

Refreshments

Visitors are welcome to use the hospital restaurant and tea bars. Ask a member of staff for directions and the times when these are open.

Talk to us

Please talk to a staff nurse or the ward manager if you have further questions or need to discuss any concerns about your own or your relative/friend's care or future plans.

Follow-up after discharge

If an outpatient appointment is needed, it will be sent in the post.

Please note we have zero tolerance to abuse towards our staff. If you have concerns, please contact the ward manager or the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk

Contact details

The direct ward phone number:
0118 322 6901 or 0118 322 8272
Clinical Admin Team (CAT 10)
Tel: **0118 322 5474**
Email: rbb-tr.CAT10@nhs.net

Ward Manager: Sergio Tammelleo

Consultants: Dr Elizabeth Castaneda-Caicedo

Friends and Family Test

Please give feedback by answering the Friends & Family test question – *Overall, how would you rate our service?* – by filling in a card issued before you leave hospital.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Emmer Green Ward (Vascular), September 2022
Next review due: September 2024



Royal Berkshire
NHS Foundation Trust

Welcome to Emmer Green Ward

Information for **vascular** patients, relatives and visitors

Emmer Green Ward is primarily a hip fracture unit but we also care for patients with vascular conditions following treatment at John Radcliffe Hospital.

Patients will be allocated a physiotherapist and an occupational therapist, who will work closely with the doctors and nurses on your rehabilitation and plan for a safe discharge.

From the admission day, the team will start to plan for discharge (leaving hospital). Sometimes, going home isn't possible and patients may be transferred to another rehabilitation setting such as a community hospital.

Many patients are discharged home with a care package or community rehabilitation.

Useful items to bring in

- Basic toiletry items
- Night and day wear.
- Books, magazines, pens, paper.

Visiting

Visiting is from 12.30pm-7pm. This allows the team to deliver essential care to your loved ones. Open visiting is offered to patients at the end of life or who need carer support. This needs to be discussed and agreed with the ward staff.

Two visitors per patient at any one time.

Please contact the ward prior to visiting, as visiting times and restrictions can change rapidly.

Please ensure you use the hand gel when entering and leaving the ward.

Do not visit if you have / had diarrhoea and/or vomiting in the last 48-hours; or any of your household have any Covid-19 symptoms.

Medical information

If you have any questions about your treatment, aftercare or any other matters, please ask the doctor, nurse or therapist; we will be happy to help.

Telephone enquiries

If you are unable to visit the ward, we are only able to give limited information over the phone. Please ring after 11am

for general enquiries and please nominate one relative as main contact to maintain good communication.

Car parking

Public parking is pay on foot (take ticket at entry barrier and pay at pay point machine before leaving) and the nearest parking is located on Levels 0-3 of the multi-storey car park. Disabled parking bays are clearly marked.

Mobile phones

You can use mobile phones in public / communal areas but not on the wards, without permission. Be sensitive to the needs of others when using your phone. Entertainment systems are at the bedsides with charge cards available from a machine near the ward entrance.

Valuables

The ward cannot accept responsibility for loss or damage of personal property. Please give valuables, such as jewellery, cash cards, cheque books and cash to your family or friends to take home for safekeeping.

We advise you to keep only small change (under the value of £10) on your person to buy items from the paper trolley.