

Ward Management

Ward Manager:
Casey Keegans

Deputy Managers:
Carly Lewis
Cari Poyner
Rhiannon Reed

Primary Nurse

You will be allocated a primary nurse on the ward when you are admitted. This nurse will assist you with your care plans, write up your nursing reports and have regular 1:1 sessions with you. An associate nurse will also be allocated as a secondary point of contact.

Seeing A Doctor

You will be allocated a consultant who oversees your care. You will be able to see them during ward rounds on a regular basis. There are also junior doctors on the wards who may be able to help with some medical enquiries that you have, as well as a GP who can see you for any physical health concerns. As a matter of routine, we will ask you have an ECG, blood tests and height and weight measurements. There is also access to a dietician, physiotherapist and occupational therapist when needed.

Beech Ward
Hafan Y Coed
University Hospital Llandough
Penlan Road
Penarth
CF64 2XX



02921 824660

Visiting

Visiting Hours are between
2pm - 4pm
6pm - 8pm

Please call the ward in advance to book a visiting slot

Advocacy

If you would like advice or assistance from someone who is not directly involved in your care, please call

02920 540 444



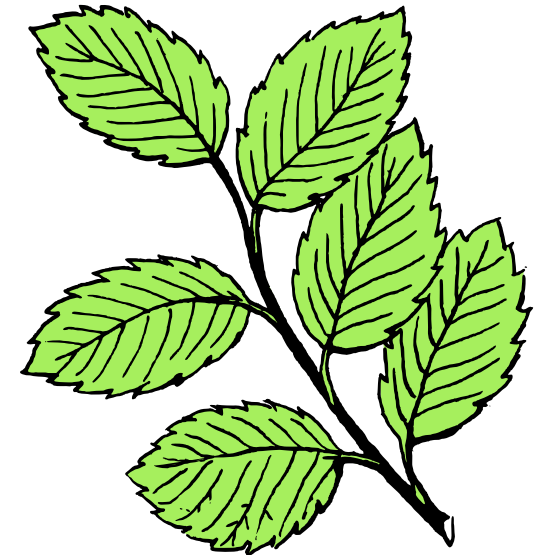
Concerns

If you have any concerns, complaints, or compliments, in the first instance please speak to a member of staff or the ward management team.

Alternatively, you can contact the Concerns Team between 9am - 5pm on

02921 836 318 or email
concerns@wales.nhs.uk

Beech Ward



Information for Patients

About Beech Ward

Beech Ward is a mixed ward with 17 bedrooms.

Each bedroom has an en-suite bathroom and is accessed by an individual wrist band to promote privacy and security. There is also a safe in each room which can be used to store your personal items.

Outside of each room there is a cabinet which contains a **non-recording** camera called a Reassurance Observation System (ROS). These can only be accessed by staff and are only used to check your welfare. This is to prioritise your safety whilst maintaining your dignity.

Bathrooms are **not** visible via ROS



Property and Electronics

When you are admitted onto the ward the nursing staff will clerk in your items. If there are any items that are valuable we encourage you to give them to staff for safekeeping; if you would rather keep them with you, you will be asked to sign a disclaimer.

Some items on the ward are restricted. For a full list or more information please speak to a member of staff.

You are welcome to use your phone, tablet, etc on the ward, but please make staff aware of these. We ask that you respect the privacy and confidentiality of other patients on the ward at all times - we may confiscate devices if this is breached.

Food and Drink

Ward meals are served at around

Breakfast: 8.30 am

Lunch: 12.30pm

Dinner: 5.00pm

Supper: 9.00pm



You are able to order a takeaway to the ward on **Friday/Saturday** evenings only- please also inform a member of staff.

You are more than welcome to help yourself to tea, coffee, water and squash in the patient kitchen area from 6am - 12am.

Leave from the Ward

If you have come into hospital as an informal patient, you will be able to utilise leave, however we ask that you respect the comfort of all patients on the ward and return to the ward by 9pm each night.

If you are under a section of the Mental Health Act, you may not have leave from the ward unless this has been agreed with your doctor. The conditions of this leave will be discussed with you by your doctor and the nursing staff.



Facilities

The ward has a laundry room available for you to wash, dry and iron your clothes.

We also have a TV room, game room and various activities that you may enjoy. Please discuss with staff details of activities that are available.

Outside of the ward, you may be able to access the Gym, the activities team and the gardens. Available in the grounds is a coffee shop, Spar, post box and cash machine. There is also an art gallery and chapel in the main hospital.

Smoking



If you smoke or vape, there is a smoking shelter in the garden for this purpose.

This is the only area where smoking or vaping is permitted.

Any lighters, matches, vape fluids etc will need to be kept in a safe place for use at smoking times and all will be returned to you when you are discharged.



If there is anything you are unsure of or you need additional help or support with, please let a member of staff know.
We are here to help.