



Welcome to our hospitals

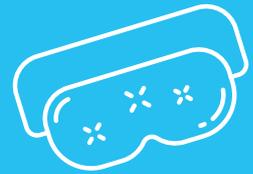
Information for patients, relatives, and carers

What to bring to hospital

All medicines you take. 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



Pyjamas, night clothes, a dressing gown and slippers



Ear plugs and eye mask to help you sleep better



Clothes and socks and shoes with good grip soles



Glasses or contact lenses (please bring both if you have them)

Any medical aids or devices you use, such as a hearing aid, walking stick or walking frame



Toiletries and sanitary products



Bank card or a small amount of money

Things to do such as books, magazines, crosswords or an internet-enabled device to access our Wi-Fi



Headphones



A mobile phone, with important contact numbers, and a charger

What not to bring to hospital

Please do not bring valuables, such as jewellery or large sums of money to the hospital. The Trust does not accept liability for lost or damaged property unless it has been given to the cash office for safekeeping. Please speak to the nurse looking after you to ask about our cash offices.



Contents

Welcome to King’s College Hospital NHS Foundation Trust	4
Looking after you	4
Getting to the hospital	4
Ward information	5
On the ward	6
Our staff	6
Ward rounds	10
Observations and tests	10
Sleeping well	10
Food and drink	11
What to do if you are worried	12
Martha’s Rule	12
Wi-Fi, books and games	13
Spiritual care and emotional support.	13
Visiting	14
Caring for yourself	15
Puzzles and brain teasers	16
Our hospital sites	22
Shops and cafes	22
Cash points	23
Leaving the hospital (discharge)	24
Transport home	25
Discharge checklist	26
Discharge notes: What to do after leaving hospital	27
Patient Advice and Liaison Service (PALS)	28
Feeling safe	28
Language support	28
MyChart	29
Supporting us	30
King’s Collaborators Hub	30
Volunteering with us	30
King’s College Hospital Charity	30
Useful contacts	31

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, 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.

We aim to ensure that your stay with us is as comfortable as possible and that you receive all the care and support you need. We are proud of our diverse staff who strengthen our ability to provide compassionate, inclusive care to every patient.

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.
-  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.



Getting to the hospital

Finding our hospitals is easy. You can find information about our hospital sites, including their accessibility, at:

www.kch.nhs.uk/getting-here/ for King's College Hospital (Denmark Hill)

<https://pruh.kch.nhs.uk/getting-here/> for Princess Royal University Hospital, Queen Mary's Hospital, Sidcup, Beckenham Beacon and Orpington Hospital

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.

You may be issued with a hospital passport to let hospital staff know if you require any reasonable adjustments. It may also include details about your interests, likes, dislikes and how you like to communicate.

Ward information

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:

*The Ward administrator can help you with this information

On the ward

Our staff



Clinical Housekeeper

A clinical housekeeper helps to keep the ward environment running smoothly and looks after catering, cleaning and equipment.

Consultant and Resident Doctors

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 resident doctors. Our doctors do not wear uniforms on the ward but they will always introduce themselves to you.

Dietician

A dietician supports you to have access to the right food to help you get better. You will be supported by them if you need a certain type of diet or if there are concerns about your weight. Our dieticians do not wear uniforms but will introduce themselves to you.



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.



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.



iMobile Nurse

An iMobile nurse provides critical care support on the ward if needed.



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 be supported by them if you need a certain type of care.



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.



Nursing Associate

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



Occupational Therapist

An occupational therapist looks at how you will carry out daily tasks when you return home, such as going to the toilet, getting washed or dressing yourself.



Radiologist

A radiologist takes images of your body, such as X-rays, to help diagnose and treat any conditions that you may have. If needed, you will be taken off the ward when your images are taken. Please do not bring any valuables, including jewellery, with you when you leave the ward for your scans.



Phlebotomist

A phlebotomist can take your blood to help monitor your condition.



Registered Nurse or Staff 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.



Physiotherapist

A physiotherapist works with you on moving around. They can recommend specialist exercises, equipment or other treatment during and after your hospital stay if needed.



Speech and Language Therapist

A speech and language therapist treats speech, language, communication and swallowing difficulties, if needed.



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.



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.



Volunteer

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, if this has been agreed with ward staff in advance. 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 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.

We will do what we can to reduce avoidable noise. 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.

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



Breakfast:

Between 8.30am and 9.30am



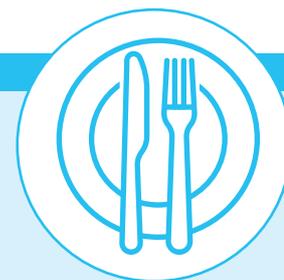
Lunch:

Between midday and 2.15pm



Dinner:

Between 6.00pm and 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, decaffeinated 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.

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 you are still worried.

Martha's Rule

Martha's Rule is a national patient safety initiative, which gives patients and families access to an urgent review from our Critical Care Outreach Team if they are worried that the inpatient's condition is getting worse.



Inpatients and/or their relatives can call 020 3299 8400 for immediate help and advice if they are worried the inpatient's condition is getting worse.

When we receive your call we will need to know:

- the inpatient's name
- the name of the ward
- a brief description of your concern
- your relationship to the inpatient and contact details (if you are not the inpatient)

All telephone calls to this number will be reviewed and, where appropriate, a doctor or nurse from our Critical Care Outreach Team will visit the patient on the ward to complete an assessment and offer advice in any urgent treatment needed.

The service is available 24 hours a day, seven days a week. To find out more, visit www.kch.nhs.uk/marthas-rule

Wi-Fi, books and games

You have access to free Wi-Fi across our hospitals. On your phone, tablet or laptop, please connect to 'NHS Wi-Fi' and follow the instructions on your screen.

Volunteer support

Volunteers can bring you a selection of printed books, magazines and newspapers, colouring sheets and games. Ask our volunteers or one of the nurses looking after you or call:



King's College Hospital

Tel: **020 3299 5510** – 9am to 5pm Monday to Sunday



Princess Royal University Hospital and Orpington Hospital

Tel: **01689 863711** – 9am to 5pm Monday to Friday

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. 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.

King's College Hospital:

St Luke's Chapel and the Sanctuary quiet room, 1st Floor, Cheyne Wing

Muslim Prayer Room, lower ground floor, Hambleden Wing

Princess Royal University Hospital: Chapel/Prayer room, level 1, North Wing

Orpington Hospital: Chapel/Prayer Room, first floor

Visiting



We recognise the importance of visiting to support your recovery and our wards are open for visiting from midday 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 to 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.
- young visitors must not run around the hospital or play 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 mobile devices with headphones) and keep their noise levels down for the benefit of the patients.

Young visitors can find hospitals distressing, so please ask family members to speak to them before their 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 they may have.

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:

- get out of bed if you can and it is safe to do so
- move between your bed and a chair as much as you can. Please ask for help if you cannot do this independently.
- get dressed. 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:

- take short walks if you can.
- do simple leg and ankle exercises. Speak to the ward physiotherapist if you need any advice.
- 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:

- we advise you not to move 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 footwear that is safe to move around in, with grips on the soles to prevent slipping.
- 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:

- spend time out of bed, if you can, unless we have told you not 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:

- 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. See overleaf for games.
- practise mindfulness, by completing simple exercises or drawing.
- 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.

Crossword



Fill in our crossword using the clues below

1		2			3	4		5		6		7
				8								
9								10				
11						12						
												13
14		15					16	17				
						18						
	19			20				21		22		
23												
24						25						
26									27			

Across

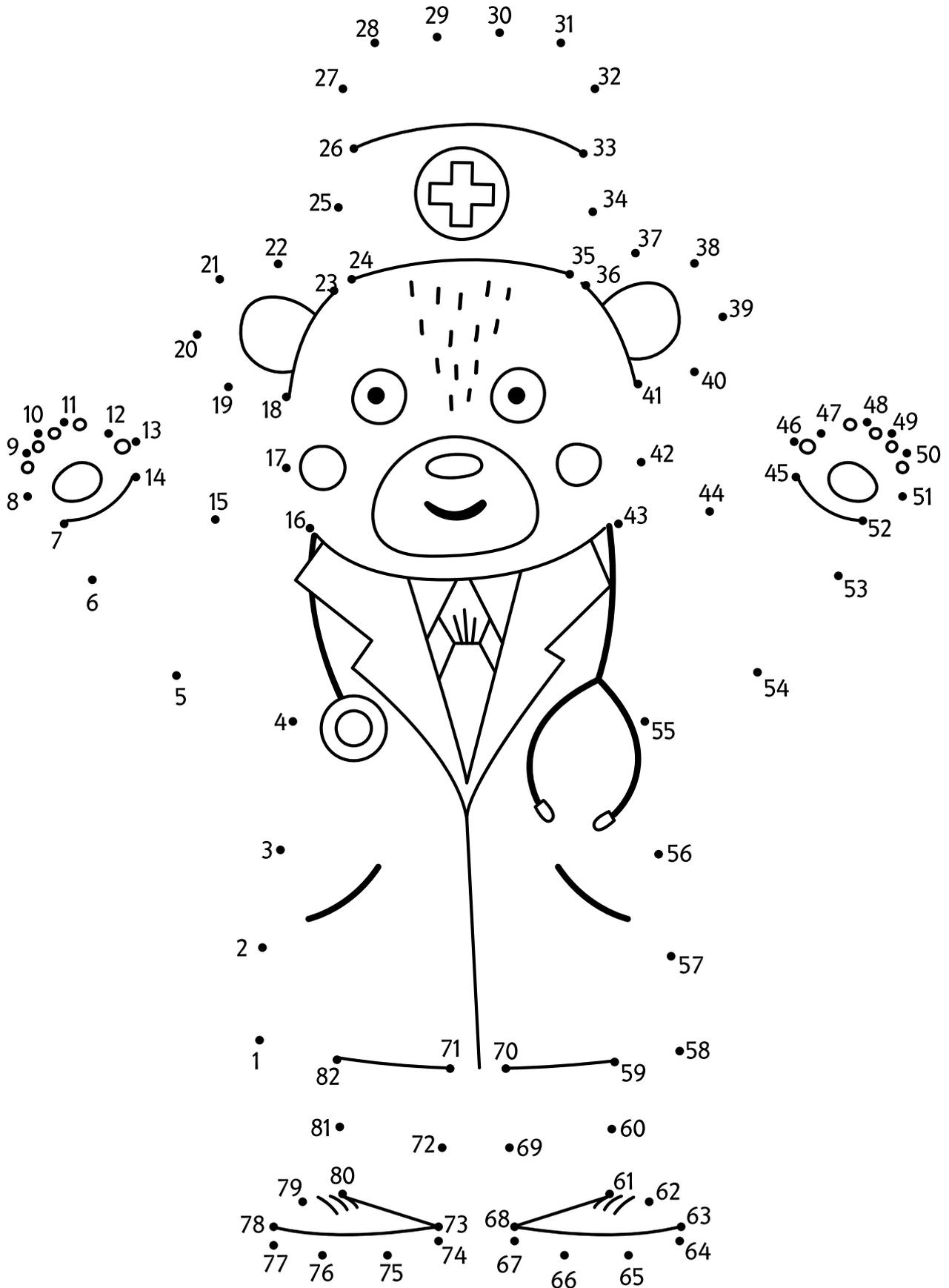
- 1 Prying (4)
- 3 Direct (8)
- 9 Section of book (7)
- 10 Thespian (5)
- 11 Classical language (5)
- 12 English county (6)
- 14 Nursery (6)
- 16 King Arthur's magician (6)
- 19 Funeral car (6)
- 21 Astound (5)
- 24 Motionless (5)
- 25 Exact (7)
- 26 Catastrophe (8)
- 27 Compass bearing (4)

Down

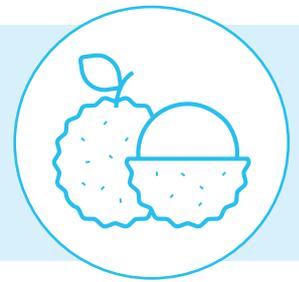
- 1 Item of jewellery (8)
- 2 Chic (5)
- 4 Song bird (6)
- 5 Gather (5)
- 6 Recover from illness (3,4)
- 7 Mountain lake (4)
- 8 Horrible smell (6)
- 13 Unseemly (8)
- 15 Foes (7)
- 17 Rubbed out (6)
- 18 Folk (6)
- 20 Regulations (5)
- 22 Sprightly (5)
- 23 Second-hand (4)

Dot-to-Dot

Complete the hospital helper below!



Fruit wordsearch



Find and circle all of the fruits below that are hidden in the grid

P U O H O X W H S I K J D P L D P J I A
N O M A N G O W P J G W D B Y A Y D P M
Z C S D S X G O A P R I C O T E A P R Q
C Z Z R Y A M M F N A T G H R T L J L I
U M Y T U E W E Z V X Q A N E E D B O R
R I E R L O R T C L Y R E M A P F I N F
R J W O R G S W Q P L A N T A I N L G H
A T Z I J E Q D H T N C A E I R R H A H
N E S U K P H O K N A U S L B D I U N K
T D O Z Q O N C Z C Q N G Z P U H N D V
C K J U A E I S D O D U G M G G J G D D
L Q U Y Y C R C L M U L P E A U S U D L
V D Y D N G A X L W U T I Q L O A D J E
P E E Y F I D K K O A R T B O O I V V M
R W T L U Y N V O Z E C N I U Q Z I A D
Y A P O W A A S Y R R E B L U M R C E M
U I E W P V M H A H K C P G F J J G I F
W C A P A A Z F V O M S Y D E E H C Y L
W P C S H R S R M E L O N V B H I E L E
R Y H R V J A L O R E C A L Z O A M X X

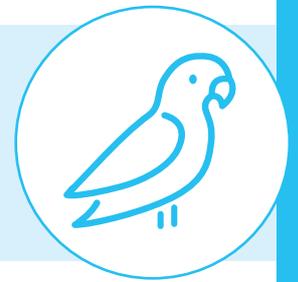
ACEROLA
APPLE
APRICOT
CHERRY
CURRANT
DATE
DURIAN
FEIIOA

FIG
GUAVA
HONEYDEW
JUJUBE
KIWI
LONGAN
LOQUAT
LYCHEE

MANDARIN
MANGO
MELON
MULBERRY
PEACH
PEAR
PLANTAIN
PLUM

POMELO
QUINCE
SAPOTE
SOURSOP
TAMARIND
TANGELO
UGLI
YUZU

Animal wordsearch



Find and circle all of the animals below that are hidden in the grid

W M N A C I L E P V A C T U R K E Y T K
S W U T V F X T N H X M X C V O G Z U D
F P N T E Q J F S I U E A X N E I C R B
J Q O W S V P I T X P J F L Q U Y K E H
K N M I A H F L O E Q U A I L K Q C L L
E Y L L U D J I D N B A C B L K N O G C
E B A R R A C U D A M J E R Q M A C A W
Z S S O U A Q Y S A C X I Y O S X A E L
N E W R T R O U T Y G J I V U P K E A F
A S D A W D D P L P H B U M V X A P A F
P M T C N V O J Q H E Q A U T L O Y I M
M V O A M A N Z J A R T D K L A C K A L
I N R X W R K J R E O R F I N N O N U A
H R R S A K E R H P A Z G Z E O J G K G
C M A D V P Y T O P Z A H R R O F M R H
O E P O J L N P O A T H O L W B E G U T
C T Q V H A P E Y O Q V Z H K A R S K O
Y Q T E P I L X R H W U L S I B R L Q L
S L C E H S I F Y L L E J R W C E G T S
F S J M R F R G O W Q Q T O I D T F T O

AARDVARK
DONKEY
HIPPOPOTAMUS
OTTER
SALMON
ALLIGATOR
DOVE
IACKAL

PANTHER
SLOTH
BABOON
EAGLE
JELLYFISH
PARROT
SWAN
BARRACUDA

ELK
KIWI
PEACOCK
SWORDFISH
BEAR
FERRET
LEOPARD
PELICAN

LLAMA
PORCUPINE
TROUT
CHIMPANZEE
GOAT
MACAW
QUAIL
TURKEY

Easy Sudoku



Can you complete our beginner level Sudokus

		7						
				1		7		5
2		1	8			3		
		5				1		7
	4		7			2		
3		8						6
			3		1			
8	3			9			5	
					2			4

		2		4				
4	5							
			8		1			3
	8					1	2	
5								
		6						
			9	8	3	7		
7			1					6
3	4				7		8	5

		8						
		3		9		6		2
	5			7		4		
	9		5	2				
3								
6		7						
	3		8					
				5		9		
4			1	6		2	8	

		3						
9			2			4	5	
8			9				2	7
		8						1
5					9			6
2	7	4			1			
								9
			8		2			
			6	5		1		

				9				
3	7	1						
				1		8		5
		5	1		9			
				5		4		6
6	8							
2	1		4				8	
4							3	
			3				7	

							5	
	6	9	8		7			2
		8		1				
					3	6	1	
	9				2	4		
	7			4	8			9
				6			9	
	5				9	1		
					3	5		

Hard Sudoku

Ready for the next level? Try our harder Sudokus



						1	6
					2		
		3		6	7		
		5		3	6	8	
4			1	7		2	
				4			
	3			8			
7			6	2			
			7		9	5	

				9	2		
		2					
	8		1		3		
							3
4				8	9		7
1		5	4				
6			7			2	8
		1				4	3
			8				7

6			8				7
	7						4
				3			
	1	3	2		5		
			4				
	5	8			1		9
						1	3
				5	6		
		7	1			5	2

		1				8	6
	2	7	5				1
					7		4
9					8		
			2				
				7			5
				2			3
		4		5		2	
6	8			9			

9	1				8	4	
	7						
4					6		5
7				3			
			8	4		6	
	5			2			
		5	2	7			3
							1
6		3			4		

		9			6	5	7
	6					1	9
							8
	4	8	2	7			
5		7			4		1
				6		2	
	1					8	
8		2	9		5	4	

Our hospital sites

Shops and cafés

King's College Hospital



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, 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
entrance

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

Ground floor, Hambleden Wing
opposite help desk

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 to 7pm Monday to Friday
8am to 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 to 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 to 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 to 3pm Monday to Friday

Cash points

There are 24-hour cash points (ATMs) in the main corridors at King's College Hospital 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 the 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.

If you have family, friends, or someone else supporting you during your hospital stay and at home, please share this information with them. Please also ask them to tell hospital staff they are supporting you. With your consent, individuals who support you have a legal right to be involved in your discharge process as early as possible. **If you have any questions about returning home or your health and wellbeing whilst you are in the hospital**, please speak with the medical and nursing team looking after you.

If you find it difficult to understand the process of returning home or find it hard to speak up, there are people who can act as a spokesperson for you. These people are called advocates. Please contact your local Healthwatch or your council to find out about local advocacy services, or call the charities below:

Advocacy for All Health Complaints Advocacy Service

(covers London Boroughs of Bexley, Bromley and Croydon) - 0345 310 1812

POhWER's NHS Complaints Advocacy Service

(covers London Borough of Southwark) 0300 456 2370

VoiceAbility Advocacy Service

(covers London Borough of Lambeth) - 0300 303 1660

Assistants are in the discharge lounge to help you until you leave the hospital.

In preparation for you leaving the hospital, we will:



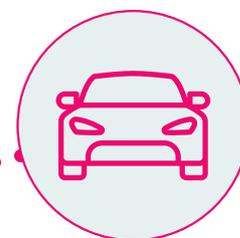
plan your discharge date with you



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

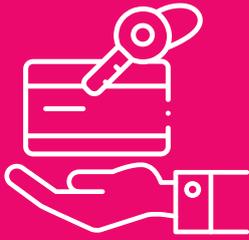


give you any initial medical supplies you may need, such as dressings or incontinence pads



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

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 here



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

send your **discharge letter** to your GP



Your discharge may take up to four 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. All sections will not be applicable to everyone.

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 which community services will visit me and why.
- If I am going to another hospital or residential home, I understand the next steps.

Discharge notes

What to do after leaving hospital. All sections will not be applicable to everyone.

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 (if needed): Home visit District nurse Package of care Therapy at home Specialist nurse	
Help from the local council or charities	

Patient Advice and Liaison Service

Our Patient Advice and Liaison Service (PALS) 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 to 4.30pm, Monday to Friday (not Bank Holidays). Contact PALS on **020 3299 4618** or email: kings.pals@nhs.net



King's College Hospital

Ground floor, Hambleden Wing next to the reception



Princess Royal University Hospital

Ground floor at the main entrance, opposite coffee shop

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.



Language support

If you would like the information in this booklet in a different language or format, please contact our Interpreting and Accessible Communication Support on **020 3299 4618** or email kings.access@nhs.net.



إذا أردت الحصول على المعلومات الواردة في هذا الكتيب بلغة أو تنسيق مختلفين، يُرجى الاتصال بخدمة دعم الترجمة والتواصل الميسر على الرقم **020 3299 4618** أو إرسال بريد إلكتروني إلى kings.access@nhs.net



若您需要以其他语言或格式获取本手册中的信息，请联系我们的口译与无障碍沟通支持服务，电话：**020 3299 4618**，或发送邮件至 kings.access@nhs.net



Se desejar obter a informação deste folheto noutra língua ou noutro formato, contacte o nosso Apoio à Interpretação e Comunicação Acessível através do número **020 3299 4618** ou do email kings.access@nhs.net



Si quiere recibir la información de este folleto en otro idioma o formato, póngase en contacto con nuestro Servicio de interpretación y comunicación accesible llamando al **020 3299 4618** o enviando un correo electrónico a kings.access@nhs.net



Nếu bạn muốn nhận thông tin trong tập tài liệu này bằng ngôn ngữ hoặc định dạng khác, vui lòng liên hệ với Bộ phận Hỗ trợ Phiên dịch và Truyền thông Tiếp cận của chúng tôi theo số điện thoại **020 3299 4618** hoặc gửi email đến địa chỉ kings.access@nhs.net

Ask us about MyChart, our app for patients



Sign up to MyChart today to:

- get easier access to your health records
- view your appointments, letters and test results
- keep your medical information up to date
- stay connected to your healthcare team

www.kch.nhs.uk/mychart



Supporting us

Join King's Collaborators Hub – let your voice shape our future

King's Collaborators Hub is a space we created for you to stay up to date with what is happening across our Trust and help improve the services we deliver for our patients and communities.

Sign up to:

- get access to the King's Collaborator Hubs and digital stations in our hospitals
- share your ideas on what we can do better and tell us when we are doing something well
- take part in virtual and in person events, focus groups and talks, including opportunities to speak to our staff
- receive updates about what is happening across our hospitals and health and social care in south east London

Sign up today:

- call us on **020 3299 6104**, or
- e-mail us on kings.collaborators@nhs.net, or
- scan the QR code or visit www.kch.nhs.uk/collaborators



Volunteering with us

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:



Tel: **020 3299 5510**



E-mail: kings.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: www.supportkings.org.uk

Useful contacts

Please remember that upon return home, you will still be recovering from your illness or procedure. Please do not worry if you are not feeling your usual self straight away. We have given you the information you need to look after yourself at home.

If you do however feel worried about your health or wellbeing or have any questions after you have returned home, please use the information below to help you.

Looking after myself Questions about my care in hospital

Contact information

Contact the hospital ward directly

Contacting hospital departments

King's College Hospital 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.

You can also contact the Outpatient Appointments Centre:

King's College Hospital appointments

Tel: **020 3299 1919** (9am to 5pm, Monday to Friday)

For Princess Royal University Hospital and
Orpington Hospital appointments

Tel: **01689 865800** (9am to 5pm Monday to Friday)

Help with medicines

King's College Hospital pharmacy

Tel: **020 3299 0588** (9am to 5pm, Monday to Friday)

Princess Royal University Hospital pharmacy

Tel: **01689 863990** (9am to 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), you can add the contact details below:

District nurse:

Care agency or care home:

Community services:

Social worker or borough duty team:

Rehabilitation services:

Equipment services:

If you feel lonely, are worried about money, or would like help with your wellbeing

Contact your local Healthwatch or Citizen's Advice Bureau, who will be able to help you find local support services.

You can also speak to your GP

If you are a family member, friend, or someone else caring for a loved one, and you would like information or support for your caring role

Contact Carers UK, who will be able to help you find local support services You can also access an online community of support at www.mobiliseonline.co.uk

Carers UK has an online discharge checklist specifically designed for carers, accessible at www.carersuk.org/help-and-advice/practical-support/coming-out-of-hospital/coming-out-of-hospital-checklist

If you are over 18 years old and are looking after another adult over 18 years old who is disabled, ill, or elderly, you are entitled to a statutory carer's assessment. This will explore what impact caring is having on your life and what support you might need. Contact your local authority or local carer support services to find out more.

If you were told to expect a health or care professional to visit you at home and this hasn't happened

If you were expecting a district nurse, contact your GP.

If you have a package of care and were expecting a social care professional, contact your local council.

If you have a long-term condition and would like more information about how to live well with this condition, or would like to find a community of support

Search for national charities that focus on your specific condition, such as Diabetes UK or the Alzheimer's Society.

Your local Healthwatch can also help with this.

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 mental health crisis

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 999bsl.co.uk