



Royal Berkshire
NHS Foundation Trust

Neuro-rehabilitation on Highclere Ward in the West Berkshire Community Hospital

Information for patients, relatives
and carers

In 2021, the Neurorehabilitation Unit relocated to West Berkshire Community Hospital from the Royal Berkshire Hospital main site.

Your rehabilitation with us

The multi-disciplinary team caring for you at the Royal Berkshire Hospital (RBH) have identified that you would benefit from further rehabilitation as an inpatient on a specialist neuro-rehabilitation unit (NRU) in the WBCH – Highclere NRU Ward.

Here you will have the benefit of a full multi-disciplinary team of doctors, nurses and therapists, for a period of time that is agreed by you and your hospital team. You will work with the team to achieve the desired goals from your treatment.

You will only be transferred for rehabilitation when your consultant says that you are medically well enough. In the event of you becoming unwell, you would return to the RBH to continue your care.

What is rehabilitation?

Rehabilitation is designed to increase function, reduce debilitating symptoms, and to improve a patient's quality of life. The types of rehabilitation treatments recommended will depend on how you have been affected by the condition you were originally admitted to hospital with and any ongoing health conditions.

Symptoms that may prompt the need for rehabilitation include:

- Muscle weakness and abnormal muscle tone
- Pain
- Difficulty walking
- Difficulty with activities of daily living, such as eating, dressing, bathing, toileting
- Difficulty swallowing

- Difficulty with communication
- Impairments in thinking, memory and problem solving
- Impairments in vision or eye-hand co-ordination

Who are the multi-disciplinary team members?

- Consultant – Dr Beenish Feroz
- Ward doctors
- Matron – Leilah Wooldridge
- Ward sister – Clare Gould
- Senior staff nurses
- Staff nurses
- Health care assistants
- Physiotherapy team
- Occupational therapy team
- Speech and language therapy
- Neuro psychologist
- Dietitians

If your family or carer would like to meet the team, this can be arranged by calling the ward on 01635 273545 or emailing Rbft.neurorehab@nhs.net

Essential items to bring in

- Toiletry items such as soap, flannel, hairbrush, toothbrush and toothpaste.
- Slippers and practical shoes. Ask your physio about suitable shoes.
- Night and day clothes.
- Books, magazines, smart device.
- Snacks, juice (fridge facilities available).

Valuables

Patients are responsible for their own belongings. Please do not bring any valuables into hospital – relatives / friends will be asked to take them home for safekeeping.

Visiting

As a hospital, we encourage open visiting. However, on NRU Ward, please schedule your visit between 10.00am and 8pm. This allows our team to deliver essential care – including doctors' ward rounds, personal care and rehabilitation. Please discuss your needs with the nurse in charge.

Two visitors per patient at any one time.

Please contact the ward before visiting, as visiting times and restrictions may change. 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.

Avoid visiting during meals times between 12 noon-1pm and 5pm-6pm.

Car parking

Parking for the NRU ward is free. After leaving your vehicle, make an inquiry at the front desk to request free parking.

Friends and Family Test

Please give feedback by answering the Friends and 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

Nurse in charge

Each shift has a 'nurse in charge', who can be identified on the board displayed at the nurses' station; they will be happy to help with any queries or concerns you might have.

Finding the ward

The NRU ward is located on the first floor, just above the reception. Please use the call bell system, which is in front of the main door. Lifts access can be found on the ground floor, close to reception

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.

Mobile phones

Mobiles can be used on the ward, but please keep the ring tone on a low setting or silent, especially at night and please do not use the camera facility to take photos of other patients or staff.

Ward facilities

Meal times:

- Breakfast 7.30am-8.30am
- Lunch 12.00pm-12.45pm
- Supper 5.00pm-5.45pm

Hot drinks are served with each meal, and at approximately 9am and 2pm. If you would like a drink outside these times, please ask and we will try to provide this if possible.

Communal televisions are available to use in each bay. Please ask a member of staff for help with using them.

Consent

When a member of staff asks you to agree to any form of examination, treatment or care, remember you have a choice. You are always free to say no, or to ask for more information before you make up your mind.

Safety and house rules:

- Smoking, vaping, alcohol, and illicit drug use are not permitted anywhere in the hospital or its grounds.
- For safety reasons, please inform nursing staff when you want to leave the ward for a short period, even if accompanied by family or friends. Please also inform the staff that you are back, on your return to the ward.

Who to contact if you have any issues during your stay

If you face problems during your stay in hospital or if you need information:

- Please speak to your nurse or the person in charge of the unit and they will try to resolve your problem immediately.
- If you are uncomfortable doing this, ask to speak to PALS (Patient Advice and Liaison Service). They can provide patients, relatives and carers with on-the-spot help to resolve your concerns, help to get the services you need and information. You can contact PALS by telephone: 0118 322 8338 or by emailing PALS@royalberkshire.nhs.uk

Contact us

Neuro-rehabilitation Unit
Highclere Ward Base 1
West Berkshire Community Hospital
Thatcham RG18 3AS
Tel: 01635 273545 or 01635 273544
Mob: 07766 545 983 or 07385 408 146
Email: Rbft.neurorehab@nhs.net

Donations

You can directly contribute to the advancement of treatments and therapies to help individuals regain lost functions and improve their overall quality of life.

Your generous donation can fund innovative research, train skilled neuro-rehabilitation therapists, and provide access to cutting-edge treatments for those in need. Your donation can make a real difference in the lives of individuals and their families, offering hope and renewed possibilities for a brighter future within your local community.

If you would like to contribute, please scan the QR code below to donate direct to the fund online.

Alternatively, cheques should be made payable to:
The Royal Berks Charity Neuro-rehabilitation fund
U134.



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

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

RBFT Neuro-rehabilitation, February 2024
Next review due: February 2026