

ewelcome

Welcome to King's

Information for patients, relatives, and carers

Contents

Welcome to King's College Hospital NHS Foundation Trust.....	3
On the ward.....	4
Our staff	4
Ward rounds.....	6
Observations and tests.....	6
Sleeping well	6
Food and drink.....	7
Visiting	8
WiFi, TV, radio, books and magazines	9
Spiritual care and emotional support.....	9
Caring for yourself	10
On our hospital sites.....	12
Shops and cafes.....	12
Cash points	13
Leaving the hospital (discharge)	14
Discharge lounge.....	14
Transport	15
Discharge checklist	16
Discharge notes: What to do after leaving hospital	17
What to do if you are worried	18
Feeling safe	18
MyChart	18
Supporting King's College Hospital NHS Foundation Trust.....	19
Helping to make our services better	19
Volunteering at King's	19
King's College Hospital Charity.....	19
Useful contacts.....	20

Ward Contacts

Please use this section to make a note of the ward you are staying on and key ward contact information*:

Ward name:.....

Your consultant:.....

Ward manager:.....

Matron:.....

Ward phone number:.....

Expected date of discharge:.....

*Ward administrator can help you with this information

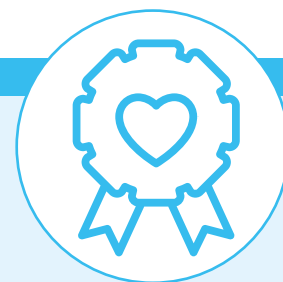
Welcome to King's College Hospital NHS Foundation Trust

This guide is for you to keep and use as part of your hospital stay. It explains what happens when you stay on one of our wards at King's College Hospital (Denmark Hill), Princess Royal University Hospital or Orpington Hospital. It tells you about the staff on the ward, how our wards are organised and how you get ready to leave the hospital.

The guide includes a checklist, notes section, useful contacts, and details of who to speak to if you are worried. Funded by King's College Hospital Charity, the guide also includes a section on how you can support the Trust.

Looking after you

To provide you with high-quality care that meets your needs, it is important that you tell us about any:



- ✓ Medication that you are taking. This includes any pain relief, vitamins or supplements. Please give the medication to your nurse and do not take any, including over-the-counter medication such as paracetamol. Our team will review and give you all medication that you need during your hospital stay.
- ✓ Medical alert cards or devices that you use, such as an insulin pump.
- ✓ Allergies. This includes any medication, foods or materials such as latex or plasters.
- ✓ Support that you need while in hospital. If you have a hospital passport, please share the document with us.
- ✓ Help you need to communicate. Also let us know if you have a friend, carer or a family member that helps you regularly.
- ✓ Changes that you would like us to make so your stay is more comfortable.
- ✓ Property and valuables that you brought with you. We can give you property bags or arrange a safe storage of the items for you. King's College Hospital NHS Foundation Trust does not accept responsibility for the safety of any item(s) of property belonging to you and is not responsible for loss of or damage to your property unless it has been handed over to staff for safe keeping.

As part of your admission, we will give you a hospital identity wristband. This shows your name and details of any allergies you may have. Please wear your wristband at all times. Staff will check your wristband to confirm information before they give you medication or carry out tests. Please tell us immediately if any of the information on your hospital wristband is incorrect.

On the ward. Our staff

Consultant

Your consultant is the most senior doctor in charge of your care. The consultant oversees your diagnosis, treatment and discharge from hospital and is supported by other doctors. Our doctors do not wear uniforms on the ward but they will always introduce themselves to you.



Nurse in Charge

A Nurse in Charge runs the shift and wears a red badge. Speak to the nurse in charge if your nurse is unable to help you. You can ask any member of the ward staff to speak to the Nurse in Charge.



Nurse

A registered nurse provides your day-to-day care with the help of nursing associates and healthcare assistants. They will give you your medication, complete your observations, help you with going to the toilet, take your bloods, and support you with getting dressed, if needed. The nurse is also responsible for coordinating your therapy needs and plans for you leaving the hospital. Your nurse is the best person to discuss any concerns that you may have about your care.



Green trim



Navy trim



Brown trim



Occupational Therapist

An Occupational Therapist looks at how you will carry out daily tasks when you return home. They help with problems such as going to the toilet, getting washed or dressing yourself. You will only be supported by them if you need this.

Physiotherapist

A Physiotherapist works with you on moving around. They may recommend specialist exercises, equipment or other treatment during and after your hospital stay. You will only be supported by them if you need this.

Speech & Language Therapist

A Speech and Language Therapist treats speech, language, communication and swallowing difficulties, if you have these. You will only be supported by them if you need this.

Ward Manager

The Ward Manager is a senior nurse in charge of the ward. They can help you with any worries or concerns that the Nurse in Charge cannot answer.



Nurse Specialist

A Nurse Specialist is an expert in an area of care (for example a Learning Disability Nurse) or a condition (for example a dementia nurse). You will only be supported by one, if you need a certain type of care.



Nursing Associate

A Nursing Associate provides your day-to-day care with the help of registered nurses and healthcare assistants.



Healthcare Assistant

A healthcare assistant checks and records your temperature, pulse, and blood pressure. They can also help you with eating, drinking and personal care.



Ward Administrator

A ward administrator helps you with information about your stay, assists you with booking transport and appointments, and helps you speak with your relatives.



Host

A host is responsible for your food and drink. They will take your meal orders, prepare your meals and tidy up after the meal service. They will also give you wipes to clean your hands before and after your meal. Please use these.



Volunteers

Volunteers give their time unpaid to support our patients and staff. They will speak to you, and help you to access TV and radio online. If trained, they can help you with feeding. Volunteers do not provide clinical care.

Ward rounds

On weekdays, doctors will visit you during their ward rounds to discuss your care and treatment with you. Ward rounds happen during the early part of the day and your family, carers or friends can take part. Please let the Nurse in Charge know who will be attending. At weekends, a doctor will see you if you request this, if you are leaving the hospital or if there are any concerns about your care.

Please ask your nurse to speak to the doctor at other times.

Observations and tests

Throughout the day (and night, if needed), nurses and healthcare assistants will regularly observe you and check your vital signs. You may also have tests or get support from our staff including exercise and physiotherapy, speech and language therapy or occupational therapy.

Sleeping well

Sleep is essential for your physical and mental wellbeing and has been proven to aid recovery. Please ask your healthcare assistant or your nurse if there is anything that you need to help you sleep. This includes pain relief, extra blankets, pillows and an eye mask or earplugs, if it is safe for you to use them. If you cannot use an eye mask or earplugs, please speak to your nurse about other ways we can help you sleep well.

Please respect the needs of other patients in your ward and keep your noise to a minimum after 10pm. Switch your mobile devices to silent and use headphones if you are listening to music or watching TV.



Food and drink

We will offer you breakfast, a mid-morning snack, lunch, an afternoon snack and dinner unless you are not allowed to eat anything because you are due to have certain tests or surgery.

You can choose your meals from a printed menu. You can also read all our menus online by connecting to free 'NHS Wi-Fi' and going to www.wifilounge.co.uk.

We have a range of options to suit your cultural, religious, and dietary needs, including vegetarian, vegan, and soft food menus. Please ask your host to see all the menu options.



Breakfast:

8.30am to 9.30am



Lunch:

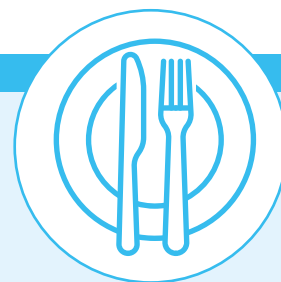
12.30pm to 2.15pm



Dinner:

6pm to 7.30pm

As eating well is important to your recovery, please make sure that you order enough to satisfy your appetite. You can choose multiple menu items for lunch and supper. For example:



Lunch

Fruit juice, jacket potato with grated cheddar cheese, yoghurt and peaches in juice.

Dinner

Soup of the day, fish and chips, cheddar cheese salad and raspberry jam sponge.

You are also welcome to bring your own food onto the ward. Owing to food hygiene regulations, we are unable to store or heat your food.

Cold and hot drinks, including hot chocolate, de-caffeinated tea and coffee, are always available. If you would like something to eat or drink outside of mealtimes, please ask a healthcare assistant, a nurse or a volunteer and they will be happy to help you.

Our staff and volunteers will help you to eat your meals if you need this. We also welcome your family, carers or friends to support you with eating. Please let the Nurse in Charge know if someone is coming to help you with breakfast because this is outside of our regular visiting hours.

Visiting

We recognise the importance of visiting to support your recovery and our wards are open for visiting from 12noon to 9pm. Please limit your visitors to two people at a time because we have limited space on our wards. Your visitors are welcome to come the hospital to help you outside of these hours. Please discuss this with the Nurse in Charge.

Our visiting times may change at short notice. Please speak with the Nurse in Charge if you are worried about visiting times or if you would like a visit outside of the current times.

We ask that your visitors:

- do not come to the hospital if they feel unwell, have a temperature, or have had diarrhoea or vomiting within the last 48 hours.
- wash their hands before entering the ward. Wash basins and hand gel are available throughout the hospital.
- use public toilets, not the patient toilets on the wards.
- sit on chairs and not on your bed.
- do not bring in latex balloons, flowers and plants. These can be an infection risk or cause an allergic reaction for other patients and staff.
- do not smoke cigarettes, e-cigarettes (vapes) or any other substances anywhere in the hospital or on its grounds, including in the car park.
- wear protective equipment, such as facemasks, aprons and gloves, if asked to do so.

If your family, carers or friends are unable to visit you, you can use one of our phones or tablets/iPads to contact them. Please speak to a healthcare assistant, a nurse or a volunteer for help with this.

Young visitors:

Children and young people are welcome to visit you in hospital during visiting hours. There are a few simple guidelines we ask that you follow:

- an adult must supervise young visitors at all times. Please prevent young visitors from playing with any equipment, tubing and wires.
- young visitors must not sit on your bed – but cuddles and holding hands are very welcome.
- young visitors should not come into hospital if they are unwell or have any signs of infections.
- young visitors do not have a fully developed immune system so please think about this before bringing them into hospital.
- young visitors should have something to keep them busy (books, colouring in or tablets/ mobile phones with headphones) and keep their noise levels down for benefit of other patients.

Young visitors can find hospitals distressing, so please ask your family members speak to your young visitors before the visit. Things to talk about include how you may look as a patient in a hospital, the different smells and noises, and the staff that work here. Your nurse can answer any questions your young visitors may have.

WiFi, TV, radio, books and magazines

You have access to free Wi-Fi across our hospitals. On your phone or tablet, just connect to 'NHS Wi-Fi' and follow the instructions on your screen. We also provide free TV, radio and online newspapers, magazines, and games as part of your stay. You can access these by connecting to 'NHS Wi-Fi' and going to www.wifilounge.co.uk.

Tablets/iPads and headphones are available to use, free of charge. Ask our volunteers or one of the nurses looking after you or call:



020 3299 5510 for King's College Hospital (Denmark Hill),
9am - 5pm seven days per week



0168 986 3711 for Princess Royal University Hospital, 9am – 5pm Monday to Friday

Volunteers can bring you a selection of printed books, magazines and newspapers, colouring sheets and games.

Spiritual care and emotional support

You and your family, carers or friends can speak to a chaplain at any time, 24 hours a day. Chaplains offer a listening ear and support. You do not need to have a religion or faith to see them.

Members of our team represent the Church of England, Roman Catholic, Free Churches and Muslim faiths. We have Muslim and Jewish voluntary visitors. Representatives of the major World faiths and beliefs, Hinduism, Judaism, Buddhism, Sikhism and the British Humanist Society, are also available on request.

Please speak to your healthcare assistant or a nurse if you would like to see a chaplain.

Across our hospitals, you can also visit places of worship:

At King's College Hospital (Denmark Hill):

- St Luke's Chapel and the Sanctuary quiet room, 1st Floor, Cheyne Wing
- Muslim Prayer Room, lower ground floor, Hambleden Wing

At Princess Royal University Hospital:

- Chapel/Prayer room, level 1, North Wing

At Orpington Hospital

- Chapel/Prayer Room, first floor

These areas are open to patients and visitors from 6am to 10pm every day. Ward staff and the security team can support you and your relatives with accessing the spaces outside of the standard opening times.

Caring for yourself

Staff will care for you during your hospital stay. There are also some simple steps that you can take to support your own health and wellbeing.

To keep active and use your muscles, you should...

- get out of bed if you are able to.
- move between your bed and a chair as much as you can.
- get dressed, to have your lunch out of bed. Please ask your relatives to bring you some comfortable, loose-fitting clothes. Speak to your nurse if this is not possible.



To prevent blood clots, you should...

- take short walks if you are able to.
- do simple leg and ankle exercises.
- drink plenty of water, or other fluids, unless we have told you not to.



To avoid slips and falls when walking around the ward or hospital...

- do not lower the rails on your bed because they are there to protect you.
- get up slowly in case you are dizzy after a long period of bed rest.
- wear snug fitting slippers or shoes with rubber soles, such as trainers.
- use the walking aid that you normally use or the one that we gave to you during your hospital stay.
- wear your glasses and hearing aids if you have them.
- ask a member of staff to help if you need any support.



To prevent pressure ulcers, you should...

- spend time out of bed, if you are able to.
- make sure that you regularly change position in bed.
- ask staff to help you move if you find it difficult.



To help prevent infection, you should...

- always wash your hands after going to the toilet and before all meals.
- ask our staff and visitors if they have washed or sanitised their hands before they have contact with you.
- tell our staff right away if you have diarrhoea or have been vomiting.
- let our staff know if any tubes or needles attached to you become uncomfortable.



To look after your mental health and wellbeing...

- keep your brain occupied. We can help you access TV, radio and magazines online, provide hard copies of books or supply you with games and activities.
- request a visit from our chaplaincy team or a volunteer. They will be happy to pop in for a chat, to play a game with you or simply just to listen to you.
- ask our staff questions and share any worries or concerns that you may have so we can discuss these with you and help you to cope.
- practise mindfulness, either by completing simple exercises, drawing or using the information available via www.wifilounge.co.uk (accessible once you connect to 'NHS WiFi'). Our volunteers will be more than happy to support you with this.



On our hospital sites

Shops and cafés

King's College Hospital (Denmark Hill):



Friends of King's Hospital charity shop

Open 9am to 4pm Monday to Friday

(also open most weekends, subject to volunteer availability).

Ground floor, Cheyne Wing

Offers a wide range of greeting cards for every occasion, balloons, stationery, jewellery and gifts, as well as personal hygiene items including toothpaste, deodorant, shampoo and pill boxes. There is an expanding selection of things that you may have forgotten or need in an emergency, such as postage stamps, paracetamol, hearing aid batteries, menstrual hygiene items, fans, phone chargers, reading glasses and simple underwear. King's merchandise includes mugs, T-shirts, hoodies, pens and postcards, plus A4 and A3 prints depicting local landmarks such as Ruskin Park and Denmark Hill station. Not to forget the Faith in Nature refill station.



Coffee shops

Location

Opening times

Ground floor Golden Jubilee wing
opposite reception

7.30am to 8pm, Monday to Friday
8am to 7pm, weekends and Bank Holidays

Ground floor, Hambleden wing
opposite reception

7am to 6pm, Monday to Friday

Ground floor, Hambleden wing
opposite the boardroom
(further down the corridor)

24 hours a day, 7 days a week

Ground floor, Ruskin wing entrance

7am to 7pm, 7 days a week



Food & snacks

Location

Opening times

What's on offer?

Marks & Spencer
Simply Food
Ground floor, Hambleden Wing

7am to 9pm,
7 days a week

Coffee, food to go and take-home meals including salads, fruit and fresh produce. In-store bakery with freshly baked products.

The Baguette Co.
Ground floor, Hambleden Wing,
next to Marks & Spencer

7am to 7pm,
Monday to Friday
9am to 5pm Saturday
and Sunday

Freshly made baguettes (hot and cold), drinks, snacks and Costa Coffee

Princess Royal University Hospital:



Coffee shop

Location

Ground floor at the main entrance

Opening times

7am and 7pm Monday – Friday
8am – 6pm Saturday and Sunday



Food & snacks

Location

Canteen
On the ground floor, on
the left-hand side alongside
the corridor from the
main entrance

Opening times

7am to 8pm
Monday to Friday
8am – 8pm
Saturday and Sunday

What's on offer?

Hot food, sandwiches,
hot and cold drinks, and salads

Orpington Hospital



Friends of Orpington Hospital charity shop

Open 9am – 4pm Monday to Friday.

Ground floor next to the Café and along the corridor from Phlebotomy (blood tests)

Books, magazines, sweets and other refreshments.



Coffee shop

Location

Ground floor at the main entrance

Opening times

9am - 3pm Monday – Friday

Cash points

There are 24-hour cash points (ATMs) in the main corridors at King's College Hospital (Denmark Hill) and Princess Royal University Hospital.



Leaving the hospital (discharge)

Our clinical teams will work together to help you leave the hospital as quickly as possible because a lengthy hospital stay puts you at risk of infection and becoming more ill.

You can see steps involved in organising your hospital discharge below. There is also a discharge checklist and discharge notes section for you to use to write down any information and help you get ready to leave the hospital.

In preparation for you leaving the hospital, we will:



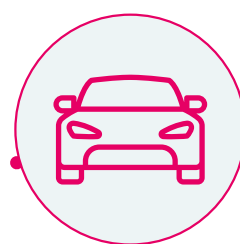
plan your
discharge date
with you



discuss with you
any equipment that
you will need or any
changes that need
to be made to your
environment



give you
information about
your condition



discuss how you
will get home



discuss with you
how to look
after yourself
after leaving the
hospital



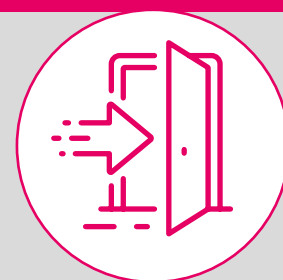
give you any initial
medical supplies
you may need,
such as dressings or
incontinence pads



let your next of
kin or family know
your expected
leaving date

Discharge lounge

We will ask you to leave your ward and move to the discharge lounge while you wait for your medication, transport and any paperwork you need. This is a separate waiting area where we can offer you food and drinks while you wait. Nurses and healthcare assistants are in the discharge lounge to help you until you leave the hospital.

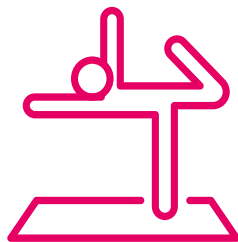


On the day you leave the hospital, we will:



help you to **gather your belongings**, including mobility aids

explain **any exercises or activities** you need to continue doing at home



give you information about **who to contact** if you are worried



prepare any medicines you need and discuss them with you. Contact your GP if you need a repeat prescription after you leave the hospital

discuss your treatment plan and give you a printed discharge letter. This will include information about your treatment, care, and medication



give you **written information** about your condition and treatment

ask for your **comments** about your care at King's



explain **any appointments** that you will have in the future

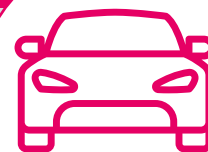
send your **discharge letter** to your GP



your discharge may take up to 4 hours to complete as leaving the hospital can involve several teams working together to organise your care. If you are worried about how long you have been waiting, please speak to your nurse or discharge lounge coordinator.

Transport home

We cannot offer you transport unless you meet specific criteria. The team will discuss these with you as part of your discharge planning. The ward administrator can help you to book a taxi or contact your family, carers or friends to arrange your own transport home.



Discharge checklist

Use this checklist to help you get ready to leave the hospital

Getting ready to leave

- ☐ The ward staff know if I need any extra support to discuss my discharge plans.
- ☐ I have confirmed my discharge address with the ward staff.

My relatives or carers

- ☐ My relatives or carers know about my planned discharge date.
- ☐ My relatives or carers know what support is available and how they can help me.

My treatment and care

- ☐ I have discussed my treatment and ongoing care.
- ☐ I have been given written information about my condition and/or treatment.
- ☐ I understand what I need to do to look after myself.
- ☐ I have my discharge letter and I understand it.
- ☐ I have any medical certificates I need from the ward.

My medicines

- ☐ I have any medication I need, and I know what it is and how to take it.
- ☐ I know about any side effects of my medicines and what to do about them.

My belongings

- ☐ I have all my clothes, valuables and keys.
- ☐ I have any special equipment I need.

Transport

- ☐ I know how I am getting home or to another hospital or residential home.

Leaving hospital

- ☐ I have information to help with my recovery (diet, exercises, moving around, driving).
- ☐ If I am going home, it is ready for me (keys, food, heating, equipment).
- ☐ I know the physical signs and symptoms to watch out for.
- ☐ I know who to contact if I have any concerns or if I begin to feel unwell.
- ☐ If I need outpatient appointments, I know who will contact me.
- ☐ If I need community services at home, I know who will visit me.
- ☐ If I am going to another hospital or residential home, I understand the next steps.

Discharge notes

What to do after leaving hospital?

Looking after myself	My notes
Medical care: Signs to look out for, managing pain, wound care, dressings, equipment	
Food and drink: Support with shopping, preparing meals, help with eating or swallowing	
Toileting and dressing	
Baths, showers and keeping clean	
Getting around and using mobility aids	
Getting and taking my medicines	
Driving and transport	
Exercise and rehabilitation	
Special equipment	
Help I need from family, carers, and friends	
Follow up appointments (if needed): Home visit	
District nurse Package of care Therapy at home Specialist nurse	
Help from the local council or charities	

What to do if you are worried

Please speak to your nurse if you have any questions or concerns about your care, including about your doctors. If you would like to discuss your care with the senior ward staff, please speak to the Nurse in Charge or the Ward Manager. You can also ask to speak to the Matron or the Head of Nursing if your concerns are not resolved.

Our Patient Advice and Liaison Service (PALS) also offers support, information and assistance to patients, relatives, and visitors. They provide help and advice if you have a concern or complaint that ward staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

Patient Advice and Liaison Service (PALS) offices are open 9am - 4.30pm, Monday to Friday (not bank holidays).



King's College Hospital (Denmark Hill)

Ground floor, Hambleden wing next to the reception



Princess Royal University Hospital

Ground floor at the main entrance, opposite coffee shop

Alternatively, you can call the teams at **020 3299 3601** or e-mail **kch-tr.palsdh@nhs.net**

Feeling safe

Every patient has a right to a life that is free from domestic violence, abuse and neglect.

If you - or someone close to you - are being harmed, feel afraid, are being neglected or feel isolated, please speak to the Nurse in Charge. It is safe to talk about this at our hospital and we will work with you and our teams to support you.



MyChart

MyChart is an electronic system that allows you to securely access parts of your health record held at the Trust.

You can see information about your appointments, your current problems and conditions, clinical correspondence, medications and some test results. You can also update your personal information, including your contact details, GP details and your communication needs and preferences.

Ask our volunteers about how to access the system.

Supporting King's College Hospital after discharge



Helping to make our services better

We aim to provide all of our patients with outstanding care. To do this, we need to work together with our patients, their relatives and carers to keep improving our services.

We would love to hear from you if you have an idea about how we can do things better. There are many ways that you can get involved - sharing your views, taking part in events and training or working together with our staff.

If that sounds like something that you may be interested in, contact us:



Call: 020 3299 3682



E-mail: kch-tr.KingsPPI@nhs.net



Visit: www.kch.nhs.uk/about/corporate-information/patient-and-public-involvement/



Volunteering at King's

We hope that during your hospital stay you have benefited from the support of our volunteers and that this may have inspired you or your relatives, friends or loved ones to consider supporting us at King's College Hospital.

If you, your family or friends would like to learn more about our volunteering opportunities, please contact us:



Call: 020 3299 5510



E-mail: kch-tr.volunteers@nhs.net



Visit: www.kch.nhs.uk/about/get-involved/volunteering



King's College Hospital Charity

King's College Hospital Charity has kindly funded the printing of this guide.

We help King's go beyond what the NHS can provide, to meet the needs of current and future patients. From research to refurbishments, and from surgical robots to King's volunteers, we support a range of initiatives to improve care and help ensure patients have positive experiences at all of the Trust's hospitals.

Many of our supporters are motivated by their own experiences at King's; they take on sponsored challenges, organise fundraising events or make regular donations to help us provide the best care possible.

Please visit the King's College Hospital Charity website to find out more about how you can show your support: **supportkings.org.uk**.

Useful contacts

Looking after myself

Questions about my care in hospital

Contact information

Contact the hospital ward directly

Contacting King's departments

King's College Hospital (Denmark Hill) switchboard
Tel: 020 3299 9000

Princess Royal University Hospital and Orpington Hospital switchboard
Tel: 01689 863000

Outpatient appointments

Information about your appointment will be available on MyChart. You will also receive a text and a letter in the post if you are unable to access MyChart.

Please use the contact information on your outpatient appointment letter or text, or contact the hospital switchboard using one of the numbers above.

For King's College Hospital (Denmark Hill) appointments, you can also contact the Outpatient Appointment Centre
Tel: 020 3299 1919 (9am - 5pm, Monday to Friday)

Help with medicines

King's College Hospital (Denmark Hill) pharmacy
Tel: 020 3299 3347 (9am - 5pm, Monday to Friday)

Princess Royal University Hospital pharmacy
Tel: 01689 863990 (9am - 5pm, Monday to Friday)

Or contact your local pharmacy

Care and recovery at home

Contact your GP
If you have a package of care (POC), add the contact details below:

District nurse:

Care agency or care home:

Community services:

Social worker or borough duty team:

Rehabilitation services:

Equipment services:

Council services and community support

Contact your local council or your local Healthwatch for advice and signposting to local health, care and voluntary organisations.

For urgent care

If you begin to feel unwell at home, contact your GP.
If you can't wait, call **NHS 111**.

For British Sign Language, visit www.signvideo.co.uk/nhs111

In a life-threatening emergency

If you feel very unwell, call **999**. The operator will be able to assess you over the phone and decide on the best course of action.

For British Sign Language, visit www.999bsl.co.uk