

Burns Rehabilitation Flat Patient Handbook



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Introduction

Queen Victoria Hospital (QVH) is a specialist NHS hospital providing life-changing reconstructive surgery, burn care and rehabilitation services for people across the South of England. We have a long history of burns rehabilitation which continues to this day. Along with our acute burns service we have continued to provide excellent burns rehabilitation for our patients in a setting separate from the burns wards.

The burns rehabilitation service offers a specialised therapy-led, goal-orientated service, centred on maximising functional recovery for patients following a burn. We also have been judged as one of the best hospitals in the country in the most recent national inpatient survey (2016).



The rehabilitation flat is adjacent to the burns unit and comprises two en-suite single rooms with a shared kitchenette area. As well as the flat, patients who attend for rehabilitation will have access to our specialist multidisciplinary team (MDT) and have a programme specifically devised to focus on making the transition back home easier.



Facilities

Whilst in our bespoke rehabilitation flat at the Queen Victoria Hospital you have access to the following:

- rehabilitation gym
- bespoke pressure garment service (onsite)
- regional hand therapy unit (onsite)
- access to hydrotherapy (offsite)
- specialised dressing's clinic
- opportunity to carry out rehabilitation within the local East Grinstead community
- pharmacy
- chapel and multi-faith room
- one onsite restaurant and one café
- Rehabilitation garden
- tennis court
- occupational therapy kitchen
- spacious area for outdoor mobility
- QVH walking routes



The MDT Team

Our multidisciplinary team deliver care centred on your needs during your stay with us. We have a highly specialist team which includes:

- Consultant plastic surgeons
- Medical consultants
- Physiotherapists
- Occupational therapists
- Rehabilitation assistants
- Nurses
- Healthcare assistants
- Speech and language therapists
- Psychological therapists
- Dieticians
- Microbiologists
- Pharmacists



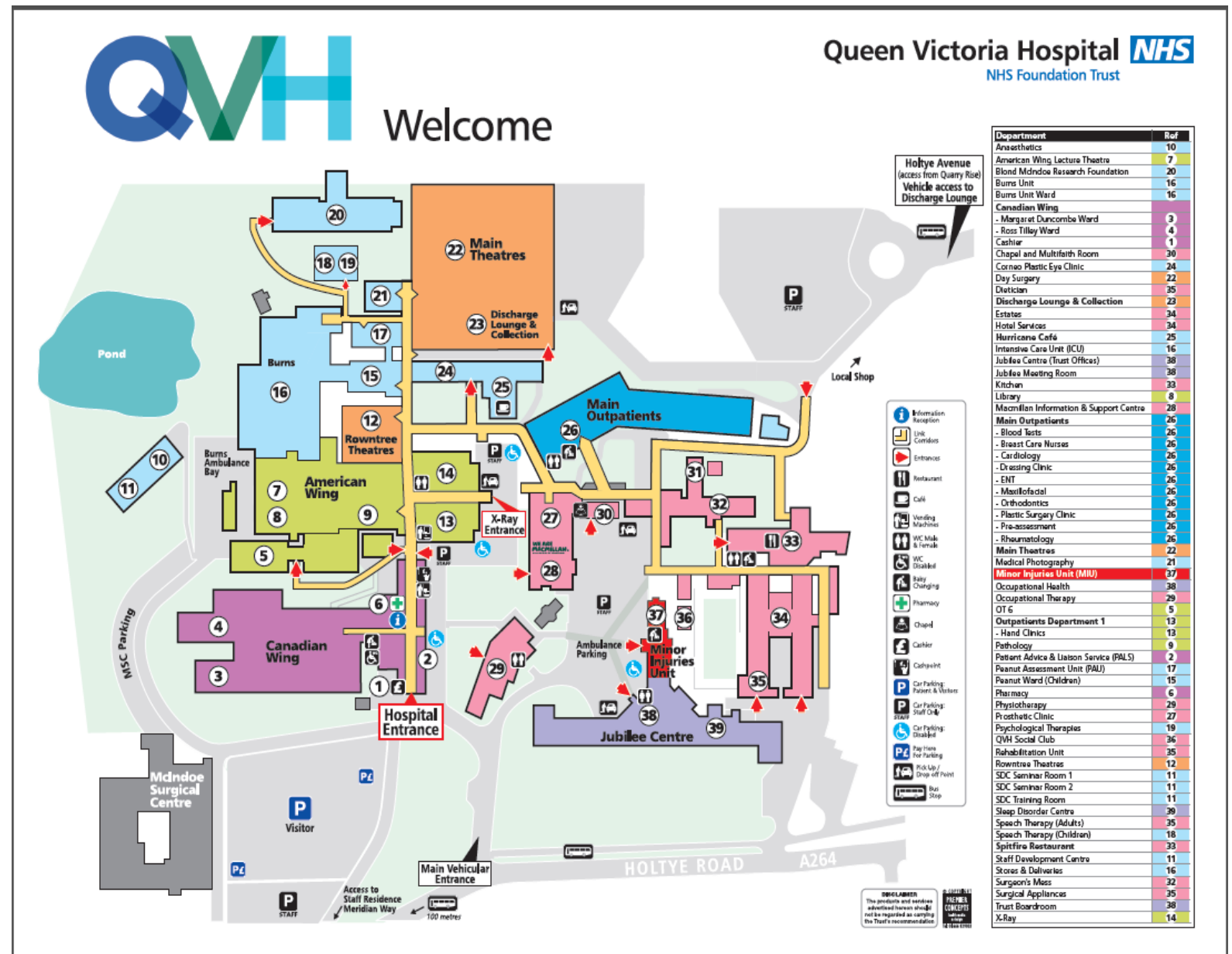
Map of QVH

QVH is located in the town of East Grinstead which has a population of approximately 25,000.

East Grinstead is a town and civil parish in the northeastern corner of the Mid Sussex District of West Sussex. It lies 27 miles (43 km) south of London and 21 miles (34 km) north northeast of Brighton.

Nearby towns include Crawley and Horley to the west, Tunbridge Wells to the east and Redhill and Reigate to the northwest.

The hospital is located on a single site. The burns flat (Location 55) is located adjacent to the Burns Unit (Location 56). Please ask any member of staff for assistance.



What to bring with you...

Essential

- your hospital admission letter and any other relevant documents
- the name, address and telephone number of your GP
- proof of benefit for travel claims (if you are eligible)
- any tablets or medicines that you are currently taking
- clothing: sets of day wear, sets of nightwear, dressing gown, underwear and slippers
- glasses / hearing aid
- toiletries i.e. soap, toothbrush/paste and razor.

Optional

- phone, tablet or laptop
- your diary, to arrange further appointments
- things to do, books, magazines, knitting, writing materials and postage stamps
- small amount of money in change e.g. for newspapers etc.
- any walking aids you normally use, such as a walking stick or a frame (clearly labeled with name and address)

You will have a small locker next to your bed for your personal possessions. Storage space is limited.

We cannot be responsible for the security of your valuable items, so you may wish to give these to a relative or friend to take home. If you have any valuables you want to keep in hospital, you will be asked to sign a disclaimer that they are left at your own risk. Secure lockers are available on the burns wards. Please ask your nurse for information about using these.

Access

During your induction to the flat you will be issued with a yellow lanyard with an access card. This will enable you to enter and exit the flat at any time.

The only other individuals with access to the flat are hospital staff. The staff will ring the doorbell or knock on the door before entering the flat. Please encourage any visitors to do the same.

You will need to make sure that the door to the flat is closed when you leave the flat as it is situated off a public corridor.



Fire and health and safety procedures

Your safety is very important to us. If you have any concerns about your safety please tell a member of staff immediately.

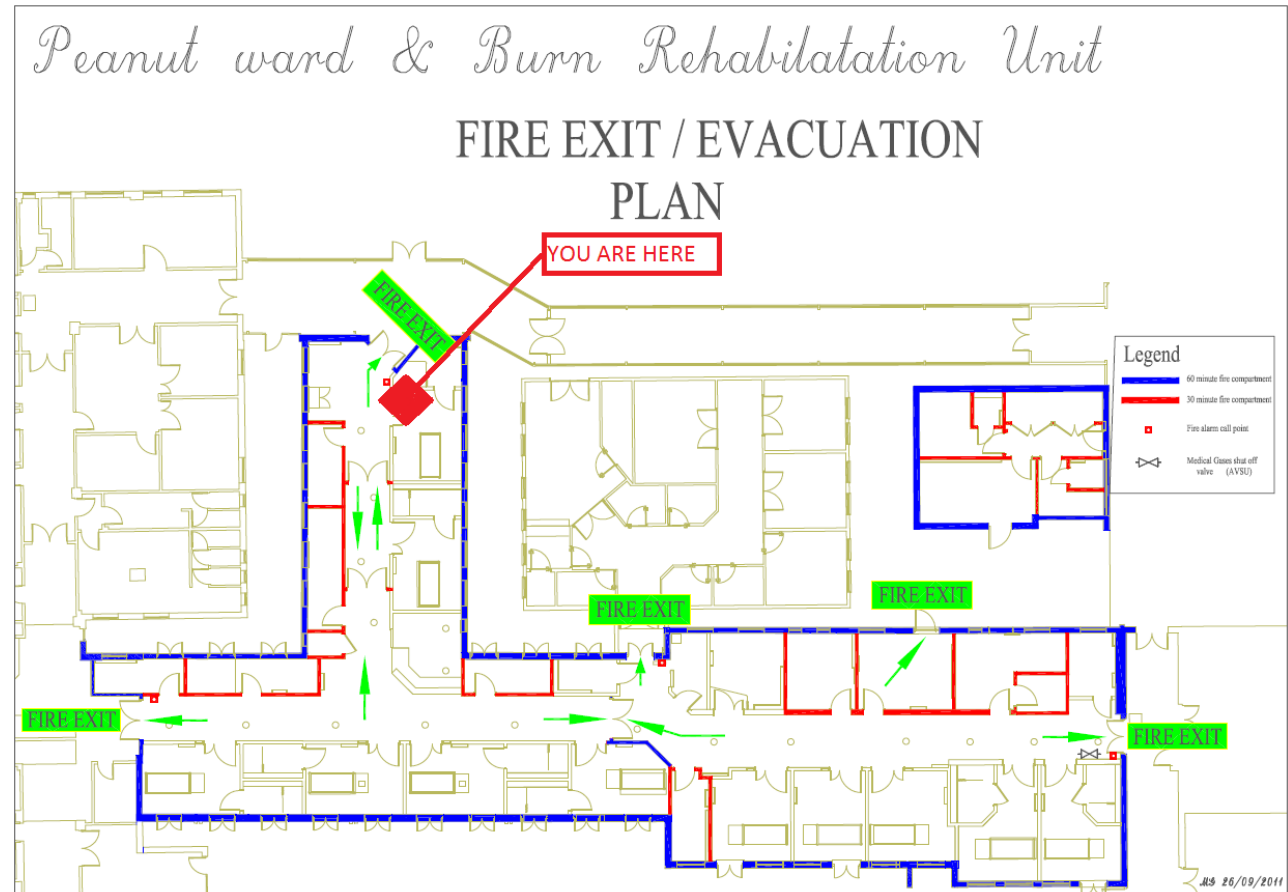
If you discover a fire, and you are able, please raise the alarm by smashing the red fire alarm situated next to the exit of the flat.

During a fire alarm a member of staff will attend the flat and inform you of what is happening.

Intermittent sounds indicate that a potential incident is occurring in another part of the hospital.

If you are able to do so make sure all windows and doors are shut.

A constant alarm sound indicates that there may be an incident in the burns unit. If you are able, please use the fire exit indicated on the map and go to the ambulance bay assembly point (you will be shown this assembly point in your induction to the flat). If you are unable to do this wait until a member of staff escorts you to the assembly point.



Phone and important telephone numbers

The telephone in the room is for hospital internal use only. The following extension numbers may be useful for you:

Burns unit nurses station: 4440

Physiotherapist/Occupational Therapist (answer machine service): 4255

Hurricane Café: 4348

Spitfire Restaurant: 4334

Security: 6666 (24 hours)

Patient Advice and Liaison Service: 4355

Switchboard: 0

Call bells

There are orange call bells located in the bathroom and bedroom of the flat. These call bells are directly linked to the nurses' station inside the burns unit. If pressed or tapped (on the orange poles in the bathroom) these will sound within the burns unit and a nurse will come and assist you. These should only be used as indicated by the staff.

There are also red triangular emergency buzzers in the bathroom and the bedroom. These are only to be pulled in case of an emergency. The response will be quick as these should only be used in a medical emergency. If pulled the staff within the burns unit will access the flat and attend to you.

TV/ WIFI

The televisions located within the bedrooms have all terrestrial channels and an integrated DVD player and a remote control.

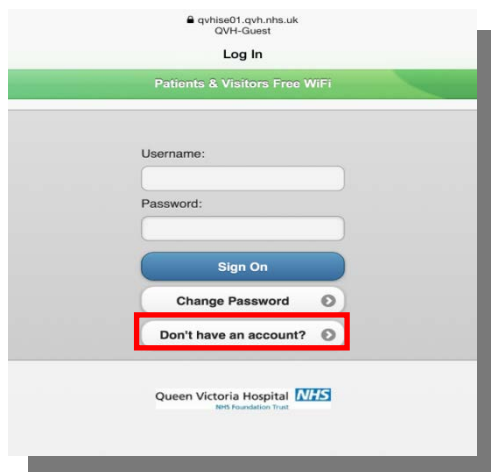
Wi-Fi is available. The network name is QVH-Guest. To get access, please follow the instructions on the next page.



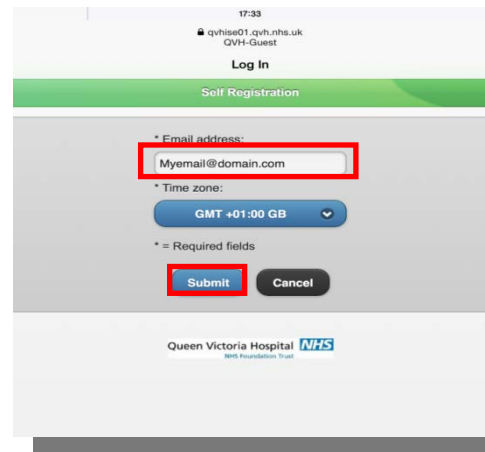
1. Select the QVH-Guest Wi-Fi:



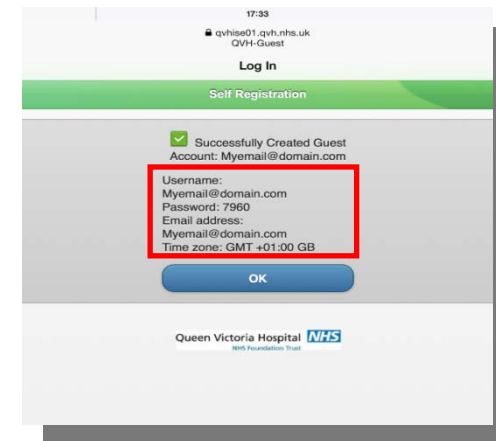
2. Select to Register



3. Enter your email address and submit



4. Username and password will be shown and a copy emailed to you



Timetables

An individualised timetable will be created with you in your first few days at QVH. This will include sessions with members of the MDT for treatment, structured daily activities and rest breaks (to ensure that you're ready for the activities). As your needs change during your stay the timetable may be altered. We encourage you to keep to the timetable to gain the most possible from your inpatient stay. Please do not change the timetable without discussing it with one of the therapists.

Most patients will be initially admitted to the Burns unit for a period of assessment. Following this, patients will then be moved to the rehab flat. There are some circumstances where patients may complete all of their rehabilitation on the Burns unit, they will have the same access to rehabilitation staff and all appropriate resources.

Meals/fridge/microwave/kitchen equipment

These items are here for your use. Please be aware that the flat may have two occupants so please wash up and clean this equipment if you are able to do so. If you are unable to do this, please ask a member of staff for assistance.

The electrical items in the flat are all checked for safety annually. If you find any faults or items that are not working please tell a member of staff as soon as possible.

Meals are provided by our onsite kitchen and will be served by the nursing team. Please let us know as soon as possible if you have any dietary requirements. This helps our dietician to arrange special menus for you.

Drinking water

Green signs are displayed above the sinks that have drinking water supplied. Please do not get drinking water from any other sinks. If you are unsure, ask a staff member to point these out to you.

Cleaning

The flat will be cleaned daily by our domestic staff. Clean bedding will also be delivered and changed daily by the nursing team. As you progress in your rehabilitation we may ask you to join in with certain domestic tasks to simulate your own home duties.

Visitors

We understand how important visits from friends and family are to our patients. However, it is also important that patients are able to rest and that our staff have time to carry out assessments and give treatment.

Visiting times are shown below, visiting outside these times, to accommodate specific circumstances, may be arranged at the discretion of the ward manager.

Ward	Telephone number	Visiting times
Burns Unit	01342 414440	2pm - 5pm and 6pm - 8pm

The hospital has a protected meal time policy to ensure patients are able to eat without interruption and don't miss meals. This means that visiting is not allowed between 12pm and 1pm and 5pm and 6pm, with the exception for a carer who may be helping with eating. Remember that other patients may wish to rest or sleep during visiting hours, so please show them consideration.

Contact details

Queen Victoria Hospital NHS Foundation Trust
Holtye Road
East Grinstead
West Sussex
RH19 3DZ

Tel: 01342 414000
Web: www.qvh.nhs.uk
Email: info@qvh.nhs.uk

**Please ask if you would like a copy of this information
in an alternative language or larger print**

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