

PATIENT CARE

YOUR COMFORT

We believe that care and treatment are most effective when you are in a calm and relaxed environment. We put the care of our patients at the heart of everything we do. Our staff are focused on working together as one team to deliver the best possible care.

YOUR CARE

At KIMS Hospital, we hand over information about your care and treatment at your bedside. This means that in the morning and evening, your nursing team will hand over your care with you present. This gives you the opportunity to meet your new team who will be caring for you. We believe this is the best way to include you in your care pathway and gives you the opportunity to ask any questions and voice any concerns you may have.

During your stay with us you may be visited by your consultant, anaesthetist, the physical therapy team, a pharmacist, senior nursing team members and ward hosts. Your room will be regularly cleaned so you will also meet many of our housekeeping team.

AFTER YOUR TREATMENT

Following your treatment, one of our nursing team will collect you from the operating theatre and settle you back into your room. Your clinical observations, which includes your blood pressure and assessing your level of pain, will be checked regularly for the first few hours and throughout the night if you are staying overnight with us, to monitor your recovery and ensure you remain comfortable.

The nursing team may ask you to monitor how much you have to drink and may measure your urine output for 24 hours following treatment to ensure you are adequately hydrated.

If you have stayed overnight, when you are discharged from hospital you will need to ensure there is a responsible adult available to collect you. We will aim to discharge you by 11am but if

for any clinical reason this can't happen we will keep you informed.

If you are being admitted as a daycase, you will need to arrange for a responsible adult to remain with you overnight and for the first 24 hours after your surgery.

As part of your discharge planning your nurse or a pharmacist will go through your medications to take home. The nursing team will also explain any follow-up instructions and contact details in case of any ongoing queries. We encourage you to continue to monitor your own recovery via your LifeBox account. Our ward nurses review your account daily and will call you if there are any concerns.

INFECTION CONTROL

To help minimise the risks of infection we ask that you:

- Clean your hands regularly with soap and water, hand wipes or alcohol hand sanitiser before meals and after using the toilet.
- Avoid touching any wounds, drips, catheters or other medical devices.
- Remind visitors that they should clean their hands when entering and leaving the clinical areas using the available alcohol hand sanitisers.
- Remind visitors that they should not visit the hospital if they have been feeling unwell or displaying any symptoms of COVID-19, or have recently tested positive, or someone in their household is positive.

YOUR FEEDBACK

Your opinions and comments are important to us, please take the time to complete our patient satisfaction survey before your discharge. You should find a copy in your room but please feel free to ask a member of the team to provide you with one if not.



WELCOME TO KIMS HOSPITAL

YOUR ROOM GUIDE

Please do not remove from room



WELCOME

We are delighted you have chosen to receive your treatment with us.

At KIMS Hospital, our patients are at the heart of everything we do and we work hard to provide you with the best possible care during your stay with us.

We know that coming into hospital can be a daunting experience. We hope that the information in this guide will give you peace of mind whilst you are here at KIMS Hospital.

It is important to us that you are fully involved with your care at every stage. If you have any questions or concerns during your stay, please just speak to a member of the team who will be happy to help.

With best wishes,



Jackie Groom
Chief Nurse,
KIMS Hospital



Gillian Coomber
Chief Operating Officer,
KIMS Hospital

ROOM INFORMATION

As part of the room orientation, your porter will explain to you how you can adjust your bed, show you where and how to use the call bell system and how to use the remote control for the television.

CALL BELL

Each room has a call bell that can be used to gain the attention of the nursing team whilst in your room. We would like you to use this bell whenever you require assistance – day or night. We are always happy to help, to ensure your stay is as comfortable as possible.

PHONES AND INTERNET

There is a telephone in your room, which is free to use. Mobile phones can be used, however, you may be asked to turn off your phone should it be disruptive to others.

Free Wi-Fi is available in all areas. Please ask a member of our team for our free Wi-Fi code or for assistance connecting to the internet.

SMOKING

KIMS Hospital is smoke-free. Patients and visitors are not permitted to smoke anywhere on our hospital premises, including the grounds and gardens.

TELEVISION

There is a television in your room with Freeview channels and radio stations. If you require any help using the television or the remote control, please feel free to ask one of the team for assistance.

VALUABLES

We recommend that you do not bring any valuables to the hospital with you. However, your valuables can be stored in the lockable drawer found in your bedside cabinet. Please note: KIMS Hospital cannot be held responsible for any loss or damage to property brought into the hospital.

VISITORS

A member of our team will update you on our current visitor policy. Alternatively, please refer to our information document on your LifeBox account or the KIMS Hospital website.

MEAL INFORMATION

Each day you will be able to choose a delicious breakfast, lunch and three-course dinner, all of which will be served in the comfort of your room. We cater for all dietary requirements, just let your ward host know. Meal times vary from ward to ward, however the approximate times are:

- **Breakfast:** 07:30 – 08:30
- **Lunch:** 12:00 – 13:00
- **Dinner:** 17:00 – 18:00

If you would like anything to eat or drink outside of these times, please ask your ward hosts who will be happy to organise this.

Our kitchen closes at 19:00, however, we are pleased to be able to offer a selection of sandwiches, teas and coffees after this time.