Advanced Clinical Practitioners	0300 019 5563

Ward Ethos

To discharge medically fit patients where appropriate as soon as possible who are functionally stable and no longer requiring acute care.

Support will be given to carers and family members to gain confidence in patients' abilities and to be involved with the discharge process throughout the patient's admission.

Who can be admitted to this ward?

The service will cater for Older patient's (OPS) patients who:

- No longer meet the criteria to reside (C2R) (Are medically ready to leave hospital)
- Have a completed D2A which has been received by the discharge team, and are waiting IPR bed, care at home or a residential placement.

- Patients will have all acute inpatient therapy needs completed and will be designated as deferred or discharged by OPAL on health of the ward.

Your medical team

The supervising medical consultant is Dr Sell.

On a day to day basis the ward will be run by:

Nurse Consultant – Wendy Hay

Sister – Sarah Hedges

Your daily routine

All meals will be served at approx. 8am, 12.30pm and 5:30pm.

We will encourage you to sit out in the chair especially for meals where possible; we would also encourage you to wear day clothes in the day time where appropriate.

You may require more therapy whilst waiting for your care to be sourced and this will be provided by the ward and therapy team

Discharge from the ward

The clinical team will meet twice daily and discuss how you are doing and discuss a possible discharge date/plan which will be communicated to you and your family.

Any potential changes to the discharge plan will be communicated to you and to your family where appropriate.

Telephone enquiries

Please arrange, where possible, for only one named person to phone the ward to make enquiries and to relay the information to other relatives and friends. If you are making routine enquiries, it would be helpful to the ward staff if you call between 14:00 and 15:00 as there are more nurses available on the ward between those times to speak to you. Please note confidential information can never be given over the telephone. If you would like to speak to a Advanced Clinical Practitioner, this can be arranged, please speak to a member of the staff to arrange.

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.

Useful Ward Information

There are telephones/televisions by each bedside which may be rented; these are operated by cards which may be obtained from the machines at the ward entrance and on the C/E block lift landing.

Visiting times

Friends and Family are welcome on the ward, preferably in the afternoon and please avoid mealtimes. For the most up to date information, please read the [visitor guidance here](#).

These times may be varied in exceptional circumstances. To arrange this, or if you wish to participate in your relative's care or assist them at mealtimes, please speak to the staff nurse in charge.

You can leave the ward with your visitor(s) but please let a member of staff know first.

How to find us

Ward 9 Fayrewood is in West Wing, level 1, yellow zone. [View map](#).

Parking

Our car parking space limit is allocated by Bournemouth, Poole and Christchurch Council (BCP) and is split between patients, visitors and staff. All the income received from car parking charges allows us to maintain and manage our car parks and support more sustainable transport alternatives. Any surplus money goes back into patient care.

The Royal Bournemouth Hospital in particular can suffer severe congestion, particularly at peak times such as early evening, so please allow extra time for your journey. Other free options can also be considered including:

- The patient transport service (free but subject to eligibility)
- Hospital car share (taxi) service
- Volunteer car services

We also encourage the public and our staff to cycle to our hospitals where possible and we have a number of secure bike hoops and stands.

WIFI

Free Wi-Fi is now available to patients and visitors to the hospital, kindly funded by the Royal Bournemouth 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.

Patient Advice and Liaison Service (PALS)

If you or your family have any concerns about your stay or the treatments you are receiving / received then please contact our PALS team on 0300019488 or pals@rbch.nhs.uk.

The PALS office is open 9.30am to 4pm Monday to Friday excluding bank holidays.

Friends and Family Test: Have your say

- 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 (FFT).
- 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.