

# Lytchett

Lytchett ward is a 26 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.

## Contact Details

Designation	Telephone
Ward clerk	0300 019 2946
Discharge enquiries	0300 019 3325

## 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 then please inform the nursing staff so that this can be recorded.

## Visitors charter

Visiting times on the ward are between 10.00 and 20.00. Please be aware that the medical staff will be doing their ward rounds in the morning so for reasons of patient confidentiality you may be asked to leave the bay for a short period of time if sensitive conversations are taking place. Medical staff will be happy to update you but please be aware that this is usually after the ward round finishes and they are generally not able to provide relatives with a medical update whilst they are rounding. We are more than happy for you to make an appointment to speak to one of the medical team and if you wish to so do please arrange this with the ward clerk.

We ask that very small children, especially babies, are not brought onto the ward unless with prior agreement of the senior nursing team, this is for their own safety. If you are bringing in small children please remember that the ward caters for older people and we ask that you not let children run around the ward.

Only 2 visitors are allowed around the bed space at any one time due to restricted room around the bed spaces in the bays and for the comfort of all the patients in the bay as well as supporting staff to continue to provide care.

[Visitor guidance here.](#)

## How to find us

Lytchett Ward is on level **-2** of the Philip Arnold Unit which is in the **YELLOW ZONE**. Please enter from the main entrance of the hospital and follow the yellow zone signs.

The ward is 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.

## 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.

## Assisting with care

If you wish to assist your relative in their care needs, such as during meal times, please speak to the nurse in charge about this.

## 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. We have squash at ward level and keep a small stock of orange juice and are happy for relatives to bring in additional drinks that your loved one may like to encourage hydration.

## 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.

## **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.

## **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 & Family : Have your say**

**Directorate matron and management team support:**

- If you wish to discuss any ideas or issues in more depth, please make an appointment 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.

For more information on the Friends and Family Test, visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily) to complete the form or scan the barcode.