

**THE TEAM**

**WARD MANAGER**

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**DEPUTY MANAGERS**

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If you have any questions at all then please ask.  
The staff are here to help any way they can.

This leaflet aims to answer some questions you  
may have about the ward and the hospital.

**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 will have regular sessions with you to  
monitor your progress.

Your Primary Nurse is .....

You will also have an **ASSOCIATE NURSE**. This nurse  
will be your point of contact if your Primary Nurse is  
unavailable.

Your Associate Nurse is .....



**MEDICATION**

Any prescribed medication will be given regularly at  
set times. Times are 09.00, 13.00, 18.00 and 22.00.

If you feel you require anything in between then  
inform a member of staff.

**CONTACT INFORMATION**

Oak Ward  
Hafan Y Coed  
Llandough Hospital  
Penlan Road  
Penarth  
CF64 2XX  
02921 824680

If you have any concerns please don't hesitate to  
contact the ward.

**ADVOCACY SUPPORT**

If you would like some advice or assistance from  
someone who is not directly involved with your  
care

Please call on **02920 54 0444**

They would be more than happy to help.

**VISITING TIMES**

14.00 - 16.00

And

18.00 - 20.00

Any child under 18 can only be seen in the visitor's  
room off the ward and would need to be booked in  
advance. **Visitors are not allowed in the garden.**

# OAK WARD



## INFORMATION FOR PATIENTS

### ABOUT OAK WARD

Oak ward is a mixed ward with 17 bedrooms. Each is complete with en-suite bathroom and has its own individual wrist band for you to gain access to your room, this is for security reasons. Each room has a safe where you can store personal items. There is also a locker allocated for each room in our linen room where staff can allow you supervised access to **restricted items** such as sharp items, breakables, toiletries etc.

**PLEASE NOTE** - the shower screens do come off as they are held on by powerful magnets. This is for infection control reasons; please do not be alarmed if it does come off on its own.

There is also a cabinet built into the wall just outside each room. This contains a non recording camera called **REASSURANCE OBSERVATION SYSTEM (ROS)**. This is used to check on your welfare and can **ONLY** be accessed by staff. We prioritise your safety, whilst at the same time maintaining your dignity. The bathrooms are **NOT** visible via ROS.

### SEEING A DOCTOR

You will be allocated a consultant who oversees your care. You will be told who your consultant is and will see them on a regular basis. Sometimes there are junior doctors on the ward who also might be able to help with any medical enquiries that you may have. There is also a GP who can see you if you have any concerns about your physical health. As a matter of routine, we will ask you to give blood, have an ECG and your height and weight measured. You can also have access to a dietician, physiotherapy and occupational therapy where needed.

### MEALS

Ward meals are served around:

Breakfast: 08.30

Lunch: 12.30

Evening: 17.00

Supper: 21:00



### BEVERAGES

You are more than welcome to help yourself to tea, coffee, water and squash anytime of the day in our little kitchen area between 06.00 and midnight.

After midnight we try to encourage a good and healthy sleep pattern so most of the ward facilities will not be available.

### LEAVE OFF THE WARD

If you have come into hospital as an informal patient, unfortunately this doesn't mean you can come and go as you please as this ward is a locked ward, you will need to ask staff to let you out. If you are under a section of **THE MENTAL HEALTH ACT**, this means you are a detained patient and cannot leave the ward unless your doctor has completed a section 17 leave form. You will then be able to have time off the ward and this maybe with staff or family. Your time off ward maybe restricted.

### USING ELECTRICAL DEVICES

You may use your laptop, tablet, phone or other electronic devices on the Ward, just make sure staff are aware. **HOWEVER**, we ask that you respect the privacy and confidentiality of the other patients. **We may confiscate devices if this is breached.**

### FACILITIES

On the ward we have a laundry room for you to wash, dry and iron your clothes. We also have a TV room, Games room and various activities that you may enjoy. There is a notice board on the ward which offers details of other activities that are available. There are also off ward facilities, which includes a Gym. Across from Hafan Y Coed in the main hospital there is a coffee shop, a spar and a post box as well as various vending machines. There are 2 cash machines, one in Hafan Y Coed and one in the main hospital. There is also an art gallery and a chapel in the main hospital.



### SMOKING

If you smoke, the garden has a smoking shelter and a lighter. **THIS IS THE ONLY AREA WHERE SMOKING IS PERMITTED.** Any lighters and matches that are brought in will be kept safe during your stay and will be returned to you when you are discharged. If you Vape we ask that you Vape in the garden. Vape oils will be kept in your locker for safe keeping.

**We realise this information is a lot to absorb, but if you do have any question the please ask the staff.**

**We are here to help.**