

Your guide to the Astley Ainslie Hospital



Information for patients, relatives and carers

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Welcome

Welcome to the Astley Ainslie Hospital, where you will find a friendly, committed team waiting to care for you.

To help you, the staff of this hospital have prepared this booklet to provide you with some useful and important information.

We realise that being admitted to hospital is a worrying time, and we are keen to do all we can to make sure your stay with us is as comfortable as possible.

We are here to help you and to ensure that you receive the best possible treatment and care. If you have any questions or would like advice about anything, please ask any of the staff and they will be pleased to answer your queries.



Our history

The Astley Ainslie Hospital opened in 1923. Mr David Ainslie, who died in 1900, left a sum of money for the purpose of building and endowing a hospital or institution for convalescents from the Royal Infirmary of Edinburgh. He wanted it to be called the Astley Ainslie Institution.

When the hospital opened there were 14 beds for female convalescent patients. Over the years the hospital has expanded and now has beds for the rehabilitation and continuing care of older people. The wards and other buildings are named after famous doctors, nurses and administrators, or to commemorate people who have had a significant association with the hospital.

Set in wooded grounds, the Astley Ainslie is one of Edinburgh's most attractive hospitals. During your stay, please feel free to enjoy the hospital grounds. Most of the wards have outdoor seating areas and verandas, which are especially pleasant on warmer days.



The hospital is divided into two directorates:

1. Rehabilitation

The aim of rehabilitation is to help individuals become as independent as possible. This involves good teamwork and the most important member of the team is **you**. Rehabilitation starts from the time of surgery, injury or event, and continues after discharge from hospital. Rehabilitation is hard work and requires the active participation of both you and your family.

2. Care of older people

The care of older people's unit strives to make the environment as homely as possible. Friends and family are actively encouraged to engage in the care process. The promotion of independence is encouraged and we will try to help you with any rehabilitation needs you may have.

Wards

The wards in Astley Ainslie Hospital are individually named. Each ward cares for people who have different needs. As you arrive you will see signposts to all our buildings, and there is a map to help you. The phone number for the hospital is 0131 537 9000. You can also phone directly to each ward.

East Pavilion (stroke and cardiac rehabilitation)

Ward A	0131 537 9060
Ward B	0131 537 9046

Charles Bell Pavilion (brain injury and neurological rehabilitation)

Ward 1	0131 537 9033
Ward 2	0131 537 9037

Millbank Pavilion (elderly orthopaedic rehabilitation - female)

Ward A	0131 537 9053
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West Pavilion (elderly orthopaedic rehabilitation - male and amputee rehabilitation)

Mears 0131 537 9220
Sutherland 0131 537 9047

Balfour Pavilion (care of older people and elderly orthopaedic rehabilitation)

McCallum 0131 537 9056
Fraser 0131 537 9006
Miles 0131 537 9013

Portable coin-operated telephones are available in each pavilion for your use. Most of these telephones receive incoming calls. A public telephone is available at the entrance to the dining room in the Blackford Pavilion.

In the interest of all service users, if you wish to use your mobile phone to make or receive calls, please do so outwith the ward area. No cameras of any kind (including mobile phones) should be used unless all concerned have agreed. Please be considerate and do not use your phone during the night.



While you are in hospital

Admission

On your arrival, a nurse will welcome you to the ward and show you to your bed. Staff will need to obtain some information from you and they will tell you what happens in the ward.

Equality and diversity

We are committed to equality and diversity. This means that we recognise and value differences in people, whether they relate to age, gender, race and ethnicity, religion and belief, disability or sexual orientation.

Named nurses

While you are here you will be looked after by your named nurse whenever he/she is on duty. The named nurse is always a qualified nurse. If you or your family have any questions, ask your named nurse. He/she has the most up-to-date information about you and your care.

Staff and their uniforms

The main person in charge of the ward is the Charge Nurse. There will be many staff involved in your care. When you meet them they will introduce themselves to you.

There are photographs of staff displayed in each of the wards. Some of the staff wear uniforms. The doctors, speech therapists, social workers and psychologists generally do not wear uniforms.

All staff carry an identification badge. You may ask to see this if you do not know them.



Safety

While you are with us we have a responsibility to ensure your safety as well as that of our staff. As a team we will work towards maximising your independence within your capabilities. We would like you to help us as much as you can. We would ask that all visitors seek advice from the relevant staff before trying to help you to move and walk.

Fire safety

In the event of fire, follow staff instructions, and please do not panic. The following information is intended to help you understand the fire procedure.

Fire alarm system

The system comprises smoke detectors, heat detectors and break-glass call points throughout the building. These activate the alarm system and identify the location of fire on the fire alarm panel within specific areas.

Once the alarm has been activated, the Fire and Rescue Service are automatically called

When the fire alarm is activated, it automatically sets off the paging system, which alerts various members of staff to attend the building in which the alert has occurred.

Fire alarm signal

The fire alarm signal is an electronic sounder which will be either **continuous** or **intermittent** depending on where the fire alert is within the hospital.

Patient care areas

- **Continuous signal**

This indicates that the fire alert is in your area. Prepare for evacuation of the area. A member of staff will investigate the cause of alarm.

- **Intermittent signal**

This indicates that the fire alert is not in your immediate area, and you should stay where you are.

Visitors

On discovering a fire

- Raise the alarm by operating the nearest break-glass call point
- Wait for instructions from nursing staff.

On hearing the fire alarm

- Wait for instructions from nursing staff.

Visitors/members of the public

If the fire alarm sounds, you will be asked to leave the building. This is for your own safety. Please follow the instructions from the staff in that area. The fire exit routes are indicated by green signs. Do not **re-enter** the building unless given instruction from a member of the Fire and Rescue Service or staff.

Infection control

Within Astley Ainslie, we take measures to help prevent and stop the spread of Healthcare Associated Infection (HAI).

Staff are trained on the importance of hand hygiene, and you will see staff washing their hands regularly. You and your visitors will be encouraged to wash your hands or use the alcohol hand gel provided.

Ward areas are cleaned to a nationally recognised high standard and are monitored for cleanliness regularly. Your bed and the surrounding area will be thoroughly cleaned before you are admitted and then cleaned every day during your stay with us.

If you have any concerns about the cleanliness of the ward and/or about a specific issue regarding HAI, please ask to speak to the nurse in charge of the ward, or the infection control nurse.

Medicines

We need to know about any medicines you have been taking at home. Please bring these medicines with you and give them to a qualified nurse.

Treatment and consent

Astley Ainslie Hospital is a teaching hospital and there may be times when you are asked if students may be present during your treatment. By agreeing to this, you will be helping us train our future healthcare professionals. But you have the right to say no, and this will not affect your treatment.

Your CHI number

Every patient registered with a GP in Scotland has been given a unique Community Health Index (CHI) number. Using the CHI number means we can accurately identify patients at every stage of their care – no matter who is treating them or where they are being treated.

The CHI number will be used on all clinical communication, including patient appointment, referral and clinic letters. Please make a note of your CHI number and keep it in a handy place so that you can quote the number if asked for it by NHS staff.

Personal belongings and valuables (rehabilitation patients)

It is routine for all patients to wear their normal clothing. You do not have to buy anything especially unless you wish to. However, these items may be useful:

- an outdoor jacket
- flat shoes with a non-slip sole
- dressing gown.



Please have your clothes clearly marked with your name. If your clothes need to be washed, we would prefer it if your family/carer takes your clothes home for washing. Discuss this with your nurse if this is not possible. Please bring in personal toiletries such as soap, toothbrush, toothpaste, comb or hairbrush, shampoo, deodorant, hand/face cream and shaving kit.

We ask that you leave your valuables at home. The hospital cannot accept responsibility unless you hand them in for safekeeping, in which case you will get a receipt. Please ask the nurse in charge of your care about this. You may need a small amount of change for newspapers, sweets, telephone calls, etc.

Personal belongings and valuables (care of older people)

We encourage patients to wear everyday clothes when in hospital. There is an on-site laundry facility where patients' clothing may be laundered. If you wish to use this service, we would ask you to follow a few simple steps:

- All garments should be handed to nursing staff so that they can be marked before laundering
- All clothes should be machine washable and should preferably be able to withstand washing and drying at high temperatures
- The hospital has no facility for hand-washing of clothes and for this reason we cannot accept responsibility for laundering delicate fabrics
- We try to create a homely and welcoming environment for our patients, and we encourage the bringing of personal possessions to the ward – such as books, small ornaments, photos and a portable radio.

Please bring in personal toiletries, such as soap, toothbrush, toothpaste, comb or hairbrush, shampoo, deodorant, hand/face cream and shaving kit.

The ward has a facility to hold up to £30 in safe-keeping for each patient. It is useful to have some money to enable patients to pay for toiletries, hairdressing and any social activities. The hospital also offers administration and banking facilities for patients with no relatives, or patients who prefer to be in charge of their own finances.

Electrical equipment

For safety reasons, **all** electrical equipment brought into the hospital must be tested by our estates department before it can be used. This may take a few days to organise. We cannot be held responsible for any valuables such as laptops, mobile phones etc., that you bring into hospital.

Illegal drugs and alcohol

Consuming alcohol or illegal drugs in hospital is forbidden. If you do bring illegal drugs, we will report you to the police. Any patient or visitor found to be under the influence of drugs or alcohol may be asked to leave the premises, if necessary by involving the police.

Violence and aggression

Our staff have the right to work without fear of assault or abuse. They are dedicated to providing patients with the highest standards of care and expect to be treated politely and with respect.

We will not tolerate any verbal or physical abuse against staff, volunteer workers, patients or visitors. We will take appropriate action in any situation where violent or aggressive behaviour is shown towards people or property.

Electoral registration

While you are a patient in hospital, you remain entitled to be registered to vote in the normal way. However, if you are unsure that you have been registered at your home, you are also entitled to register from the hospital's address. The process of registering your name to vote takes place early in October each year. Please ask your nurse for further details.

If an election takes place while you are in hospital and you cannot attend your polling station, you will be eligible for a postal vote. Staff can help you with this process. Please remember you can only vote once.

When you are ready to leave the hospital

Whether you are going to your own home, to a residential home, or to a nursing home, we need time to make sure everything goes smoothly. If you are going to your own home the team may decide that an occupational therapist should take you for a home visit first. Ask your occupational therapist or nurse about this.

We will try to give you at least 48 hours notice of discharge, to give you and your family enough time to make any preparations.

When you go home we will give you a seven-day supply of medication. You will also receive a prescription to give to your GP. Please pass this prescription to your GP as soon as possible.

You may continue some treatment after you are discharged. We will discuss this with you before you leave. If you need care at home, a district nurse or other carers may be arranged.

We want your return home to be as pleasant as possible. If there is anything concerning you, please talk to your nurse about it.



Hospital services

Social worker and benefits

If you or your family need advice on housing, benefits or money, arrangements can be made to see a social worker.

While you are in hospital, changes may be made to any social security benefits and pensions you are already receiving. There are notes in your benefit and pension books about this. You may also be entitled to sickness benefit. Ask your nurse if you need a medical certificate.

Dentist and podiatrist

If you need to see either of these people while you are in hospital, ask your nurse for further details.

Optician

If you need to see the optician and require glasses, you may need to pay for these (as you would if you were at home). Ask the optician or your nurse for more information.

Spiritual care

NHS Lothian Spiritual Care Service offers a needs-led, person-centred approach to holistic care. It recognises the spiritual and religious needs of patients, relatives and staff, seeking to work in partnership with other healthcare professionals and agencies (as and when appropriate).

Members of the Spiritual Care Team (known as chaplains) are available 24 hours a day, 365 days a year, to offer confidential and caring support to patients, relatives and staff appropriate to the individual's own life-situation and beliefs. We will arrange and facilitate referrals to the accredited representatives of any church, faith group or philosophy, as requested by the patient or by any member of the healthcare team.

Chaplains work with people of all faiths and those with no faith. Spiritual care is not necessarily, but can be, religious care. All full-time chaplains are directly employed by and work for NHS Lothian. If you would like to speak with one of the chaplains, please ask a member of staff to phone our departmental office on 0131 537 6516 (or internal 46516). We are here to help you in any way that you would like.

Interpreting and translating

Professional interpreting and translating services are available. Please make sure staff know what your requirements are, either before you come to hospital or when you are in hospital.

Hairdresser

If you wish to have your hair cut or styled during your stay, a hairdresser may be available at a reasonable charge.



General information

How to get to Astley Ainslie Hospital

The Astley Ainslie Hospital is on the south side of Edinburgh, in Morningside. The main entrance to the hospital is on Canaan Lane, which is just over half a mile away, about a 15-minute walk from Morningside Road. There is another entrance on Grange Loan (off Kilgraston Road). The hospital is sign-posted from Morningside Road and Kilgraston Road.

Car parking

Car parking spaces are limited at the Astley Ainslie and it can be difficult to find a place to park near the hospital. That's why we ask you - where possible - to use public transport, or arrange to be dropped off at the hospital by car.

Parking for disabled drivers

There are parking spaces for disabled drivers in front of hospital buildings or as close to them as possible. Please do not park in these spaces unless you have a Blue Badge.



Bus services

There are frequent bus services stopping near Astley Ainslie Hospital. The bus stops are in Morningside Road (5, 11, 15, 16, 17 and 23), Cluny Gardens (38) and Kilgraston Road (41). Further information can be obtained from Lothian Buses on 0131 555 6363.

Visiting times

Wards have visiting ranging from 2pm to 8pm every day. Please check with ward staff for specific details. We ask you to respect these times for the privacy and dignity of all patients. If your relatives or friends wish to visit you outwith visiting times, they can discuss this with the nurse in charge.

You may have therapy in the afternoon, so your visitor should check with the ward staff first. We may restrict visiting to two visitors at each bed. We are happy for children to visit. As there is a risk to health, we do not allow exercising of dogs within the hospital grounds.

Protected meal times

We operate a protected meal time system. This means that all other activities on the ward stop to allow staff to serve meals and assist patients who need help.

Meals and refreshments

There is a choice of meals served and staff will help you to fill in a menu card each day. Let the ward staff know if you have any special dietary needs. If you have any cultural or religious requirements, we will ensure that these are met. Meals are served in the wards at the following times:

Breakfast: 8.05am - 8.45am

Coffee: 10.30am – 1pm

Lunch: 12 noon – 1pm

Tea: 3.30pm – 4pm

Supper: 5.30pm - 6pm

Evening drinks: 8pm - 9.30pm

Drinks and snacks are available outwith these times.

Dining room

You and your visitors are most welcome to use the staff dining room in Blackford Pavilion. A selection of hot and cold meals as well as snacks and drinks are available throughout the day.



Monday to Friday:

Breakfast: 7.30am – 10am

Morning coffee: 10am – 11am

Lunch: 12 noon - 2pm

Afternoon tea: 2.30pm – 4.30pm

Evening meal: 4.30pm – 7pm

Please note that the dining room is closed from 11am to midday and from 2pm to 2.30pm daily. You are welcome to use the vending machines containing sweets, crisps and drinks. These are next to the staff dining room.

WRVS café/shop

The WRVS café in Balfour Pavilion is a combined shop and café run by the WRVS. You can buy fresh snacks, drinks and confectionery to eat there or take away. Toiletries, cards, newspapers and stamps are also available. Opening hours are:

Monday – Friday	10am - 4pm
Weekends	2pm - 4pm

Sitting room

There is a sitting room with a television set in each ward.

Smoking

Astley Ainslie Hospital is a no-smoking hospital. People are asked not to smoke in either the hospital or its grounds.

If you need help to stop smoking, **FREE** help and advice is available from **SMOKELINE on 0800 84 84 84**, or from your local pharmacist or GP.

For details of **free** stop smoking support, visit **www.nhslothian.scot.nhs.uk** and click on the stop smoking section of the home page.

Mail

Your mail is delivered to the ward daily (Monday – Friday). You can give stamped letters to the nursing staff for posting. Stamps are available at the WRVS shop.

Books

Each ward has a selection of books. Talking books are also available on request.

Toilets

There are toilets for visitors in Blackford Pavilion and in the ward areas.

Volunteer services

Volunteer services are provided across NHS Lothian. Volunteers help patients, their friends and families in many ways, from visiting regularly, helping with activities and being a friendly presence for people during their hospital stay. Voluntary organisations such as the WRVS, League of Friends and Therapet (visiting dogs) also provide services which benefit everyone.

For information on volunteering, please contact the voluntary services manager at the Royal Edinburgh Hospital, Morningside Terrace, Edinburgh, EH10 5HF.

Telephone: 0131 537 6686

Patient and carer involvement in the NHS

NHS Lothian has a number of patients councils, networks and forums that involve patients, carers and members of the public in the design, development and planning of health services.

The organisations within NHS Lothian responsible for providing community services such as physiotherapy, community nurses and rehabilitation services at the Astley Ainslie Hospital are Community Health Partnerships (CHPs). In West Lothian there is a Community Health and Care Partnership (CHCP). Each has a Public Partnership Forum (PPF). Voluntary organisations and community groups, as well as individuals, can be members of the PPF in their area.

Also, there are voluntary groups and community organisations throughout Lothian that are, and have been, participating in the redesign of health services and strategy development. In addition, patients and carers who use specific services, are also able to participate in service redesign.

If you would like information about any of the above patient groups, please phone 0131 537 9290.

Relatives' support groups

Relatives' support groups are available in some wards. Please ask the nurse in charge for details.

Compliments, suggestions and complaints

We are always keen to improve our services and it would help us to know what you think of the care you have received in this hospital. Your compliments, suggestions and complaints help us improve the service we provide.

Please ask for a copy of our leaflet, *Making a Complaint* about the NHS for information on our complaints procedure. This leaflet is also available to view on our website www.nhsllothian.scot.nhs.uk in the 'Your Rights' section.

NHS Code of Practice on Openness

Edinburgh Community Health Partnership is committed to the NHS Code of Practice on Openness. Enquiries under this code should be made to: Edinburgh Community Health Partnership, St Roque, Astley Ainslie Hospital, 133 Grange Loan, Edinburgh, EH9 2HL.

Confidentiality of medical records and the Data Protection Act

As part of NHS Lothian, Edinburgh Community Health Partnership is a data controller, and manages your personal data in line with the requirements of the Data Protection Act 1998.

Your health records, which may be held manually (paper records) or on computer, are processed for the purpose of supporting your health care, and may also be anonymised and used for audit and research purposes. You may also be asked to participate in trials and research in conjunction with other organisations such as universities or pharmaceutical companies.

Please be assured that you will always be asked for your consent. If you do not give explicit consent to taking part in such studies, it will not affect your health care in any way.

Under the Data Protection Act 1998, you are normally entitled to view and/or receive a copy of your health records. NHS Lothian is required to provide you with a copy of your records within 40 days, or provide an explanation of why your request has been refused. Requests for subject access under the Data Protection Act must be made in writing to:

Edinburgh Community Health Partnership, Data Protection Officer
Royal Edinburgh Hospital, Morningside Terrace, Edinburgh EH10 5HF.

Access to the Health Records Act 1990

The Access to the Health Records Act gives you the right of access to your written health records made on or after 1 November 1991 and not stored on a computer. You may ask your doctor or other professional involved in your treatment to see the records about your health. A leaflet giving more details is available.

If you are unable to obtain access locally and require further assistance, please write to: Edinburgh Community Health Partnership, Medical Records Officer, Royal Edinburgh Hospital, Morningside Terrace, Edinburgh EH10 5HF

Useful contacts

The NHS and You

The NHS and You is a leaflet produced by Health Rights Information Scotland (HRIS), a project of the Scottish Consumer Council funded by the Scottish Government Health Directorates. HRIS's purpose is to raise the quality of information available to patients in the NHS.

The NHS and You provides information for anyone who uses the NHS in any part of Scotland. It tells you what you can expect from the NHS and what the NHS expects of you. Copies of the leaflet are available from:

- GP surgeries, dental surgeries and hospitals
- Other places where you receive NHS care
- Your local NHS board
- The NHS Helpline on 0800 22 44 88 (text phone 18001 0800 22 44 88)
- Your local citizens advice bureau.

For more information on HRIS, write to HRIS, Scottish Consumer Council, 100 Queen Street, Glasgow G1 3DN or visit the website at www.hris.org.uk

Scottish Public Services Ombudsman (SPSO)

If you've made a complaint and are unhappy with our response, you can write to The Scottish Public Services Ombudsman, Freepost EH641, Edinburgh, EH3 0BR, or telephone 0800 377 7330.

Independent advice and support

If you would like to speak to someone for advice or help with making a complaint, you can contact the local Citizens Advice Bureau and ask for information about the Independent Advice and Support Service. Telephone 0131 558 3681 or your local Citizens Advice Bureau.

NHS Helpline

This is a free-phone number which gives you direct access to general information on NHS services. **Freephone 0800 22 44 88**

League of Friends

The League supports the hospital mainly by funding extra equipment and items for the benefit of the patients. If you or your visitors would like to know more about the league, become involved with it or make a donation, please write to:

The Chairperson, League of Friends, c/o Administration, Astley Ainslie Hospital, 133 Grange Loan, Edinburgh EH9 2HL

We hope that this booklet has been helpful and informative. If there is anything further you would like to know, please ask your nurse.

**Edinburgh Community Health Partnership
St Roque, Astley Ainslie Hospital
133 Grange Loan
Edinburgh EH9 2HL
Telephone: 0131 537 9513**



HAPPY TO TRANSLATE

ترجمہ کے لئے ہمیں خوش ہے

میں تمہیں خوش ہے ترجمہ کرنے کے لئے

This booklet is on the NHS Lothian website at www.nhsllothian.scot.nhs.uk (from the home page, click on 'news and publications' then 'publications'). You can get this document on tape, in Braille, **large print** and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 09258. ITS can also give information on community language translations. You can get more copies of this document by calling 0131 537 9240.

Astley Ainsley Hospital এর গাইড

এই লিফলেটটির বাংলায় অনুবাদ সম্পর্কিত তথ্যের জন্য দয়া করে ITS এ 0131 242 8181 নম্বরে ফোন করবেন এবং রেফারেন্স নম্বর 09258 উল্লেখ করবেন।

Astley Ainsley 醫院指南

欲查詢本單張的中文翻譯，請致電愛丁堡市議會傳譯及翻譯服務部(ITS)，電話 0131 242 8181 並說明檔案編號 09258。

Przewodnik po Szpitalu Astley Ainsley

Aby uzyskać informacje na temat tłumaczenia tego dokumentu w twoim języku ojczystym, proszę zadzwonić do Biura Tłumaczeń (ITS) pod nr tel. 0131 242 8181 i podać numer referencyjny 09258.

اسٹپلی اینزلی (Astley Ainsley) اسپتال کے لئے رہنما کتابچہ

اپنی کمیونٹی کی زبان میں اس کتابچے کے ترجمے کے متعلق معلومات کے لئے ITS کو اس نمبر پر ٹیلیفون کیجئے 0131 242 8181 اور ریفرنس نمبر 09258 کا حوالہ دیں

المرشد إلى مستشفى آستلي إينزلي (Astley Ainsley)

إذا كنتم ترغبون في معلومات عن ترجمة هذا المنشور إلى اللغة العربية، الرجاء الاتصال هاتفياً بمكتب الترجمة (ITS) بواسطة الرقم 0131 242 8181 وذكر الإشارة 09258.

March 2009