

Phoenix ward

Information for visitors



Who is this leaflet for?

Your relative has had a stroke where the brain has been affected by either lack of blood (Ischemic stroke) or from a bleed on the brain (haemorrhagic stroke). This can be severe or mild. More information on 'What is a stroke?' is in your relative's stroke information pack. Further information is also available from the Stroke Association www.stroke.org.uk.

How can I help?

Please bring your relative:

- loose-fitting clothing – so they can get dressed in the day and begin to dress themselves. This is an important part of therapy and helps to make people feel more normal again. We are part of the #endpjjparalysis campaign (see the website for more information: www.endpjjparalysis.com)
- their own toiletries, teeth, hearing aids, glasses, phones
- their own medications – this helps us as we may need to order more unusual medications.
- some magazines, or a book they were reading.

Be prepared for your relative to be tired – fatigue is a big symptom of stroke. Shorter, more frequent visits may enable you to both get the best out of this time. Further information about fatigue is in the stroke information pack.

What facilities are available?

There is a café, a restaurant, and a WH Smith's shop downstairs (in Trelawny Wing). There is parking on site, or there is a Park and Ride service at Langarth (Threemilestone) and Tregurra (east Truro).

When can I visit?

Visiting times are open, but please be respectful of other patients. Stroke patients need a lot of rest, so we ask that the noise levels are kept down and no more than two visitors at any one time. Please be aware that clinical procedures, care, tests and therapy will need to continue when visitors are present and on occasions visitors may be asked to have a break whilst certain activities are carried out.

Protected mealtimes

Protected mealtimes are 12-1pm and 5-6pm. We ask that visitors don't visit then unless they wish to stay and help their relative eat, which we welcome. It is much nicer to eat with a friend.

Infection control

Due to infection control we are unable to have flowers on the ward. Please could you use the alcohol-gel pumps around the ward to clean your hands or wash your hands with soap and water using the sink on the corridor before entering the ward. Visitor's toilets are downstairs on the first floor.

Food and drink

Stroke patients often have problems with their swallowing function. It is critical that you observe the yellow speech and language therapy instructions regarding how your relative swallows and what they can eat. All the hospital food will be of the right consistency, but be aware that some food or drink you bring in may not be suitable. For example, grapes and biscuits are difficult to eat if your swallow is poor, even if they are your favourite!

Discharge

Planning discharge will start early into your relative's stay. We will work with you and your relatives as part of a team to plan discharge from the Acute Stroke Ward to a home, rehabilitation or other appropriate environment. It is advised that you speak to the nurse in charge of your relative about discharge and on the day of discharge, the time of discharge. Discharge may involve a number of processes and services including pharmacy, transport and care agencies. We need to make sure all parts of the discharge plan are in place before your relative is discharged.

Contact us

Ward phone number: 01872 252120

Hands-free phone: 01872 253390

Ward Sister: Natalie Keogh

Deputy Sisters: Charlene Turner, Ellie Eslick, Carla Bassett, Lucy Cocklin

www.royalcornwall.nhs.uk/ward/phoenix/

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

