

Making your stay with us safe

8 simple steps to keep yourself safe during your stay in hospital

Preventing falls

- Wear your own well-fitting shoes or slippers with rubber soles
- Non-slip hospital socks can be provided if needed
- Use your usual walking aids
- If you need any assistance, tell us
- Please watch your step while on hospital premises or grounds

Fire Safety

We take fire safety very seriously in our hospitals. All patients and their visitors are expected to adhere to the fire safety rules to keep both you and others safe, which include:

- Do not enter any area where a notice indicates entry is prohibited
- Do not interfere with or misuse anything which is provided in the interests of fire safety
- Do not smoke on our premises – we are a no smoking site
- Do not leave personal items on charge unattended, for example, phones, laptops and tablets
- Do not drop litter or leave rubbish on our sites
- Follow directions from staff if there is an activation of

the fire alarm. Where there is an intermittent alarm sound, staff may prepare for an evacuation. Where there is a continuous alarm sound an evacuation will take place. Our staff will support any patients and their visitors who are unable to safely evacuate by themselves and staff will always direct and escort you to a safe place

- Visitors who are not on a ward during an alarm, should always follow the fire exit signage immediately when the alarm sounds

Preventing blood clots

- Try to do simple leg and ankle exercises
- Drink fluids as recommended
- Take blood thinning tablets or injections as advised
- Wear your hospital stockings if advised and move as often as you can
- Make sure that your stockings are removed daily for washing and checking of your heels

Preventing infection

- Wash/decontaminate your hands before and after visiting the toilet, and before all meals
- Do not hesitate to ask our staff if they have washed their hands before any contact with you
- Tell us if you have diarrhoea or vomiting

Your medicines

- Tell us if you have an allergy, or if you do not understand what your medicines are for
- Talk to your doctor, nurse or pharmacist about any concerns you may have
- Ask about possible side effects
- If you use a device such as an insulin pen, you may be provided with 'safer sharps' devices to be used during your stay, this will be discussed with you by your doctor

Pressure ulcers

- Try to keep as mobile as possible and reposition yourself in bed as often as you are able
- Please let us know straight away if you notice your skin reddening or you feel any pain
- We are happy to help you change position, please ask if you need assistance
- We provide pressure relieving mattresses as standard

Identification

- Tell us if any of your personal information is wrong (ID band, address, GP, next of kin)
- Please let us know if you have any allergies. If you do, we will provide you with a red ID band to make sure that all staff are aware

Any concerns

- We are here to help you – talk to us if you have any concerns about your treatment, or about what will happen when you leave hospital

Leaving hospital

Before you leave, make sure that you:

- Have your discharge letter
- Have your medicines and they have been explained to you
- Know who to contact if you have any questions or concerns
- Know when your next appointment is

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Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.

Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation.

*Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial.

Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>



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