

Coming into Hospital

(Easy Read)



Welcome!

Welcome to our hospital.

We will do our best to look after you.

Worried?

If you are worried, please talk to one of us.

A special team

A special team helps us all to look after people with learning disabilities.

You can always ask to talk to them.

You can phone them on 01392 402237.

Carers

Your carer can come in with you.

Your carer can stay with you, if you like.

Please ask the matron about this.

Visitors

When you get your letter asking you to come in

Phone us

Phone to let us know if you can't come.

The phone number will be on your letter.

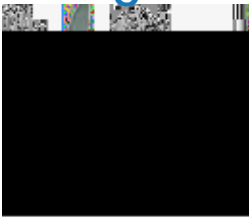
Phone the Benefits Office

If you get benefits, tell the benefits office you are coming into hospital.

Phone them on **0800 882200**.

Getting ready to come in

Eating and drinking



Check if it is OK to eat and drink before you come.

It will say if you can or not, on your letter.



Getting here

You can come in a car

We have car parks but sometimes they are full.

You normally have to pay to park.

You can catch a bus

The 'H' bus comes right to the hospital.

It also goes along Exeter High Street.

Phone for help getting here

We might be able to help if you cannot get here. This could be because you haven't got a car, can't use a bus or train and you have no-one else to help you.

If you think you need help, please phone the number nearest to where you live in the list below:

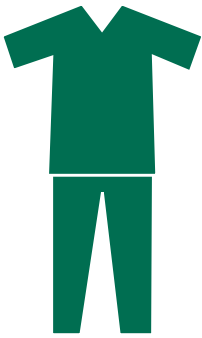
Exeter & East Devon.....	01404 46529
Tiverton.....	01884 242099
Crediton.....	01363 773303
Okehampton.....	01837 55000
Holsworthy.....	01409 259001
Tavistock.....	01822 618028
North Devon.....	01271 314332
South Devon, Torbay & Teignbridge.....	01803 656777
Cornwall.....	0845 0539100
Somerset.....	01278 727444



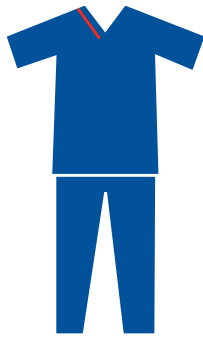
Staying with us

People looking after you

The people looking after you have different colour uniforms. Here are pictures of some.



Doctor



Matron

Eating

We will give you 3 meals a day.

If you want snacks or drinks as well, please ask us.

We want you to enjoy your food. Please let us know if you do not like it.

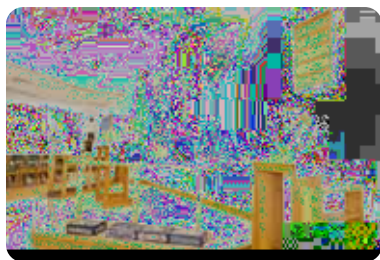
If you have a special diet, please tell the ward staff.

If you need help to eat or drink, someone must tell the ward staff.

There are cafés you can use here, if you like.

Please tell a nurse before you go out to the café.

Religion



We have our own chapel. Anyone can use the chapel.
You do not have to be a Christian.

You can go there for a service, or to pray.

You can go there just to be quiet on your own.

You can go there to find someone to talk to.

Please tell a nurse before you go.

Shops and Post

We have a post box.

This is near the main entrance.



We have a Chemist.

This is on the ground floor in Area P.

TV, radio and phone



You can use TV, radio and a phone when you are in hospital.

You have to pay for this.

If you want this, please ask us.

Mobile phones



Please do not use your mobile on the ward.

Please do not use it in a clinic.

Keeping us all safe



Security Officer

We have our own security team to keep us all safe.

Keeping germs away

Diarrhoea and vomiting



Have you or someone you know had diarrhoea and vomiting in the last two days? If so, tell us before you come in.

Tell us if the bathroom is dirty

You can also tell us if you discover somewhere else that is dirty in the hospital.

Never sit on beds

Do not sit on other people's beds.

Do not let visitors sit on your bed.

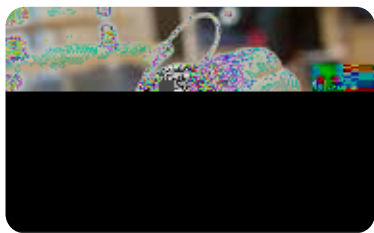
Washing hands

Always wash your hands before you eat.

Always wash your hands after you go to the toilet.

Please remind us to wash our hands before we touch you, if we forget.

Do not touch



Do not touch a wound, drip or drain.

If you need help with one of these, please ask a nurse.

Promises

We promise



To be kind to you.

To do our best to make you feel safe and happy.

To explain what is happening to you so you understand.

To ask you before we do anything to you.

To let your carer know how you are, if you want us to.

We want you to promise



To be nice to us.

To let us know if there is anything extra we can do for you.

To tell us what is good or bad about your stay.

Joining our members' group

Our group

We have a special group patients and carers can join.

You will get a newsletter 4 times a year.

You can come to meetings, to hear what is going on at the hospital and tell us what you think.

To join the group please call us on **01392 403977** or email us at: rde-tr.foundationtrust@nhs.net

The Trust cannot accept any responsibility for the accuracy of the information given if