



# Hospital

## Going into hospital

What happens on admission



Easy Read Booklet

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# Who to talk to if you need help



There is a group of people who will help if you are worried about anything or need information, they are called the Customer Care Team.'



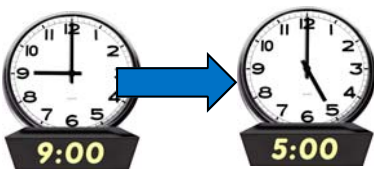
This service is confidential.

This means they will not tell anyone what you speak to them about.



You can telephone them on:

01522 573969



They work from 9am to 5pm  
Mondays to Fridays

# For Adults with Learning Disabilities

## Acute Learning Disabilities Liaison Nurses

If you are an adult with learning disabilities, Kerry and Karen can talk to you if you need any help:

- ◆ Before you come into hospital
- ◆ While you are In hospital
- ◆ To plan you going home

They can also talk to your carers if they have any questions.



Kerry Poberezniuk  
Pilgrim Hospital &  
Grantham Hospital



Karen Seale  
Lincoln County  
Hospital

You can call Monday to Friday  
9.00am to 5.00pm

Kerry on 07747 532994  
Karen on 07919 395666

# Coming in for checks



If you are going into hospital for an operation, you may have to come a few days or weeks before your operation for a pre-assessment outpatient appointment.

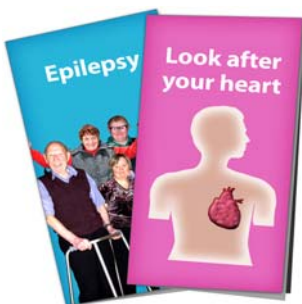
This is to check that you are fit for the operation.



It is important for the staff to talk to you about your health and how you are feeling.



We have a leaflet called "Coming in for Checks."



You will be given leaflets about your operation or test.

# Coming into hospital for a day



This part of the booklets is for people who are coming into the hospital for a day.

You may hear us call them **outpatients**.

## Please remember to bring your appointment letter



The letter tells you:

- Where to go in the hospital
- The date and time



Please bring any medication you are taking:

- Medicine the doctor has told you to take
- Medicines you have bought yourself



# Coming into hospital for a day



If you have a My Health Passport please bring it with you . It gives staff important information about you. If you need a copy please see our website [www.ulh.nhs.uk/easyread](http://www.ulh.nhs.uk/easyread)



If you cannot come to the hospital or if you have any questions please call the number on your admission letter.



You can get more information from our website:

[www.ulh.nhs.uk](http://www.ulh.nhs.uk)



Or you can telephone the Customer Care Team on 01522 573969.



# Staying overnight in hospital



This part of the booklets leaflet will tell you what happens when you are admitted.

You may hear us call them **inpatients**.

It is about:



- Getting ready for your stay in hospital



- What will happen when you are in hospital



If you have a My Health Passport please bring it with you . It gives staff important information about you. If you need a copy please see our website [www.ulh.nhs.uk/easyread](http://www.ulh.nhs.uk/easyread)



If you cannot come to the hospital or if you have any questions please call the number on your admission letter.

# Getting ready for your stay in hospital

## Please bring with you:



- Pyjamas or nightdress
- Slippers
- Dressing gown
- Underwear
- Day clothes
- Toiletries
- Towels
- A little bit of money to buy newspapers or snacks
- Some books and magazines

# Getting ready for your stay in hospital

## If you need them, please also bring:



- Glasses



- Walking aids



- Hearing aid



- False teeth



- Any medicines you are taking

## Please do not bring:



- Alcohol or cigarettes



- Anything that costs a lot of money



- Televisions or radios as we have these

# What will happen when you come into hospital



When you arrive on the ward, a nurse will show you to your bed.



The nurse will show you where to put your things.



The nurse will show you where the nearest toilet is.



He or she will also show you how to ring the bell to call a nurse.



The nurse will then ask you and your carer some questions. Your answers will help us to give you the right treatment.



The nurse will put a plastic bracelet on you. This has important information on and it should be worn all the times.

# What will happen when you come into hospital



You will be asked to get undressed behind the curtains and to change into your nightie or pyjamas and dressing gown.



During your stay in hospital you will meet many different people.



All the staff in the hospital wear a name badge and when they speak to you, they should always tell you their name.



Near your bed, there will be a bottle of hand gel – this is rubbed on the hands to kill germs.

The staff who treat you should wash their hands often and everyone who visits you, even your friends and carers, should use the hand gel.



Always wash your hands after you have been to the toilet.

# What will happen when you come into hospital



The nurses and doctors will explain everything that happens to you and to your carer.



If you don't understand what is happening or you are frightened, tell your carer or the nurse or doctor.



You will be asked to sign a form to say you want to have treatment. This is called the Consent Form.



You will be able to use a television, phone and computer which is by your bed. Ask the nurse how to use them.



A trolley visits the ward, selling snacks, toiletries and magazines.



The staff will ask if you want tea or coffee and you will be offered 3 meals a day.

# What will happen when you come into hospital



The nurses can help you fill in your menu card to decide what you want to eat the next day.

If you need special food the please tell a nurse who will get it for you.



If you need help eating or drinking, ask one of the staff to help you.

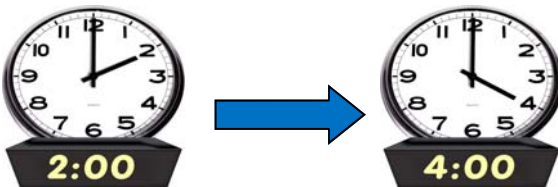


The nurses will give you tablets if you need them.



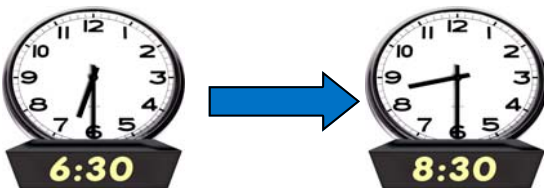
If you feel sick or you are hurting, ring your call bell for the nurse.

Visiting times are:



2pm to 4pm

and



6.30pm to 8.30pm

but your carer can visit you or sometimes stay with you for a longer time.

# How to get to hospital

## Driving to hospital



Make sure you know which part of the hospital you need to go to.

There are maps at the back of this booklet to show you the car parks at each of the hospitals.



Disabled people with blue badges can park close to the entrances but you do not have to pay.



You need to pay at the machine before you leave the car park.

## Using a bus



There are bus stops outside the hospitals

**Traveline** has information about bus times



- On the website [www.traveline.info](http://www.traveline.info)



- Telephone  
0871 200 22 33



# How to get to hospital

## Ambulance transport



You might be able to get transport to the hospital if:



- You are not able to use public transport or a car



- You cannot stand or walk more than a few steps



- You need oxygen all the time



- You need to be on a stretcher



Tell the hospital if you need ambulance transport. We will book it for you

# Consent



If you are having an operation or treatment the doctor will ask you to sign a consent form.

The form tells the doctor you are happy to go ahead with the operation or treatment.

You can give your agreement to treatments in different ways.



- You might offer your arm to a nurse to take blood.



- You might say yes, when the doctor or nurse asks you if they can examine you



You or your carer can sign a form to say you know what is likely to happen during the operation and are happy to go ahead with it.



Before you agree to go ahead with treatment, you and your carer will probably want to ask some questions.

# Consent

You can ask:

- What different treatments can you try?
- Are these treatments safe?
- Will the treatment help?
- What if something goes wrong?
- What will happen if you decide you do not want the treatment?
- Is there more information you can have about the treatment?



You do not have to decide there and then if you are not sure you are happy to go ahead. You can ask for time to think about it and talk to your carer and family before deciding.



You can change your mind even after you have signed the form.

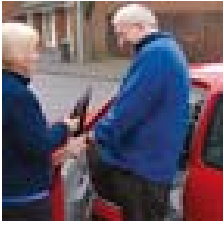
This is called **withdrawing consent**



In an emergency, you may not be able to give your consent.

The doctors and nurses will try and help you and may give you treatment you haven't agreed to. But this would only happen if you were very ill or hurt.

# Leaving Hospital



When you feel better you can leave hospital. Leaving hospital is called **discharge**.

The doctors and nurses will talk to you every day about why you are in hospital and when they think you can leave.



If you are not sure when you are going to leave ask the staff on the ward.



We might ask a social worker to find out if you need any extra support. They will talk to you and your family or carer about this.

We might have a meeting to talk about you going home.



You will usually leave your bed by 10 o'clock on the morning of the day you go home.

**When you are ready to leave make sure:**



- Make sure you have all of your belongings from around your bed.
- Your medicines - the nurse will tell you about these and help you understand what they are for and when you should take them.



# Leaving Hospital



A letter will be sent to your GP. This will tell them why you were in hospital.



Ask someone to take you home.

Ask them to bring you some clothes



Make sure there is someone at home to look after you.

If you need any help at home please tell the nurses.

## Seeing the doctor again.



The doctor may want to see you again. We will make an appointment before you leave or send your letter by post.



You might need to take some hospital equipment home like crutches to help you walk.

You can borrow our equipment but we will need it back.

Please return any equipment when you are finished with it so we can use it to help other patients.

# Making a complaint

Making a complaint can be hard, but help is available from:

- Your Social Worker or Care Manager
- A family member, friend or support worker



ICAS help anyone making a complain for free:



0300 456 8347 (local rate)



[lincolnicas@carersfederation.co.uk](mailto:lincolnicas@carersfederation.co.uk)

[www.carersfederation.co.uk](http://www.carersfederation.co.uk)



The Care Quality Commission checks the health and social care in England



0300 061 61 61



[enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

# Making a complaint



If you are not happy, please speak to a member of staff on the ward.

If you are still not happy, you can:

Write to:



The **Chief Executive** or the **Customer Care Manager** at:

Complaints Department  
Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY



[complaintsmanager@ulh.nhs.uk](mailto:complaintsmanager@ulh.nhs.uk)

[www.ulh.nhs.uk](http://www.ulh.nhs.uk)



We will look at your complaint within 3 working days.

We will agree what we will do for you and tell you when you should hear from us again.

# Keeping in touch

If you or your family would like to help the hospital or get involved you can find our more:



On our website

[www.ulh.nhs.uk/easyread](http://www.ulh.nhs.uk/easyread)



By email

[patientinvolvement@ulh.nhs.uk](mailto:patientinvolvement@ulh.nhs.uk)



Write to:

Assistant PPI Manager  
Grantham Hospital  
101 Manthorpe Road  
Grantham  
Lincolnshire  
NG31 8DG



We would like to keep in touch with you to tell you about our events and services. If you would like to do this please email:

[patientinvolvement@ulh.nhs.uk](mailto:patientinvolvement@ulh.nhs.uk)



# Notes

Please use this page to write any thing important.

A large, empty rounded rectangular box with a thin black border, intended for writing notes. The box is centered on the page and occupies most of the vertical space below the instruction text.

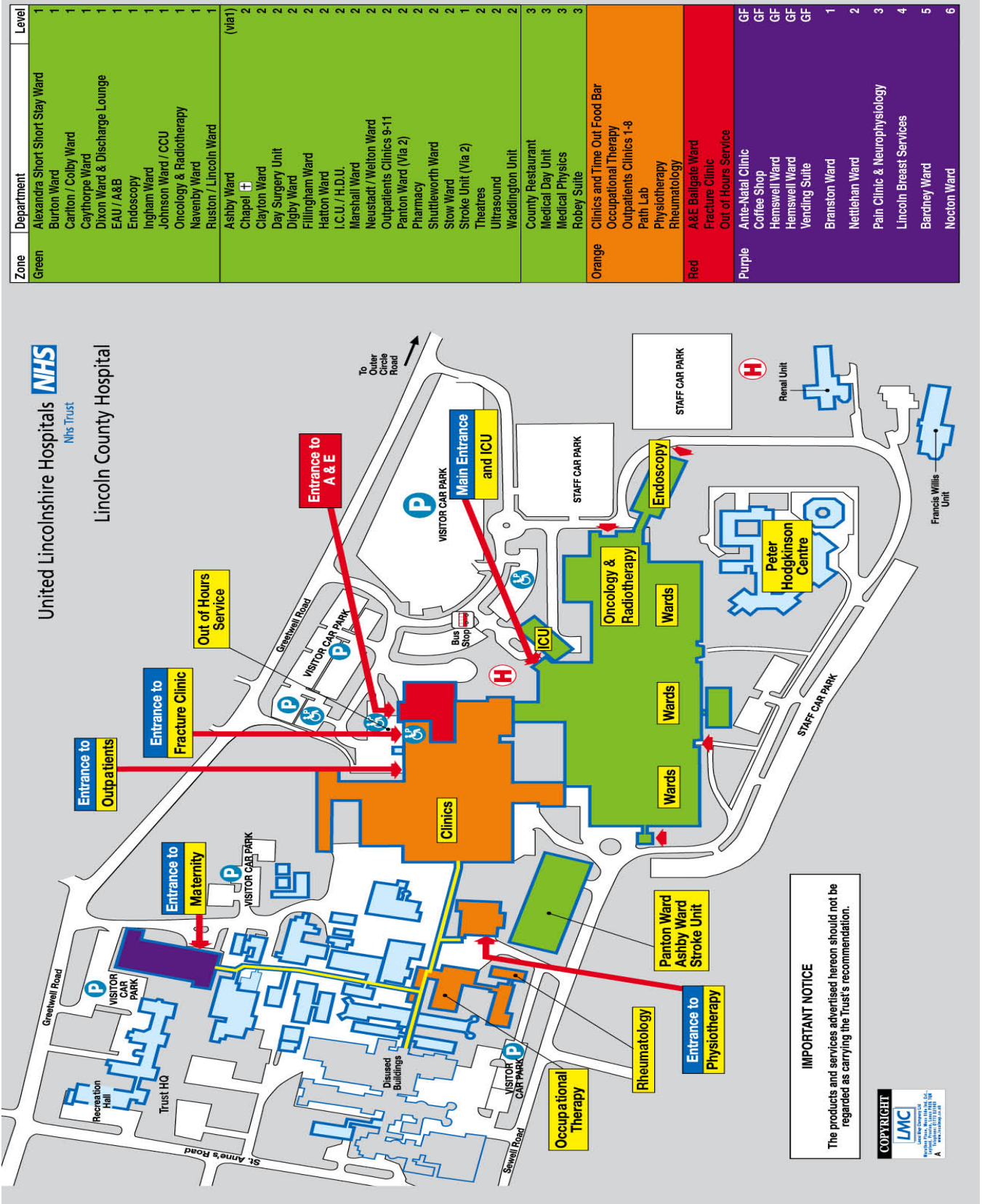
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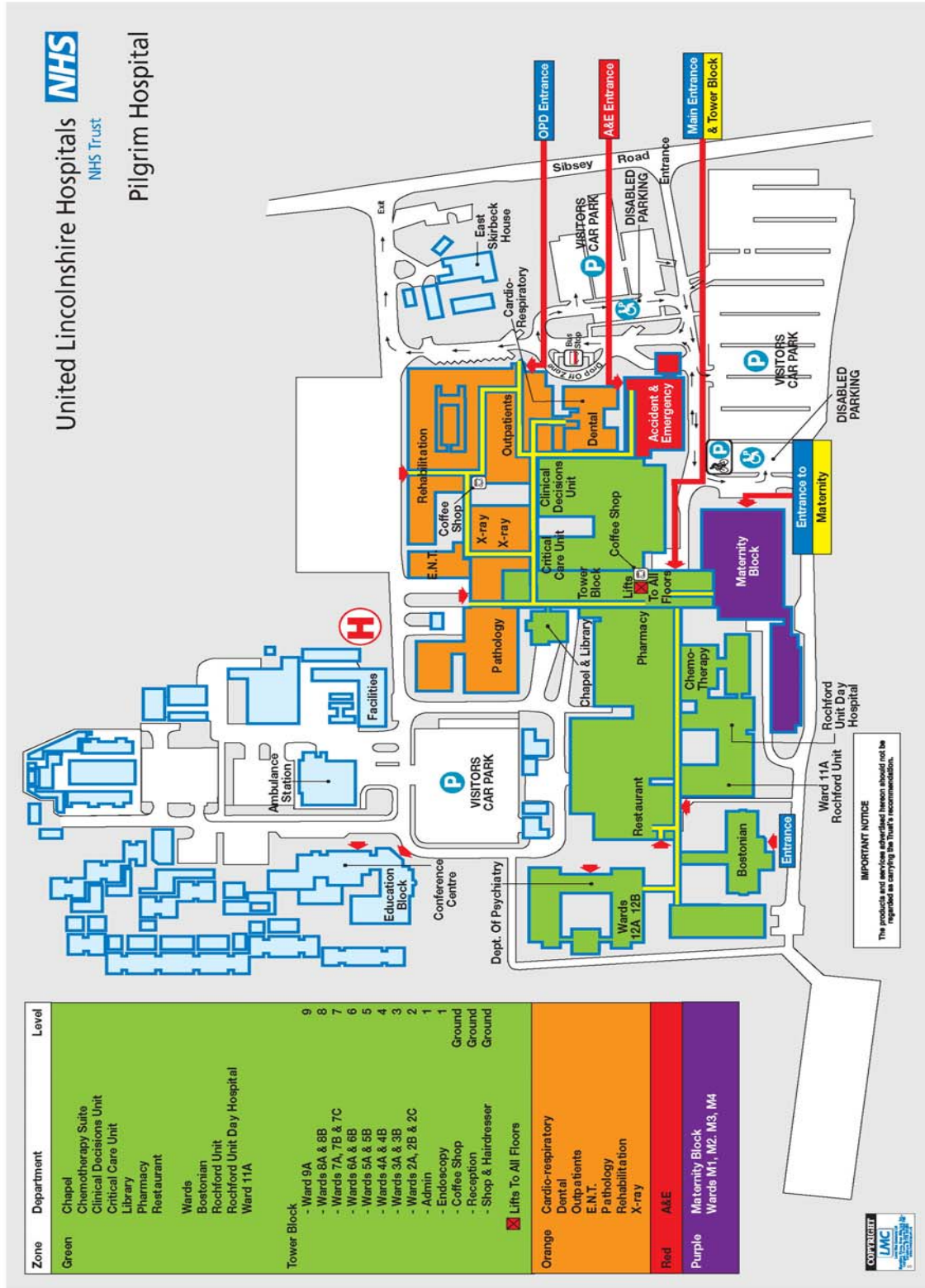
# Hospital Maps

## Lincoln County Hospital



# Hospital Maps

## Pilgrim Hospital, Boston







# Tell us about your hospital stay



You have been a patient in one of our hospitals.



We want to make sure that everyone can use our services



You can help us by answering some questions.



You don't have to give your name.

## While you were in hospital:

Were you given the information you wanted about your care?



# Tell us about your hospital stay



Were you shown around the ward or department by a member of staff?



Were you given any leaflets while you were in hospital?

What did you think of the leaflets?

<input type="checkbox"/> <b>good</b> 	<input type="checkbox"/>	<input type="checkbox"/> <b>all right</b> 	<input type="checkbox"/>
<input type="checkbox"/> <b>bad</b> 	<input type="checkbox"/>	<input type="checkbox"/> <b>don't know</b> 	<input type="checkbox"/>



Did you get all the help you needed when in hospital?



Did the nurses treat you well?



# Tell us about your hospital stay



Did the doctors treat you well?



Did anybody else support you in hospital?





If so who? \_\_\_\_\_

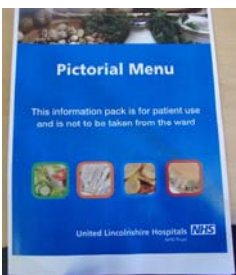


Did you think the hospital was too noisy?



What did you think of the food?

<b>good</b> 	<input type="checkbox"/>	<b>all right</b> 	<input type="checkbox"/>
<b>bad</b> 	<input type="checkbox"/>	<b>don't know</b> 	<input type="checkbox"/>



Did you use the picture menu to help choose your meals?

# Tell us about your hospital stay



Were you told how you could make a complaint or tell people if you were unhappy?



If you would like to tell us anything else about our hospitals then please write it here:



**Please send your comments to**

Assistant PPI Manager  
Grantham Hospital  
101 Manthorpe Road  
Grantham  
Lincolnshire  
NG31 8DG



**If you would like to tell us your name and address please write it here**



# Other Easy Read Booklets



Further copies of this booklet are available on our Easy Read website [www.ulh.nhs.uk/easyread](http://www.ulh.nhs.uk/easyread)

We also have a range of Easy Read documents on our website:


- ◆ Coming into Hospital
- ◆ Coming to A&E
- ◆ Having a blood test
- ◆ Having an x-ray
- ◆ Having a CT scan
- ◆ Having a MRI scan
- ◆ Having an Ultrasound scan
- ◆ Having a hearing test
- ◆ Having an eye test
- ◆ Washing your hands
- ◆ Giving your consent
- ◆ Tell us about your hospital stay
- ◆ Pictorial food menus

If you would like any booklets sending by post to you, please email [patient.involvement@ulh.nhs.uk](mailto:patient.involvement@ulh.nhs.uk)

The Coming into Hospital booklet has been developed by the Patient and Public Involvement Team to help adults with learning disabilities and specific needs in Lincolnshire when coming into hospital.

We could not have made the Coming into Hospital booklet without the help and support from VoiceAbility, staff in Health, Therapy Services and Education.

Further copies of this booklet are available on our Easy Read website [www.ulh.nhs.uk/easyread](http://www.ulh.nhs.uk/easyread) or by emailing [patientinvolvement@ulh.nhs.uk](mailto:patientinvolvement@ulh.nhs.uk)

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and United Lincolnshire Hospitals NHS Trust

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