



**Royal Berkshire**  
NHS Foundation Trust

# **Welcome to Kennet and Loddon Unit**

Information for patients,  
relatives and carers

<b>Kennet Ward Clerk:</b>	<b>0118 322 8791</b>
<b>Kennet Nurses Station:</b>	<b>0118 322 7491 / 8749</b>
<b>Loddon Ward Clerk:</b>	<b>0118 322 8818</b>
<b>Loddon Nurses Station:</b>	<b>0118 322 7727</b>

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## **Kennet and Loddon Unit is made up of two general medical wards specialising in respiratory conditions. This leaflet outlines ward routines and facilities.**

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The unit aims to have single sex bays, but at times, due to clinical need, it is necessary to mix. Separate washing and toilet facilities for each sex are available. The unit also has six side rooms that are allocated on a clinical needs basis. You may be asked to move in or out of the side room during your ward stay.

### **Visiting times**

**Visiting is between 2pm and 8pm daily.**

Open visiting is available for care partners supporting patients with enhanced needs and those at the end of their life; please discuss this with the nurse in charge. You may be asked to leave the bedside for therapies, medical examination and at mealtimes. We ask that there are no more than two visitors at the bedside at any time. Many of our patients are poorly or require treatment that makes them very tired, so please try to leave time between visits to allow the patients to rest. Relatives can stay overnight in exceptional circumstances – please discuss with the nurse in charge. Please check the current visiting guidance with the ward before visiting – this will be on the ward door and on the Trust website.

**Please do not visit if you are unwell**, including having any symptoms of a virus (cold symptoms, high temperature, new continuous cough, loss of taste and smell, diarrhoea and/or vomiting).

### **Phone enquiries**

Please nominate one person to make telephone enquiries about the patient's condition, who can then liaise with other family and friends. Please call after 9am to speak to a nurse (unless urgent). To protect patient confidentiality, information about diagnosis or test results will not be given over the phone, unless the patient requests it.

## **Next of kin**

Please give the hospital a contact number for a person nominated as your 'next of kin'. It is important that you tell your next of kin that you are doing this in case they have the anonymous call rejection (ACR) facility on their telephone. The next of kin will be responsible for contacting other relevant friends and relatives when necessary.

## **Nurses**

Each patient will have a trained nurse and health care assistant (HCA) to care for them. They will introduce themselves at the start of each shift. A team of HCAs and a housekeeper will help with your needs.

## **Doctors**

Each patient will be seen by a doctor daily Monday –Friday. Consultant ward rounds take place on Monday, Wednesday and Friday mornings. A doctor from the consultant's team is on the ward until 5pm each day. There is a consultant weekend ward round in the morning to see new admissions and medically unstable patients. After this, there is an on-call team to see emergency cases only. If you, your relative or carer need to speak to a doctor, please ask your nurse how to arrange this.

## **Meal times**

Breakfast	7.30am-8.30am
Lunch	12.15pm-1.00pm
Supper	5.00pm-6.00pm

You will receive your own menu card daily to order your meals. Ward staff will explain how to fill these in. If you require a special diet please ask to see a dietitian. Hot drinks are served at mealtimes and at 10.00am and 7.00pm (unless you are on a fluid restriction).

## **Toiletries**

We recommend that visitors ensure that the patient has a supply of basic toiletries such as soap and toothpaste, for the duration of their stay in hospital as well as their own nightwear and shoes / slippers.

## Ward information

- We have limited storage space, so please keep personal property to a minimum and store it in the bedside locker. Please do not bring valuables into hospital. The Trust is not liable and does not take responsibility for loss of or damage to personal property.
- Flowers are not permitted on the ward.
- Mobile phones are allowed on the ward but please respect other patients by having a low ring tone and not using at night.
- There is no smoking allowed anywhere in the hospital.
- The nearest café is on Level 2 in South Block. There are also refreshment facilities situated in the Conservatory on Level 1 Battle Block and on Level 2 in the main entrance. The hospital restaurant, in Level 1 South Block, is open seven days a week.
- The nearest public toilets are on the Concourse opposite the respiratory outpatients department. Visitors should not use the patient toilets on the ward.
- Children must be supervised at all times and never left alone on the ward for any reason.

## Talk to us

If you have any queries or concerns, please speak to the nurse caring for you. Alternatively, ask to speak to the nurse in charge, Sister Jenny Lloyd on 0118 322 8684 or Charge Nurse Sherwin Baje on 0118 322 7493. Emily Parker is our Matron and Angela Forster is the Care Group Director of Nursing. You can also contact the Patient Advice and Liaison Service for help and information. Tel: 0118 322 8338 or email: [PALs@royalberkshire.nhs.uk](mailto:PALs@royalberkshire.nhs.uk).

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

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