

INFORMATION FOR PATIENTS

Short Stay Unit

Our aim is to provide you with the highest standard of care during your stay in our unit.

The unit aims to facilitate efficient assessment, treatment and discharge of patients who have an expected length of stay of less than 72 hours, while consistently delivering the highest standards of safe care. Your stay in hospital will be no longer than necessary once the decision to admit you has been made.

Where is the Short Stay Unit?

The unit is located on the 3rd floor next to the Discharge Lounge, and is clearly signposted.

It is open 24 hours a day; visiting times are 11.30am to 7.30pm daily.

The telephone number is 01623 672489 or you can call through switchboard on 01623 622515, extension 2336.



Staffing

The unit is staffed by medical, nursing and allied healthcare professional staff (such as physiotherapists) as well as support staff who will care for you while you are undergoing treatment.

They will also facilitate your discharge. Once the decision for discharge has been made you will be given any medication you need, along with your discharge letters, either on the unit or on the Discharge Lounge. They will work with the ward staff, ambulance transport and pharmacy to ensure you have a safe and effective discharge from hospital.

Facilities

The Short Stay Unit has a number of single occupancy rooms and several bays, each with 4 beds. These are same-sex bays, where they are occupied by men or women only. There are also patient quiet rooms within the unit, with comfortable seating and a TV available.

Please make sure you have a set of your own clothes and toiletries for your stay.

Important information for patients on oxygen therapy

Please be aware that our Trust is a smoke free site, including in its open areas. This is not only for patient, visitor and staff health, but also because like all hospitals, we work with a range of flammable and explosive materials and gases, including oxygen. Smoking is a major fire and explosion risk for our hospitals and puts all of us in danger, with vulnerable patients being most at risk. If you are a smoker, please help to keep us and yourself safe by not smoking on our sites and by not bringing cigarettes and lighters with you.

Medications to take home

The nursing staff will be able to answer any queries you may have about your medications. They will check them and explain what they are for and how to take them, as well as giving you written instructions.

Please note that you may be moved to the Discharge Lounge for the staff there to speed up your discharge. This is to ensure that you do not remain in hospital any longer than is absolutely necessary.

Transport

Where possible you should make your own travel arrangements when leaving hospital. Your friends or family should collect you or we can arrange for a taxi to pick you up – the charge for this would be at your own expense.

Ambulance transport will only be offered if you are eligible. Patients that are collected from the unit via ambulance transport are allocated in a priority order and by location within both Nottinghamshire (ERS) and Derbyshire (EMAS). We have no control over transport timings, and during busy periods there may be an extended wait.

Concerns and queries

In the event of any concerns please speak to the nurse in charge of the Short Stay Unit. You can also speak to the matron, who can be contacted on request.

Important

Please do not use recording equipment in our hospitals – including cameras, videos or audio recordings on mobile phones. Smart home devices such as Alexa, Echo, Google Home and Siri, record conversations and do not support privacy and dignity for other patients, colleagues or visitors, so please don't bring them to hospital.

Respect for people during your visit

We are an inclusive employer and we are proud of our highly skilled colleagues, who have a range of diverse backgrounds. We also care for a diverse group of patients. We do not tolerate physical or verbal abuse or any form of discrimination towards our staff or patients. This includes, but is not limited to, racism, homophobia, anti-religion and sexism. We will robustly manage any such incidents and, where appropriate, will involve the police.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service:

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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