

# Neurological Rehabilitation Unit (NRU)

West Park Hospital

## Welcome to the Neurological Rehabilitation Unit (NRU), West Park Hospital.

NRU is part of West Park Hospital and The Royal Wolverhampton NHS Trust

NRU contact number – 01902 44 4427

Ward Manager - Senior Sister Jennifer Williams

On NRU we have 10 specialist beds for the rehabilitation of patients with acute neurological conditions.

Visiting Times: 14:00 - 19:00 Daily. Visitors may be asked to leave during protected meal times. Visiting outside of these hours must be pre-arranged. A maximum of 2 visitors per patient are allowed at any one time.

Children may visit at the discretion of the Senior Sister and may vary dependent on the ages of children, relationship to the patient and rehabilitation management.

Depending on the clinical needs of the patient, we may need to restrict visiting in the best interest of the patient. If this is the case, we will discuss it with the patient and where appropriate their relatives.

Our team is led by 4 Consultants with support from a multidisciplinary team (MDT) comprising of Nurses, Occupational Therapists (OT), Physiotherapists (PT), Clinical Psychologist, Speech and Language Therapists (SLT), Dietitians, Pharmacists, House-keeping staff and Administrative staff.

Our aim is to offer intensive, inter-disciplinary rehabilitation in an inpatient setting. Patients will be supported with an agreed realistic, patient led, goal orientated therapy plan with specific time frames. The unit has a neuro gym and where possible, our patients attend the neuro gym from Monday to Friday.

**The prevention of infection is a major priority in all healthcare and everyone has a part to play.**

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

The Royal Wolverhampton NHS Trust has a non-smoking policy. Where possible smoking cessation will be encouraged. Nursing staff on the NRU are unable to accompany patients off site to smoke.

The Trust Infection Prevention Policy requires patients transferring from other healthcare settings or home to be screened for MRSA (Methicillin-Resistant Staphylococcus Aureus) and CPE (Carbapenemase Producing Enterobacteriaceae). Patients will be allocated a single room and barrier precautions will commence until the screen results are available. This can sometimes take a few days and the patient will be isolated and asked to stay in their room. Visitors and staff will be required to wear protective gowns or aprons during this period. As always active hand hygiene is encouraged.

West Park Hospital does not have a restaurant, there are vending facilities that provide cold drinks and snacks. Families who wish to bring additional meals for their friends and relatives must notify the nursing staff. Please be aware that staff will not be able to reheat the food brought into the unit.

A disclaimer needs to be signed for each meal brought into the unit.

## On Admission to NRU

The Trust takes patients dignity and privacy seriously. When you arrive on the ward, please ensure you have or you have arranged with friends and family to bring in;

1. Your own day and night clothes
2. Suitable footwear to participate in therapy
3. Toiletries including toothpaste, toothbrush, shampoo, hairbrush, hygiene and sanitary products you would normally use. These will be required for ongoing washing and dressing assessments
4. Access to your property with for example; house keys, or key codes
5. We do not provide laundry facilities on site, please arrange for family or friends to take washing home.

## Nursing and therapy expectations of you or your relative

We expect the patient to nominate (if able) one family / friend / next of kin to liaise with the team during their stay in NRU. This person will be expected to participate in family meetings, access visits, therapy sessions, home visits, equipment delivery, social worker assessments and arranging discharge dates.

The nominated person will be the main contact for the nursing, therapy and social work team. This is to improve the discharge process with more effective communication between hospital staff, patients and families.

## Discharge planning

Discharge planning will be part of your agreed rehabilitation plan. You will be given an expected date of discharge on the first family meeting, based on your clinical needs. However discharge planning will start upon your arrival to NRU.

A social worker referral will be made with your consent, if required.

On completion of your rehabilitation inpatient goals, you may require further rehabilitation in the community. The referral to the relevant community rehabilitation will be arranged by our therapists prior to your discharge. You will receive a copy of your discharge summary with the list of medicines and recommended plan for your rehabilitation in the community.

It is very important for our patients to re-integrate back into the community. Home leave is a part of the discharge planning process and will be decided by MDT. We understand some of the patients would like to leave the unit for other social purposes. In order for leave to occur an MDT risk assessment will be carried out on an individual basis. As NRU is part of the hospital, nursing staff must be informed all leave outside of the ward.

## Friends and Family Feedback

Before you or your relative is discharged you will be asked for feedback relating to your experience of the care given in the NRU. This information will provide data on how the unit is performing and highlight areas in need of improvement.

Patient experience is one of the key drivers of quality improvement. To achieve this, our staff must understand what matters to our patients and make sure that every contact with a patient counts towards delivering the highest quality services. If you would like to raise a concern, please speak to the Ward Manager or Matron on 07970064740. Patient experience is captured through The Patient Experience Department who deal with complaints, compliments and also manage patient stories, surveys and real time feedback. It is important that all of our staff receive this feedback and together learn lessons to improve and develop hospital services

If you still feel your issue has not been resolved you can write to the:

### **Patient Experience Department**

Royal Wolverhampton Hospitals NHS Trust,  
New Cross Hospital,  
Freepost WV1894,  
Wolverhampton,  
WV10 6BR,

Call us on 07880601085

Email us at [rwh-tr.pals@nhs.net](mailto:rwh-tr.pals@nhs.net)

Or

Complete an online form at the Royal Wolverhampton Hospitals NHS Trust website.

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。