

Royal Hospital for Neuro-disability

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ROYAL HOSPITAL FOR NEURO-DISABILITY:
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Staff and patient handbooks

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PATIENTS' HANDBOOK



Forget-me-not

R.H.H.I.

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Tel: (01) 788-4511

John Howard House
Roedean Road
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Welcome to the Royal Hospital and Home. The object of this book is to introduce you to life in the Hospital and we hope that you will be happy and comfortable here. Please make the fullest possible use of our therapy and amenity facilities; and we hope that you will join in the many recreational activities, which are available to our patients.

The buildings may at first seem very large, but you will soon be able to find your way about with aid of the plans at the end of this booklet.

There will always be someone to help you, should you lose your bearings.

We try to avoid having a large number of rules and restrictions and the few that are mentioned here are the minimum which we feel are necessary for the well-being of yourself and your fellow patients.

GENERAL DESCRIPTION OF THE HOSPITAL

The Main Hospital

The Hospital at Putney is fortunate in being located on an eleven acre site, which is mostly gardens and gives the impression of being in the country rather than in a built-up area. There are many spacious day rooms and amenity areas, which provide the opportunity of finding a secluded and private corner if you wish to be on your own.

There are 245 patients in the Main Hospital at Putney, some of whom have single rooms with the others sharing rooms with from two to six patients. We encourage patients to have their personal belongings around them, and your own bedspread, photographs and pictures will help to give a personal touch even in a shared bedroom.

Remedial therapy forms a large part of the daily activity and there are extensive facilities for physiotherapy, occupational therapy and speech therapy, including a gymnasium and a hydrotherapy pool.

There is also a Rehabilitation Unit for 20 in-patients and a Day Hospital for 20 patients who live at home but attend on a daily basis.

John Howard House

John Howard House, our Hospital and Home at Brighton, has 34 beds and occupies two acres of pleasant, secluded, gardens near the Marina. There is a view of the sea from the top floor and the sun-terrace.

A short History of the Hospital is on sale in the Secretariat if you would like to learn more about this Charity and its buildings.

ADMISSION

The Secretariat will make arrangements for your admission and will arrange for the medical documents relevant to your case to be sent to us.

You should bring the following with you on admission:

- Your Medical Card, and any medical documents not already sent to us.
- Any current prescriptions and supplies of drugs or medicines.
- Your Pension and other State Benefit books.
- Personal toilet requirements.

Your clothes should be clearly marked with your name on Cash's name tapes.

ACTIVITIES

Examples of the wide range of activities, which are available at the Hospital are:

Outings to concerts in the Festival Hall, the Barbican, Battersea Town Hall, the Royal Military School of Music, Kneller Hall, and the Brighton Dome.

Excursions to race meetings, horse shows, football matches, the Royal Tournament, the Chelsea Flower Show and shopping expeditions.

Barbecues, discos and bingo.

The Patients' Choir, which rehearses each week and regularly gives concerts.

Toc H and the Trefoil Guild.

Wandsworth Education Authority classes, which are regularly held, and there are opportunities to join a variety of craft and cultural activities.

Tea parties given by friends of the Hospital both in the Hospital and in their own homes.

Concerts held in the Assembly Room on Saturday afternoons.

In addition to these activities there are days of special interest during the year, such as the Garden Party in July, the Country Market at John Howard House in June, the Sale of Work in October, and Founders Day in November.

Local Schools hold their Sports Days on the South Lawn in the Summer.

AMENITIES

Television and Radio. Each bed is equipped with radio and earphones and a push-button bell to call nursing staff. You may bring your own television set for use in the bedroom, or you can hire a Rediffusion set from the Hospital at a special rate. Television sets are also provided in most of the day rooms. Transistor radios are only permitted if used with earphones to avoid disturbing other patients.

Shop. The Hospital Shop is run by voluntary helpers and is open daily, except on Sundays and Bank Holidays, for the purchase of cigarettes, sweets, biscuits and toilet requisites.

Library. The Library is open to patients on Friday each week and a mobile library service calls at the Hospital on alternate Tuesdays.

Hairdressers/Beautician. A ladies' hairdressing service and a beautician service are available at modest charges from Monday to Friday. A barber provides shaves and haircuts for gentlemen free of charge. Information about booking appointments for these services can be obtained from your Ward Sister.

AUTHORISED VISITORS

We are fortunate in having the assistance of a group of volunteer visitors, each of whom regularly visits up to six patients. The role of your Authorised Visitor is to be your friend and confidant who will assist you in any way he/she can.

CASH

Please do not keep more money with you than you need for your daily use, as the Hospital cannot be responsible for any loss.

The RHHI Patients' Savings Association, which we run in conjunction with the National Westminster Bank, has been set up to help in keeping your money safe and to provide a means whereby you can draw cash as required. A copy of the Rules of the Association can be obtained from the Almoner, who can arrange to open an account in your name.

CLOTHES AND POSSESSIONS

You should bring sufficient clothes for day and night wear with you, and you or your friends or relatives will be responsible for their repair and replacement. Volunteers from the Townswomen's Guild kindly do any basic sewing needed by patients. Clothes for immediate use will be kept in your bedside clothes locker, for which you will have the key, and spare clothes and other possessions may be kept in a locked box or trunk of reasonable size in the box room. Your name should be painted on both ends of the box or trunk. The Hospital cannot accept responsibility for any valuable possessions, unless you hand them over to the Secretariat for safe-keeping.

HOLIDAYS

Subject to medical approval, arrangements can be made for patients to go home for a day, a weekend or a holiday period. A number of our patients plan holidays in the U.K. or abroad at holiday hotels, which have been adapted for wheelchairs. The Central Nursing Office will advise you about places where such accommodation is available and whether or not it is suitable for you.

Patients also move between Putney and Brighton during the Summer

months to provide a change of scene for a period. About 100 patients from Putney spend ten days at Brighton each year and the patients normally resident at John Howard House each spend about two months at Putney.

LAUNDRY AND DRY-CLEANING

Your clothes will be laundered by the Hospital Laundry free of charge, although we cannot accept responsibility for any loss or damage to them. Please provide your own notebook for recording items sent to the Laundry and two laundry bags (which can be bought at the Hospital shop).

A dry-cleaning firm collects and delivers once a week at normal charges. Dry-cleaning bills will be sent to you monthly and payment should be made to the Secretariat.

MEALS

A choice of food is available and dietary requirements are arranged by the dietician in conjunction with the Principal Medical Officer. Breakfast and mid-morning coffee is served on the wards.

Lunch is at 1 p.m. and tea at 4 p.m. in the Dining Room. Supper is served on the wards at 6 p.m., but you may have supper in the Dining Room if you prefer.

MEDICAL CARE

Medical Care is provided on a general practitioner basis, by the Principal Medical Officer and a staff of Medical Practitioners. The Principal Medical Officer, or one of her medical practitioner colleagues, visits the Hospital each day and an "On call" service is readily available out of hours. Patients can be seen in the Surgery in Alexandra Wing or, when necessary, in the Wards. If you are worried, and want to see a doctor, you should discuss this with your Ward Sister, who will make the necessary arrangements.

Patients are not permitted to take any medicine that has not been prescribed by one of the medical staff; it is obviously essential that the Hospital medical staff know exactly what medicines you are taking, for your own safety.

The medical care in the Rehabilitation Wing is similar but on rather more "Hospital" lines.

NEWSPAPERS

You may order newspapers and magazines through your Ward Sister. Newspaper bills are paid to the Hospital shop.

PATIENTS' REPRESENTATIVE COMMITTEE

The Committee consists of elected representatives from each ward and meets regularly under the Chairmanship of Matron both at the Main Hospital and at John Howard House. Any ideas, suggestions and constructive criticisms from our patients are always welcome.

POST

A postbox for outgoing mail is located inside the North Door. Collections are made by the G.P.O. at 5.30p.m. daily Monday to Friday, and at noon on Saturday. Postage stamps can be purchased from the shop. Parcels will be collected if they are left ready stamped on top of the postbox, and the Secretariat can assist you by weighing your parcel.

RELIGIOUS SERVICES

The Senior Chaplain is available to talk to any patient in the Hospital.

Holy Communion is celebrated in the Chapel at 10.45 a.m. every Thursday morning followed by Matins in the Assembly Room at 11.30 a.m. On Sunday mornings in the Assembly Room, sacred music is played from 10.30 a.m. and there are a Bible Reading and discussion at 11.15 a.m., followed by the Sunday morning service at 12.00 hours. This is sung Matins except on the third Sunday in the month which is a Communion Service. A Church Army Sister assists at these services and also visits patients regularly. Holy Communion is celebrated at John Howard House at 10.30 a.m. on Fridays. All patients and their relatives and friends are welcome at any of these services.

The Free Church Chaplain conducts a service in the Assembly Room at 2 p.m. on the first Sunday of the month.

The Roman Catholic Chaplains visit the Hospital twice a week. Mass is celebrated in the Assembly Room every Sunday at 4.30 p.m. and at 2.30 p.m. on alternate Thursday afternoons. Confessions are heard on these days and at other times, as necessary.

The Rabbi regularly visits the Hospital.

Visits by Chaplains or priests of other faiths can be arranged. We have a Patients' Church Council which normally meets twice a year.

SMOKING AND ALCOHOL

In the interest of safety we advise you not to smoke in any part of the Hospital unless there is someone else in the room. The De Lancey Lowe Room and the Assembly Room are no-smoking areas for patients, visitors and staff. If you wish to smoke in bed, please ask your Ward Sister for permission and she will arrange for a member of staff to be with you. Your night clothes must, in this case, be made of flame

resistant material.

We ask patients to consider the wishes of others concerning the drinking of alcohol whether in day rooms or in the bedrooms. You may buy or receive gifts of wine, beer or cider, but bottles must be marked with your name and handed to the Ward Sister for safe-keeping.

TELEPHONE

Coin-operated trolleys are available on the wards for use by patients. There are telephone coinboxes in the Morris Verandah, in Chatsworth Wing, in the Rehabilitation Unit, and in the Day Hospital.

TEMPORARY ABSENCE FROM THE HOSPITAL

You may leave the Hospital grounds for a temporary absence provided that the doctor has agreed that you are well enough, and that the safety precautions set out below are carried out.

Outings

If you will be absent for one or more meals, your Ward Sister must first be informed.

You should not leave the grounds unaccompanied, or in the company of another patient, unless the Matron has given prior permission.

If you wish to stay out after 7.30 p.m., application must first be made in writing to the Matron. The application should state the approximate time of return.

Short Absences/Weekends

Application must first be made in writing to the Matron. The application should show the name and address and telephone number of the person with whom you will be staying, and give details of the transport and escort arrangements which have been made.

Longer Leave/Holidays

Where an absence will be longer than three days, the Matron must be informed at least seven days in advance. Again the Matron should be given the name, address and telephone number of the person with whom you will be staying, and the transport and escort arrangements which have been made.

TRANSPORT FACILITIES

We have several ambulances adapted for use by patients in wheelchairs, and an ambulance can be hired either by an individual or by a group to share the cost.

You must always be accompanied by an escort, and escorts will

normally be arranged by the Hospital. You may provide your own escort and we welcome such an arrangement.

VALUABLES

The Almoner can take into safe-custody any of your small personal valuables. The Hospital regrettably cannot accept responsibility for any valuable possessions not handed over for safe-custody.

VISITORS

Visitors are always welcome and visiting hours are subject only to the following restrictions:

Where there are restrictions for medical reasons.

Before 11 a.m. when morning treatments are taking place.

After 10 p.m. when other patients may be disturbed.

Rooms are available in our Nurses Home for relatives or friends to stay overnight, if travelling would be difficult. We make a small charge for the use of a room.

Breakfast and lunch can be obtained in the Staff Cafeteria and arrangements can be made for a cold supper to be reserved from the Main Kitchen.

Travel to the Main Hospital

Bus

— The 170 from Wandsworth or Roehampton stops close to the Hospital entrance. From Putney take a 39, 80, 85 or 93 to "The Green Man" stop at the top of Putney Hill. Then go through Putney Heath Lane until you reach West Hill. The Hospital is almost immediately opposite on the other side of the road.

British Rail

— Southern Line from Waterloo to Putney Station via Clapham Junction. Take a bus (39, 80, 85 or 93) to "The Green Man" stop.

Car

— The Hospital is located at the end of the dual-carriageway on the A3 and just off the South Circular Road. There is ample parking within the grounds.

Underground

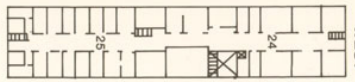
— District Line to Putney Bridge. Take a bus (39, 80, 85 or 93) to "The Green Man" stop.

WHEELCHAIRS

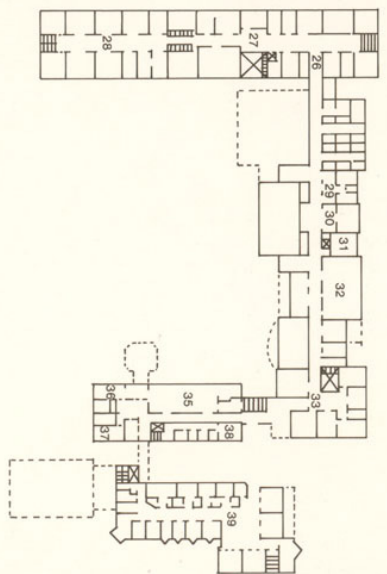
If you have a wheelchair issued by the DHSS, we shall arrange to transfer the registration. A private wheelchair will remain your own property.

Our technicians will carry out repairs to wheelchairs when required.

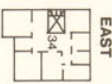
2nd FLOOR WEST



1st FLOOR



2nd FLOOR EAST

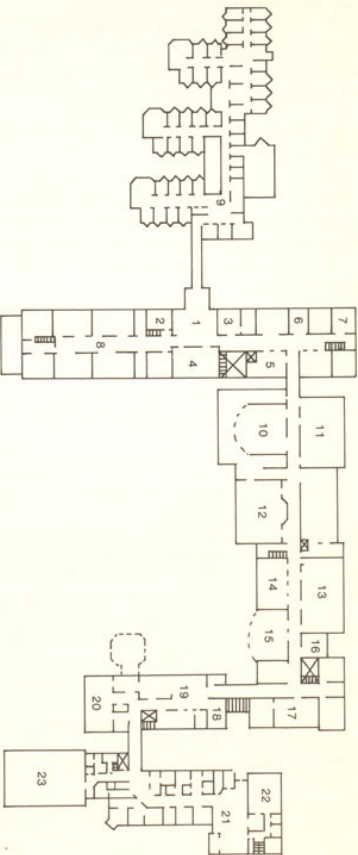


- 24. Evitt Ward
- 25. Cathcart Ward
- 26. Glyn Ward
- 27. Founders Ward
- 28. Hunter Ward
- 29. Sick Bay
- 30. Hairdresser
- 31. Chapel
- 32. Pharmacy
- 33. Devonshire Ward
- 34. Clifden Ward
- 35. Physiotherapy
- 36. OT Communications Room
- 37. Speech Therapy
- 38. Director of Medical and Research Services
- 39. Rehabilitation Unit
- 40. Staff Cafeteria
- 41. Hydrotherapy Pool
- 42. Herb Garden

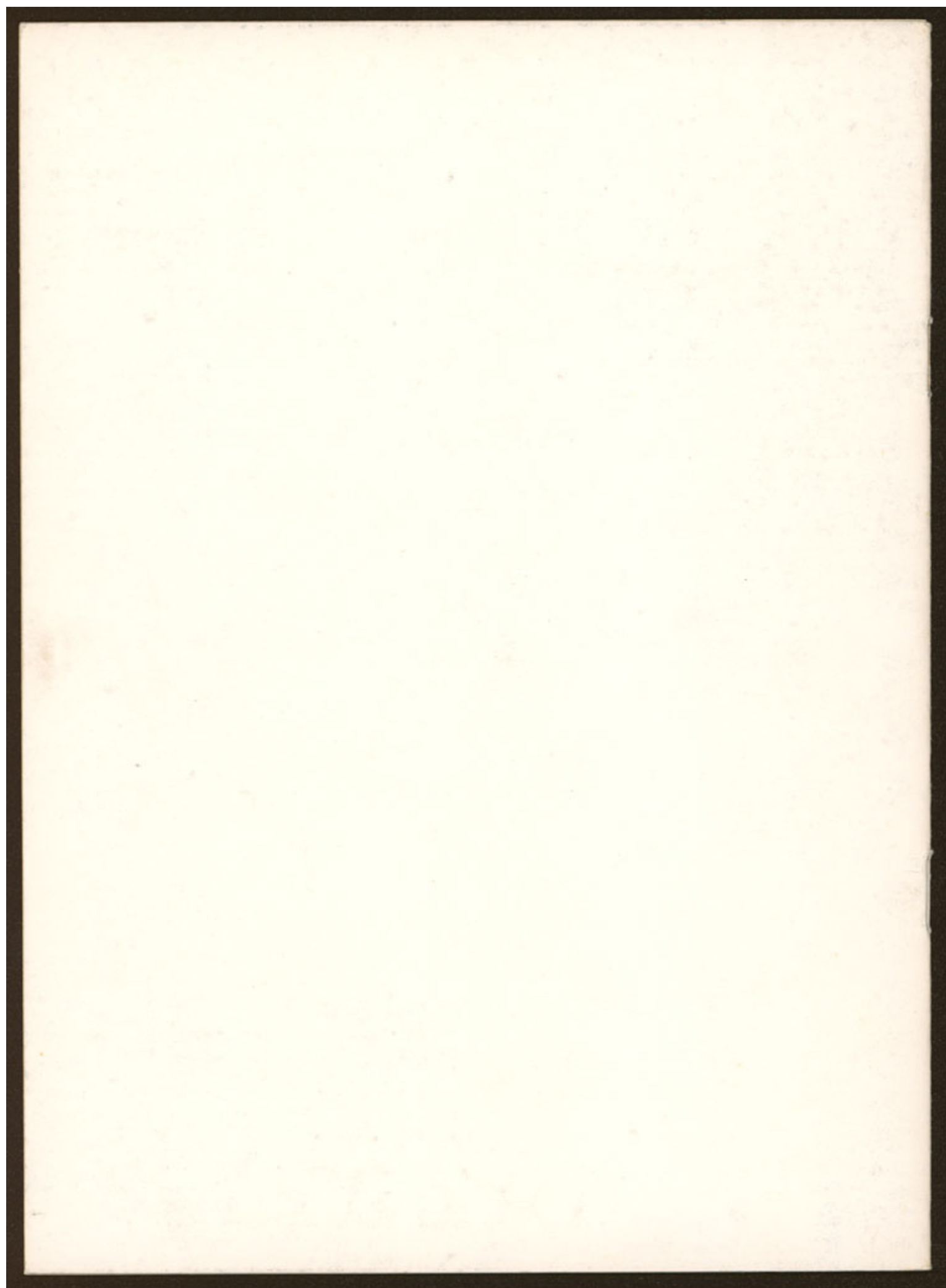
LOWER GROUND FLOOR



GROUND FLOOR



- 1. Main Entrance Hall
- 2. Chief Executive
- 3. Director of Nursing Services
- 4. Library
- 5. Central Nursing Office
- 6. Secretariat
- 7. Principal Supplies Officer
- 8. Coombs Ward
- 9. Chatsworth Wing
- 10. De Lancey Lowe Room
- 11. First Dining Room
- 12. Assembly Room
- 13. Second Dining Room
- 14. Shop and Morris Verandah
- 15. Andrew Day Room
- 16. Reading Room
- 17. Occupational Therapy
- 18. Surgery
- 19. Concourse
- 20. Conference Room
- 21. Day Hospital
- 22. Rehabilitation Engineering Workshop
- 23. Gymnasium



ROYAL HOSPITAL & HOME, PUTNEY



**PATIENTS
HANDBOOK**

GENERAL DESCRIPTION OF THE HOSPITAL

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INDEX

Welcome to the Royal Hospital and Home. The object of this booklet is to introduce you to life in the Hospital and we trust that you will be happy and comfortable here. We hope you will benefit from the therapy and nursing programmes arranged for you, and that you will join in the many recreational activities, which are available to our patients.

The buildings may at first seem very large, but you will soon be able to find your way about with aid of the plan inserted in this booklet. There will always be someone to help you, should you lose your bearings.

We try to avoid having a large number of rules and restrictions and the few that are mentioned here are the minimum which we feel are necessary for the well-being of yourself and your fellow patients.

GENERAL DESCRIPTION OF THE HOSPITAL

The Main Hospital

The Hospital at Putney is fortunate in being located on a nine acre site, which is mostly gardens and gives the impression of being in the country rather than in a built-up area. There are many spacious day rooms and amenity areas, which provide the opportunity of finding a secluded and private corner if you wish to be on your own.

There are 267 patients in the Main Hospital at Putney, some of whom have single rooms and others share with other patients. We encourage patients to have their personal belongings around them, and your own photographs and pictures will help to give a personal touch even in a shared bedroom.

Remedial therapy forms a large part of the daily activity and there are good facilities for physiotherapy, including a gymnasium and a hydrotherapy pool, occupational therapy, including a computer room, and speech therapy.

John Howard House

John Howard House, our Hospital and Home at Brighton, has 33 beds and occupies two acres of pleasant secluded gardens near the Marina. There is a view of the sea from the top floor and the sun-terrace. There are two twin rooms and 29 single rooms and a separate wing for physiotherapy and occupational therapy.

ACTIVITIES

Examples of the wide range of recreational and educational activities, which are available at the Hospital are:

- Outings to concerts and shows at the Royal Festival Hall, Royal Opera House, Royal Military School of Music, Wimbledon Theatre and pantomimes.
- Excursions to horse racing and greyhound racing meetings, football matches, the Royal Tournament, outings to Richmond Park, Kew Gardens and shopping trips.
- Concerts or dance displays are held most Saturday afternoons in the De Lancey Lowe Room. There is frequently entertainment on Sunday afternoons and in the evenings. There are also social events to celebrate New Year, Easter, Halloween etc. Barbecues, bingo and films are also arranged.
- Wandsworth Education Authority classes are regularly held in the Hospital and there are opportunities to join a variety of craft and cultural activities.
- Interest groups are run by volunteers e.g. photography club, poetry appreciation group and the Trefoil Guild. Voluntary workers also provide recreational activities on an individual basis e.g. reading to patients, playing board games and sharing interests.
- The patients' choir rehearses every week and regularly gives concerts.
- Friends of the RHHP give tea parties both at the Hospital and in their own homes.
- In addition to these activities there are days of special interest during the year, such as Founders Day, the Garden Party and the Sale of Work at Putney, and the Country Market at John Howard House.
- Local schools hold their Sports' Days on the South Lawn in the Summer.

ADMISSION

Our Secretariat will make arrangements for your admission and will arrange for the medical documents relevant to your case to be sent to the RHHP.

You should bring the following with you on admission:

- Your Medical Card, and any medical documents not already sent to us.
- Any current prescriptions and supplies of drugs or medicines.
- Your Pension and other State Benefit books.
- Personal toilet requirements.

Your clothes should be clearly marked with your name on Cash's name tapes.

Unless you are being admitted to one of our special units you will be admitted first to the Assessment Ward where we will be able to assess your needs before you move to a ward suitable for you.

AMENITIES

Television and Radio. Each bed place is equipped for television and radio with earphones and a nurse call system. You can hire a television set from the Hospital at a special rate, or you may bring your own set for use in the bedroom, providing it is adapted for use with earphones. Television sets are also provided in most of the day rooms. Radios are only permitted if used with earphones to avoid disturbing other patients.

The Morris Room. This is a pleasant sitting area for patients and their relatives where snacks and hot drinks are available either over the counter or by dispensing machine. The Shop is also located here.

Shop. The Hospital Shop is open daily, except at weekends, for the purchase of cigarettes, sweets, biscuits and toilet requisites. Both the shop and the snack counter are run by volunteers.

Library. The Library is open to patients on Friday each week and a mobile library service calls at the Hospital on alternate Tuesdays.

Hairdressers/Beautician. A ladies' hairdressing and beautician service are available at modest charges from Monday to Friday. Information about booking appointments for these services can be obtained from your Ward Manager.

AUTHORISED VISITORS

We are fortunate in having the assistance of a group of volunteer visitors, each of whom regularly visits up to six patients. The role of your Authorised Visitor is to be your friend and confidant who will assist you in any way he/she can.

CASH

Please do not keep more money with you than you need for your daily use, as the Hospital cannot be responsible for any loss.

The RHHP Patients' Savings Association has been set up to help in keeping your money safe and to provide a means whereby you can draw cash as required. A copy of the Rules of the Association can be obtained from the Patients' Administrator, in the Secretariat, who can arrange to open an account in your name.

CLOTHES AND POSSESSIONS

You should bring with you sufficient clothes to last at least 2 weeks and you should hand a list of your clothes and other possessions to your Ward Manager on arrival. You or your friends or relatives will be responsible for repairing or replacing your clothes. Volunteers from the Townswomen's Guild kindly do any basic sewing needed by patients. Clothes for immediate use will be kept in your bedside clothes locker, for which you will have a key, and spare clothes and other possessions may be kept in a locked box or trunk of reasonable size in the box room. Your name should be painted on both ends of the box or trunk. The Hospital cannot accept responsibility for any valuable possessions, unless you hand them over to the Secretariat for safe-keeping. It is your responsibility to arrange insurance cover for any valuable possessions you wish to keep with you.

COMPLAINTS

The RHHP has a Complaints Procedure, a copy of which will be supplied on request by your Ward Manager. Please do not hesitate to speak to your Ward Manager about it if you are unhappy about any aspect of your care, treatment, or daily life in the Hospital.

DENTAL SERVICE

The Dental Surgery is situated in Chatsworth Wing. There is a full time dental hygienist, and dentists attend regularly. Dental appointments should be made through your Ward Manager.

ELECTRICAL EQUIPMENT

In the interests of safety and that of everyone else in the Hospital all items of electrical equipment brought in by patients must be checked by our Electrician before they are used. The use of electric blankets is not permitted for reasons of fire safety.

GIFTS

Staff are not permitted to accept gifts of any kind from residents, so please do not embarrass them by offering them gifts. However, the RHHP is a charity and donations will always be gratefully accepted. They should be directed to the Director of Appeals and Publicity and you may wish to specify a particular fund such as:

- a. The Patients' Amenities Fund (for the direct benefit of residents).
- b. The Royal Hospital and Home, Putney (for improvements to the buildings at Putney and at John Howard House).
- c. The Development Trust for the Young Disabled (for the funding of research projects and educational activities, as well as helping the RHHP in its major building developments).

HOLIDAYS AND OVERNIGHT STAYS AWAY FROM THE HOSPITAL

Medical approval is required for any night you spend away from the RHHP. Usually no problem exists but we do need to know where residents are and how long they are to remain away from the Hospital. We will also need time to arrange medication for you to take with you. Patients often plan their own holidays in the UK or abroad at hotels, which have been adapted for wheelchairs. The Patients' Activities Co-ordinator will advise you about places where such accommodation is available and whether or not it is suitable for you.

LAUNDRY AND DRY-CLEANING

Your clothes will be laundered by a contract laundry free of charge, but please ensure that any clothes you bring with you are made of materials which are flame resistant and which the laundry can handle - see the recommended list. The RHHP cannot accept responsibility for any loss or damage whilst they are being laundered. The clothes you bring with you and any new clothes you buy later will be heat stamped by the laundry with your name. This process usually takes about 14 days. Your Ward Manager will inform you of the procedure.

Dry cleaning can be carried out by the contract laundry at a reasonable charge - details on request from your Ward Manager.

MEALS

A choice of food is available and special dietary requirements are arranged by the Catering Manager in conjunction with the medical and nursing staff and the Dietitians.

MEDICAL CARE

The Medical Director is the consultant responsible for all medical services. His deputy is also a consultant who is responsible for the Brain Injury and Rehabilitation Units. General medical care is provided on a general practitioner basis, by the Principal Medical Officer and a staff of local general practitioners. The Principal Medical Officer, and at least one of her medical practitioner colleagues, visits the Hospital each day and they provide a 24 hour on call service. Patients can be seen in the Surgery in Alexandra Wing or, when necessary, in the wards. If you are worried, and want to see a doctor, you should speak to your Ward Manager, who will make the necessary arrangements.

Patients are not permitted to take any medicine that has not been prescribed by one of the medical staff; it is essential that the Hospital medical staff know exactly what medicines you are taking for your own safety.

NEWSPAPERS

You may order newspapers and magazines through your Ward Manager. Newspaper bills are paid to the Hospital Shop.

PATIENTS' REPRESENTATIVE COMMITTEE

The Committee consists of elected representatives from each ward and meets regularly under the chairmanship of the Director of Nursing Services both at the Main Hospital and at John Howard House. Any ideas, suggestions and constructive criticisms from our patients are always welcome.

POST

A postbox for outgoing mail is located inside the North Door. Collections are made by the GPO at 5.30 p.m. daily Monday to Friday, and at noon on Saturday. Postage stamps can be purchased from the shop. Parcels will be collected if they are left ready stamped on top of the postbox, and the Secretariat can assist you by weighing your parcel.

RELIGIOUS SERVICES

The chaplains are available to talk to any patients or members of staff at the Hospital.

Church of England Services are held as follows:

On Sunday mornings in the Assembly Room there is Bible Reading at 10.20 a.m. and sacred music is played before the service starts at 11.15 a.m. The service is Matins, except on the third Sunday in the month when there is a celebration of Holy Communion.

On Thursday mornings Matins are said in the Chapel at 10.30 a.m. followed by Holy Communion at 11.00 a.m.

At John Howard House there is a celebration of Holy Communion on Thursday morning at 10.30 a.m.

The Free Church Chaplain conducts a service in the Assembly Room at 2.00 p.m. on the first Sunday of each month.

The Roman Catholic Chaplain visits the Hospital twice a week. Mass is celebrated in the Assembly Room every Sunday at 4.30 p.m., at 2.30 p.m. on alternate Thursday afternoons and on Holy Days at 11.30 a.m. Confessions are heard on these days and at other times as necessary.

All patients and their relatives and friends are welcome at any of these services.

The Rabbi regularly visits the Hospital.

Visits by Chaplains or Priests of other faiths can be arranged.

There is a Patients' Church Council which normally meets twice a year.

SMOKING AND ALCOHOL

In the interest of safety you are asked not to smoke in any part of the Hospital unless there is someone else in the room. The De Lancey Lowe Room, Morris Room and the Assembly Room are no-smoking areas for patients, visitors and staff. Smoking in bed is not permitted for safety reasons. We ask you to consider your fellow residents when you wish to smoke and to select the time and place appropriately.

Please also consider the wishes of others concerning the drinking of alcohol whether in day rooms or in the bedrooms. You may buy or receive gifts of alcohol, as you would in your own home, but bottles must be marked with your name and handed to your Ward Manager for safe-keeping. A patient

whose behaviour is adversely affected by alcohol and who is thus a hazard or nuisance to other patients and staff may be required to leave the RHHP.

TELEPHONE

Coin-operated trolleys are available on the wards for use by patients. There are telephone coinboxes and cardphones strategically placed around the Hospital. Phonecards can be purchased from the Hospital shop. Our telephone numbers are:

Main Hospital:	081 - 788 4511
John Howard House:	0273 - 687638

TEMPORARY ABSENCE FROM THE HOSPITAL DURING THE DAYTIME OR EVENING

It is essential that we know your whereabouts for your, our and your relatives' peace of mind, so if you wish to leave the Hospital for any length of time during the daytime or evening you must first discuss your requirements with your Ward Manager. He/she will be in a position to tell you what action to take depending on the length of time you intend to be away.

TRANSPORT FACILITIES

We have several ambulances adapted for conveying patients in wheelchairs, and an ambulance can be hired either by an individual or by a group to share the cost. You must always be accompanied by an escort and you are encouraged to arrange your own escorts whenever possible as it is not always possible to provide Hospital staff as escorts particularly in off-duty hours. Dial-A-Ride or Black Cabs are also regularly used by patients to go to outside activities and entertainments.

TRAVEL DIRECTIONS

By British Rail:

To **PUTNEY STATION** from **WATERLOO** (direct service) or **VICTORIA** (change **CLAPHAM JUNCTION**) then 15 minutes walk up Putney Hill and along Lytton Grove into West Hill. The Hospital is on the opposite side of West Hill to the left of the Church.

By Underground and/or Bus

To **EAST PUTNEY STATION** by District Line. Turn right out of Station and then take first turning on the right into Keswick Road following road round to West Hill. Turn right and continue up West Hill, crossing it at the Pelican Crossing. The RHHP is after Whitelands College (on your left). Approximately 20 minutes walk.

To **PUTNEY BRIDGE STATION** by District Line. Buses 39, 85 or 93 stop outside the Station. Alight at Lytton Grove stop and walk along Lytton Grove into West Hill and continue as above.

No. 170 Bus (not on Sundays): From The Aldwych, via Charing Cross, Vauxhall, Clapham Junction, Wandsworth to Roehampton. Alight at Beaumont Road stop which is just past the RHHP.

No. 39 Bus: From Victoria via Battersea Bridge, Clapham Junction, Wandsworth, Southfields to Putney Bridge Station. Alight at Beaumont Road/West Hill stop which is just past the RHHP.

By Car:

The RHHP is on the left hand side going up West Hill, which is an extension of the A3, just before the underpass under the Tibbet's Corner roundabout. There is car parking space within the Hospital grounds.

VALUABLES

The Patients' Administrator can take into safe-custody any of your small personal valuables. It is regretted that the Hospital cannot accept responsibility for any valuable possessions not handed over for safe-custody.

VISITORS

Visitors are always welcome and visiting hours are subject only to the following restrictions:

Where there are restrictions for medical reasons.

Not before 11.00 a.m., because morning treatments are taking place.

Not after 10.00 p.m., because other patients may be disturbed.

In the Brain Injury and Rehabilitation Units, where therapy programmes extend through the afternoon, visits should be negotiated with the Ward Manager. Visiting is not always appropriate during therapy sessions.

Occasionally rooms are available in our Nurses Home for relatives or friends to stay overnight if travelling a long distance. A charge is made for the use of a room. Arrangements should be made through the Director of Estates and Hotel Services, who also maintains a list of local people who are willing to provide bed and breakfast accommodation for visiting relatives.

Breakfast may be obtained in the Staff Cafeteria.

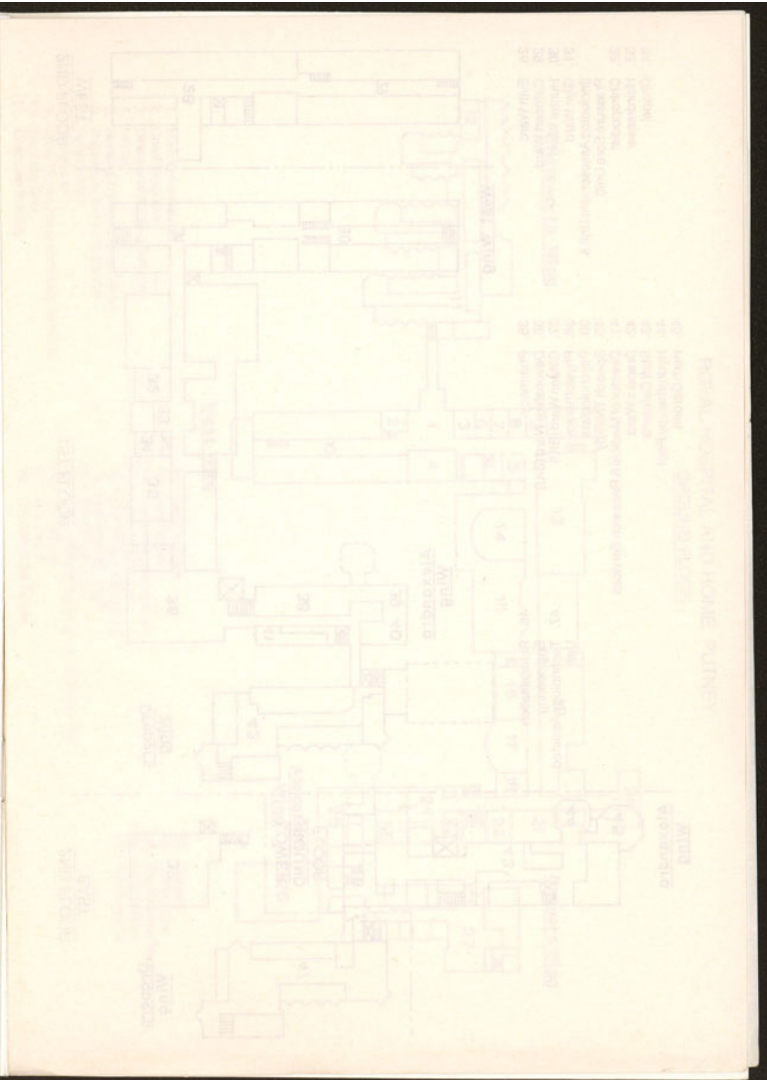
Supper may be reserved via the Staff Cafeteria up to 4.00 p.m. (3.15 p.m. on Fridays).

WHEELCHAIRS

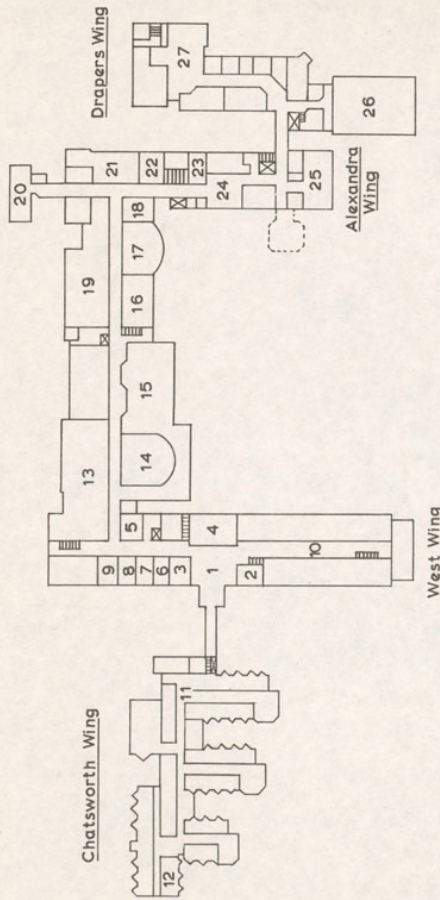
If you have a wheelchair issued by the NHS, please bring it with you together with any relevant documents showing the date of issue and the name of the centre from which it was issued. We will arrange to transfer the registration. If you have a privately owned wheelchair, again please bring all relevant documents with you. Our technicians will carry out any necessary maintenance and repairs to your wheelchair. A weekly subscription is required from your Mobility Allowance to cover the cost of any modifications or repairs by our technicians, which may be necessary for your wheelchair in future.

WILLS AND OTHER LEGAL DOCUMENTS

The drawing up of wills and the conduct of business such as the sale of property, are matters for patients themselves, their relatives, and their legal advisers. The RHHP will not be involved in such matters in any way, and staff are not permitted to witness wills.



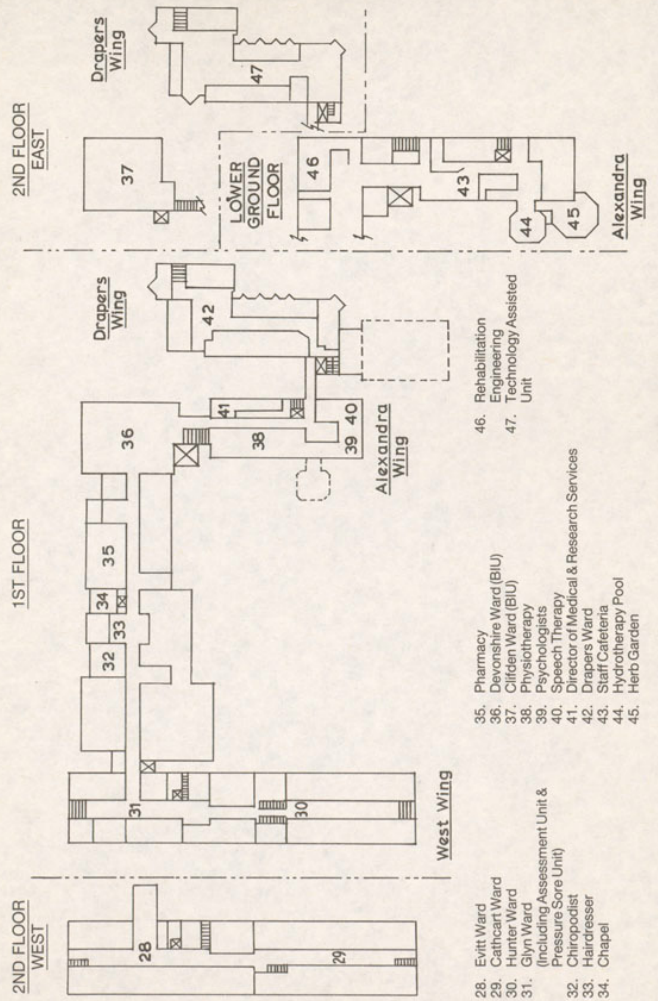
ROYAL HOSPITAL AND HOME, PUTNEY
GROUND FLOOR



1. Main Entrance Hall
2. Chief Executive
3. Director of Nursing Services
4. Library
5. Nursing Administration Office
6. Patients Activities Organiser
7. Head Porter
8. Secretariat
9. Director of Estates and Hotel Services
10. Combs Ward
11. Chatsworth Wing

12. Self Care Unit
13. Tyler Ward
14. De Lancy Lowe Room
15. Assembly Room
16. Morris Room and Shop
17. Andrew Day Room
18. Therapy Kitchen
19. Murray Ward (Huntington's Disease Unit)
20. OT Factory
21. ADL Room
22. OT Computer Room

23. Surgery
24. Concourse
25. Conference Room
26. Gymnasium
27. Day Hospital



28. Evtit Ward
29. Cathcart Ward
30. Hunter Ward
31. Glyn Ward (Including Assessment Unit & Pressure Score Unit)
32. Chiropodist
33. Hardresser
34. Chapel

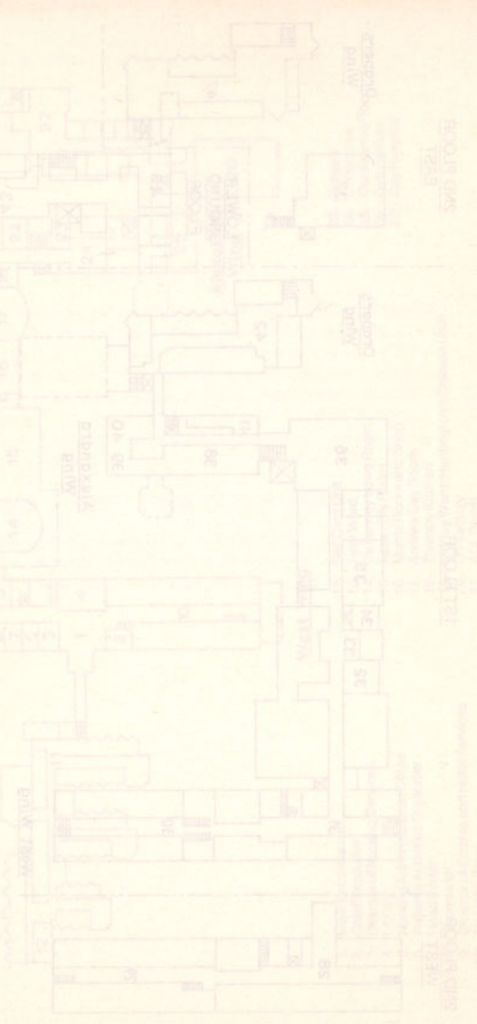
35. Pharmacy
36. Devonshire Ward (BLU)
37. Children Ward (BLU)
38. Psychotherapy
39. Physiotherapy
40. Speech Therapy
41. Director of Medical & Research Services
42. Drapers Ward
43. Staff Cafeteria
44. Hydrotherapy Pool
45. Herb Garden

46. Rehabilitation Engineering
47. Technology Assisted Unit

ROYAL HOSPITAL AND HOME PLANNING

GROUND FLOOR

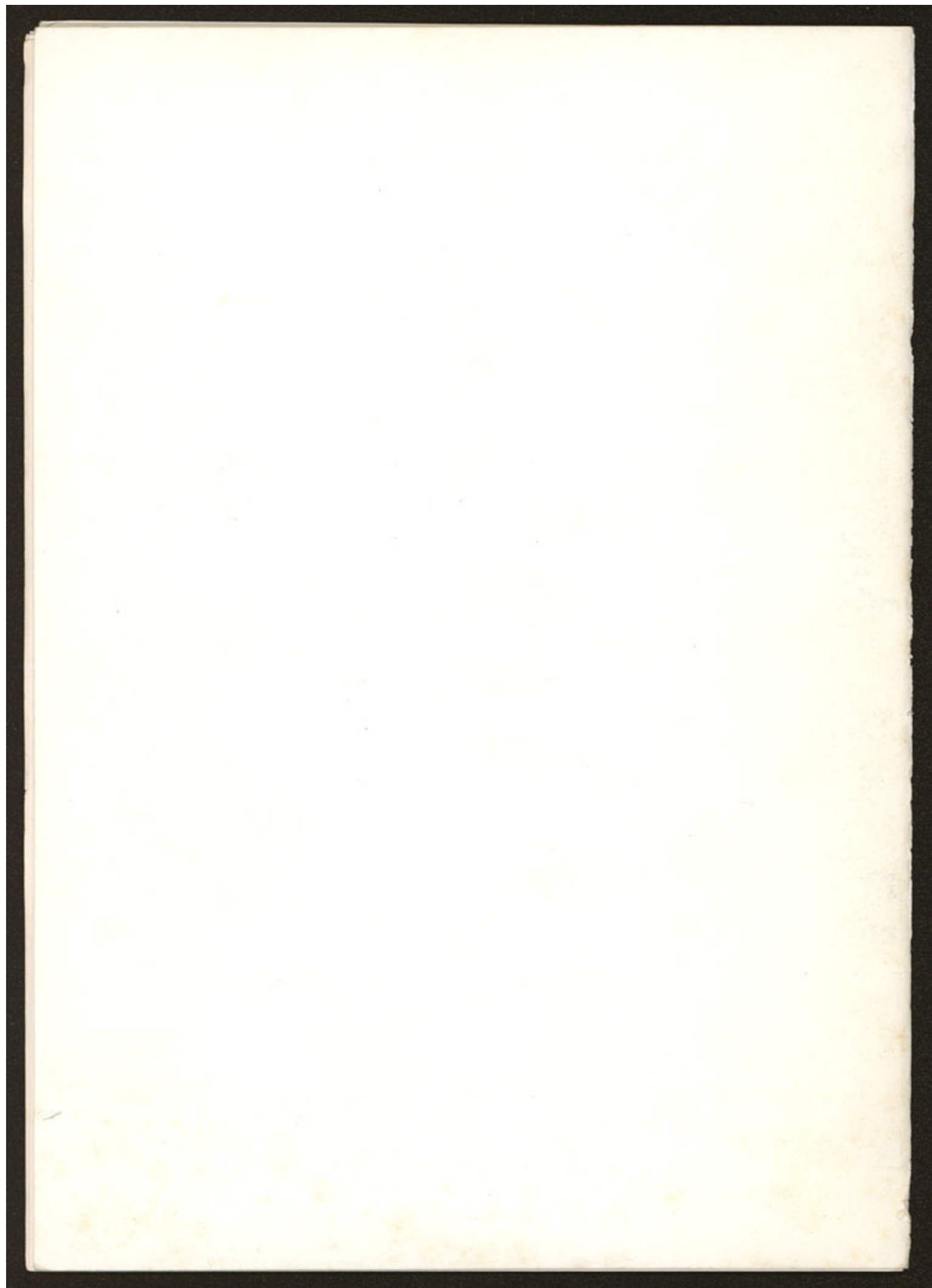
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MOBILE WARD
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DENTAL CLINIC
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PHARMACY
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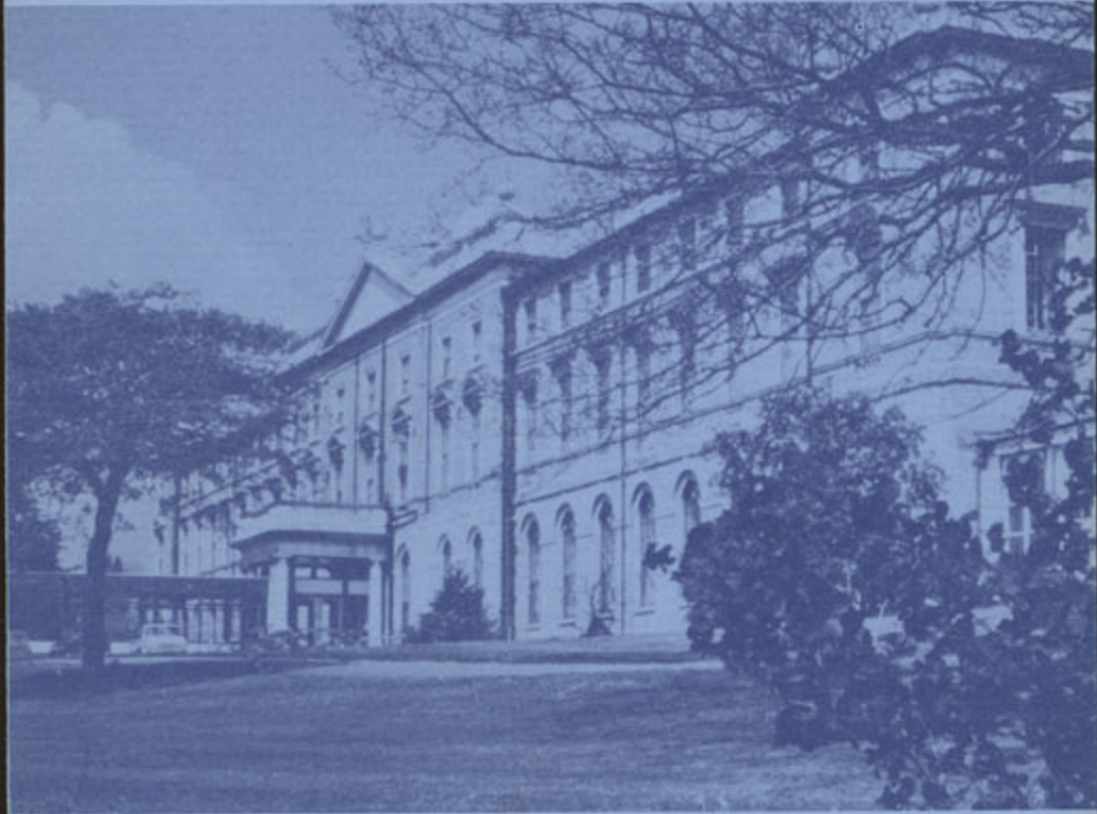




Putney and Brighton

Admission to The Royal Hospital and Home for Incurables

A NEW PATIENT'S GUIDE



THE ROYAL HOSPITAL AND HOME FOR INCURABLES at Putney and Brighton has been in existence since 1854, and there are some 270 very disabled people in our care. Our patients come from all parts of the country.

Illness/disease

A patient must be suffering from a long-term illness or disability causing severe physical handicap. We admit, for instance, people with congenital or acquired neurological disease (e.g. cerebral palsy [spastics] or multiple sclerosis), locomotor disease such as arthritis, or congenital or acquired abnormalities. Many of our patients have paraplegia or tetraplegia due to spinal injuries. Others may have strokes or cerebrovascular disease, or Parkinson's disease. Some may have associated brain damage, but clearly this must be compatible with an ability to take advantage of our facilities and to fit in with the other residents.

Age

We do not normally admit patients under the age of 17. This is simply because educational needs would be impossible to meet if the age limit were lower. There are facilities, however, for those wishing to continue study, e.g. Open University. We sometimes accept patients over 65, but only if their needs cannot be met by the normal geriatric services.

Type of patient

We accept long-stay patients who are unlikely to return home; holiday patients who are being cared for in their own homes although severely disabled; and day patients who live in the vicinity of Putney or Brighton and who can benefit from our facilities. We also accept a limited number of 'term' patients who require relatively long-term rehabilitation but who may be able to live at home later.

Medical and therapy staff

24-hour medical cover is provided on a non-resident basis, with a staff of five part-time Medical Officers under the Principal Medical Officer. There is also a large Remedial Therapy Team under the Principal Therapy Officer, with specialists in physiotherapy, communication therapy, occupational therapy and hydrotherapy. These services are supervised by the Medical Director who is also head of the Hospital's programme of research and teaching.

There is a Radiology Department, a Pharmacy and facilities for Pathology.

Nursing staff

There is a large, experienced, trained nursing staff supported by nursing auxiliaries under the direction of the Director of Nursing and her administrative nursing staff.

Hospital and Home routine

There are single, double and four-and five-bedded rooms in the Hospital, and the patient's particular needs are studied when initial placement is undertaken. Thereafter careful supervision is maintained by the Director of Nursing to ensure that the requirements of the patients are met and the home atmosphere retained.

Although certain hospital procedures are followed, we stress that it is a home and visitors are welcome at almost any time. Patients are encouraged to have holidays and undertake visits within their own particular capabilities. We also welcome support from friends and relatives where possible.

Church services of all denominations are held and visiting chaplains call regularly.

Patients normally spend the day out of their rooms and they may join in all kinds of activities, e.g. arts and crafts; film shows; a musical appreciation club; chess club; gardening club. Social occasions, visits to sporting events, concerts and outside community activities are encouraged. There is a kitchen for the patients' own use, hairdressers for both ladies and gentlemen, very large sitting rooms and vast grounds and gardens. Compared to other hospitals we have a great deal of space available for use by our patients.

Costs and support

The Charity subsidises the costs of all patients and our charges are all-inclusive. There are contractual arrangements for patients' maintenance with the Health Service and Local Authorities and also for War Pensioners. Patients may also be admitted on a set-fee basis. No distinction is made between patients because of the method by which their support costs are met. The full range of treatment and care is available to all.

Admission procedure

Enquiries regarding admissions should be sent to the Chief Executive, and you will then be asked to complete a number of forms in some detail. It is essential, at that stage, that full medical, social and financial information should be sent with the help of the General Practitioner, Social Worker, hospital and the family or friend who is undertaking the current support. To avoid delay, all possible factors concerning applicants should be mentioned, including the likely financial support after admission, e.g. from local authorities or the National Health Service.

It is normal for intending patients to visit Putney or Brighton. A short stay is often desirable for both the patient and the Hospital before final admission is agreed.

The Royal Hospital and Home for Incurables

West Hill, Putney, London SW15 3SW.

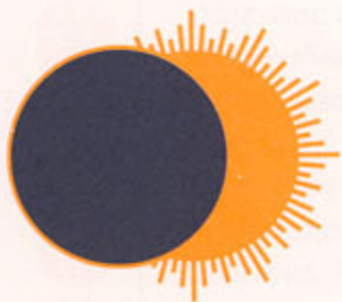
Telephone: 01-788 4511.



Putney and Brighton

Patrons:

HM The Queen and HM The Queen Mother



Royal Hospital for Neuro-disability

Patients handbook



Royal Hospital for Neuro-disability

Welcome

Welcome to the Royal Hospital for Neuro-disability. We trust you will be happy and comfortable here.

The object of this booklet is to introduce you to the Hospital and its facilities. We hope you will benefit from the therapy and nursing programmes arranged for you and join in the many recreational activities that are available to our patients.

The buildings may at first seem very large, but you will soon be able to find your way about and there will always be someone to help you, should you lose your bearings.

We try to avoid having a large number of rules and restrictions and the few mentioned here are simply for the well-being of yourself and your fellow patients.

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General description of the Hospital

The Main Hospital

We are very fortunate at Putney in being located on a nine acre site, which is mostly gardens and gives the feel of the country more than a built-up area. There are many spacious day rooms and amenity areas, which means you can always find a secluded or private corner if you wish to be on your own.

There are around 270 patients in the main Hospital at Putney, some of whom have single rooms while others share. We encourage patients to have their personal belongings around them, and you will find that your own photographs and pictures help give a personal touch even in a shared bedroom.

Therapy forms a large part of the daily activity in the Hospital and there are good facilities for physiotherapy – including a gymnasium and a hydrotherapy pool – occupational therapy – including a computer room – as well as music and speech therapy.

John Howard House, our Hospital and Home at Brighton, has 33 beds and occupies two acres of pleasant secluded gardens near the Marina.

Activities

A wide range of recreational and educational activities are available at the Hospital including:

- Outings to concerts, shows and pantomimes at the Royal Festival Hall, Royal Opera House, Royal Military School of Music and Wimbledon Theatre.
- Excursions to horse racing and greyhound racing meetings, football matches, the Royal Tournament, outings to Richmond Park, Kew Gardens and shopping trips.
- Concerts are held most Saturday afternoons in the De Lancey Lowe Room. There are also social events to celebrate New Year, Easter, Halloween, as well as barbecues, bingo and films.
- Interest groups, such as the photography club, poetry appreciation group and the Trefoil Guild, are run by volunteers. Voluntary workers also provide recreational activities on an individual basis, such as reading to patients, playing board games and sharing interests.
- The patients' choir rehearses every week and regularly gives concerts.
- In addition to these activities there are days of special interest during the year, such as Founders Day, the Garden Party and the Sale of Work at Putney.
- Local schools hold their Sports' Days on the South Lawn in the Summer.

Admission

Our Admissions Office will make arrangements for your admission and will arrange for the relevant medical documents to be sent on to us.

You should bring the following with you on admission:

- Your Medical Card, and any medical documents not already sent to us.
- Any current prescriptions and supplies of drugs or medicine.
- Your Pension and other State Benefit books.
- Personal toilet requirements.

Your clothes should be clearly marked with your name on Cash's name tapes.

Amenities

Television and Radio. Television sets are provided in most of the day rooms. Radios are only permitted if used with earphones to avoid disturbing other patients.

The TV and radio system installed at the RHN is designed to work with specially adapted sets, available for rental through the Hospital. The use of personal television sets is discouraged as there is no facility for external aerials, and reception within the Hospital is generally poor. If, however, a personal portable television is found to be satisfactory (with its own standard loop type aerial) this may be used. No additional internal aerials or signal amplifiers will be allowed.

The Hospital will take no responsibility for any damage to personal television or radio sets however caused nor will it guarantee satisfactory

reception for this equipment. All maintenance for such sets is the responsibility of the resident and/or relative and the Hospital maintenance will not carry out any repairs apart from the initial safety check. Any personal electrical equipment brought into the Hospital must be tested for safety by the Hospital maintenance department. Any equipment found to be unsafe or faulty will not be permitted for use.

The Morris Room. This is a pleasant sitting area for patients and their relatives where snacks and hot drinks are available either over the counter or by dispensing machine. The Shop is also located here.

Shop. The Hospital Shop is open daily, except at weekends, for the purchase of cigarettes, sweets, biscuits and toilet requisites. Both the shop and the snack counter are run by volunteers.

Library. The Library is open to patients at any time and a mobile library service calls at the Hospital on alternate Tuesdays.

Hairdressers/Beautician. A ladies hairdressing and beautician service and a men's barber are available from Monday to Friday. Information about booking appointments for these services can be obtained from your Ward Manager.

Authorised visitors

We are fortunate in having the assistance of a group of volunteer visitors, each of whom regularly visits up to six patients. The role of your Authorised Visitor is to be your friend and confidant who will assist you in any way he/she can.

Cash

Please do not keep more money with you than you need for your daily use, as the Hospital cannot be responsible for any loss.

The RHN Patients' Savings Association has been set up to help keep your money safe and to allow you to draw cash as required.

Clothes and possessions

You should bring with you sufficient clothes to last at least two weeks and you should hand a list of your clothes and other possessions to your Ward Manager on arrival. You or your friends or relatives will be responsible for repairing or replacing your clothes. Volunteers from the Townswomen's Guild kindly do any basic sewing needed by patients.

Clothes for immediate use will be kept in your bedside clothes locker, for which you will be given a key. Spare clothes and other possessions may be kept in a locked box or trunk, with your name painted on both ends, and stored in the box room.

The Hospital cannot accept responsibility for any valuable possessions, unless you hand them over to the Secretariat for safe-keeping. It is your responsibility to arrange insurance cover for any valuable possessions you wish to keep with you.

Complaints

The RHN has a Complaints Procedure, a copy of which will be supplied on request by your Ward Manager. Please do not hesitate to speak to your Ward Manager if you are unhappy about any aspect of your care, treatment or daily life in the Hospital.

Dental service

The Dental Surgery is situated in Chatsworth Wing. There is a full-time dental hygienist, and dentists attend regularly. Dental appointments should be made through your Ward Manager.

Electrical equipment

In the interests of safety and everyone else in the Hospital all items of electrical equipment brought in by patients must be checked by our Electrician before they are used. The use of electric blankets is not permitted for reasons of fire safety.

Gifts

Staff are not permitted to accept gifts of any kind from residents, so please do not embarrass them by offering. The RHN is, however, a charity and donations will always be gratefully accepted. They should be directed to the Fundraising Department and you may wish to specify a particular fund such as:

- The Patients' Amenities Fund (for the direct benefit of residents).
- The Royal Hospital for Neuro-disability (for improvements to the buildings at Putney and at John Howard House).

- The Development Trust for the Young Disabled (for the funding of research projects and educational activities, as well as helping the RHN in its major building developments).

Holidays and overnight stays away from the hospital

Medical approval is required for any night you spend away from the RHN. Usually it's not a problem but we do need to know where residents are and how long they intend to remain away from the Hospital. We will also need time to arrange medication for you to take with you. The Patients' Activities Co-ordinator will be happy to advise you about holidays in the U.K. or abroad which cater for people using wheelchairs.

Laundry and dry-cleaning

All patient's personal laundry is carried out on site by laundry contractors. As commercial equipment is used, washing cycles differ from those of domestic machines. Articles of clothing which require 'hand wash only', 'dry flat', 'do not tumble dry', 'no bleach' etc. cannot be processed.

The clothes you bring with you and any new clothes you buy later must be marked with Cash's name tapes, or similar, stating the patient's name. A blank space of, say 1/2 inch should be allowed for the ward name.

Labels should be sewn on the neck or waistband of all garments. Labels may be purchased via the Secretariat. ***If items are not labelled they may not be returned.*** Whilst every effort will be made to ensure the safe processing of personal laundry, the RHN will not accept any responsibility for lost or damaged clothing.

Dry cleaning can be carried out by the contract laundry at a reasonable charge - details on request from your Ward Manager.

Meals

A choice of food is available and special dietary requirements are arranged by the Catering Manager in conjunction with the medical and nursing staff and the Dietitians.

Medical care

The Medical Director is the consultant responsible for all medical services. His deputy is also a consultant who is responsible for the Brain Injury and Rehabilitation Areas. General medical care is provided on a general practitioner basis, by the Principal Medical Officer and a staff of local GPs. The Principal Medical Officer and at least one medical practitioner colleague visits the Hospital each day and they provide a 24 hour on call service. Patients can be seen in the Surgery in Alexandra Wing or, when necessary, in the wards. If you are worried, and want to see a doctor, you should speak to your Ward Manager, who will make the necessary arrangements. Patients are not permitted to take any medicine that has not been prescribed by one of the medical staff. It is essential that the Hospital medical staff know exactly what medicines you are taking for your own safety.

Newspapers

You may order newspapers and magazines through your Ward Manager. Newspaper bills are paid to the Hospital Shop.

Patients' representative committee

The Committee consists of elected representatives from each ward and meets regularly under the chairmanship of the Director of Clinical Operations at the Main Hospital. Any ideas or suggestions from our patients are always welcome.

Post

A postbox for outgoing mail is located inside the North Door. Collections are made by the GPO at 5.30 p.m. daily Monday to Friday, and at noon on Saturday. Postage stamps can be purchased from the shop. Parcels will be collected if they are left ready-stamped on top of the postbox, and the Secretariat can assist you by weighing your parcel.

Religious services

The chaplains are available to talk to any patients or members of staff at the Hospital.

Weekly Sunday Services in the Assembly Room

- 10.45 am Music
- 11.30 am Church of England Morning Service
 - Matins - 1st & 2nd Sunday in the month
 - Free Church Service - 4th Sunday in the month
 - Holy Communion - 3rd & 5th Sunday in the month
- 4.30 pm Mass

Weekly Tuesday Meeting

- 4.00 pm Bible Reading, Singing and Prayer in the Chapel

Weekly Thursday Service

- 10.30 am Music in the Chapel
- 11.00 am Holy Communion in the Chapel

The **Free Church** Chaplain conducts a service in the Assembly Room at 2.00 p.m. on the first Sunday of each month.

The **Roman Catholic** Chaplain visits the Hospital twice a week. Mass is celebrated in the Assembly Room every Sunday at 4.30 p.m., at 2.30 p.m. on alternate Thursday afternoons and on Holy Days at 11.30 a.m. Confessions are heard on these days and at other

All patients and their relatives and friends are welcome at any of these services.

The **Jewish** Chaplain regularly visits the Hospital

Visits by Chaplains or Priests of other faiths can be arranged.

There is a Patients' Church Council which normally meets twice a year.

Smoking and alcohol

In the interest of safety you are asked not to smoke in any part of the Hospital unless there is someone else in the room.

The De Lancey Lowe Room, Morris Room and the Assembly Room are no-smoking areas for patients, visitors and staff.

Smoking in bed is not permitted for safety reasons. We ask you to consider your fellow residents when you wish to smoke and to select the time and place appropriately.

Please also consider the wishes of others concerning the consumption of alcohol whether in day rooms or in the bedrooms.

You may buy or receive gifts of alcohol, as you would in your own home, but bottles must be marked with your name and handed to your Ward Manager for safe-keeping. A patient whose behaviour is adversely affected by alcohol and who is thus a hazard or nuisance to other patients and staff may be required to leave the RHN.

Telephone

Coin-operated trolleys are available on the wards for use by patients. There are telephone coinboxes and cardphones strategically placed around the Hospital.

Phonecards can be purchased from the Hospital shop. Our main telephone number is: 0181 - 788 4511.

Temporary absence from the hospital during the daytime or evening

It is essential that we know your whereabouts both for our peace of mind as well as yours and your relatives, so if you wish to leave the Hospital for any length of time during the day or evening please talk to your Ward Manager first.

Transport facilities

We have several ambulances adapted for wheelchairs, and an ambulance can be hired either by an individual or by a group to share the cost.

You must always be accompanied by an escort and you are encouraged to arrange your own whenever possible as Hospital staff may not always be available particularly in off-duty hours.

Dial-A-Ride or Black Cabs are also regularly used by patients to go to outside activities and entertainments.

Travel directions

By British Rail:

To *Putney Station* from *Waterloo* (direct service) or *Victoria* (change *Clapham Junction*) then 15 minutes walk up Putney Hill and along Lytton Grove into West Hill. The Hospital is on the opposite side of West Hill to the left of the Church.

By Underground and/or Bus

To *East Putney Station* by District Line. Turn right out of the station and then take the first turning on the right into Keswick Road, following the road round to West Hill. Turn right and continue up West Hill, crossing it at the pelican crossing. The RHN is after Whitelands College (on your left). Approximately 20 minutes walk.

To *Putney Bridge Station* by District Line. Buses 39, 85 or 93 stop outside the station. Alight at Lytton Grove stop and walk along Lytton Grove into West Hill and continue as above.

No. 170 Bus (not on Sundays): From The Aldwych, via Charing Cross, Vauxhall, Clapham Junction, Wandsworth to Roehampton. Alight at *Beaumont Road* stop which is just past the RHN.

No. 39 Bus: From Victoria via Battersea Bridge, Clapham Junction, Wandsworth, Southfields to Putney Bridge Station. Alight at *Beaumont Road/West Hill* stop which is just past the RHN.

By car

The RHN is on the left hand side going up West Hill, which is an extension of the A3, just before the underpass under the Tibbet's Corner roundabout. There is car parking space within the Hospital grounds.

Valuables

The Patients' Administrator can take into safe-custody any of your small personal valuables. It is regretted that the Hospital cannot accept responsibility for any valuable possessions not handed over for safe-keeping.

Visitors

Visitors are always welcome and visiting hours are subject only to the following restrictions:

Where there are restrictions for medical reasons.

Not before 11.00 a.m., because morning treatments are taking place.

Not after 10.00 p.m., because other patients may be disturbed.

In the Brain Injury and Rehabilitation Areas where therapy programmes extend through the afternoon, visits should be negotiated with the Ward Manager. Visiting is not always appropriate during therapy sessions.

Rooms are occasionally available in our Nurses Home for relatives or friends to stay overnight if travelling a long distance. A charge will be made for this. Arrangements should be made through the Director of Support Services, who also maintains a list of local people who are willing to provide bed and breakfast accommodation for visiting relatives.

Breakfast may be obtained in the Staff Cafeteria.

Supper may be reserved via the Staff Cafeteria up to 4.00 p.m. (3.15 p.m. on Fridays).

Wheelchairs

If you have a wheelchair issued by the NHS, please bring it with you together with any relevant documents showing the date of issue and the name of the centre from which it was issued. We will arrange to transfer the registration. If you have a privately owned wheelchair, again please bring all relevant document with you. Our technicians will carry out any necessary maintenance and repairs to your wheelchair. A weekly subscription is required from your Mobility Allowance to cover the cost of any modifications or repairs by our technicians, which may be necessary for your wheelchair in future.

Wills and other legal documents

The drawing up of wills and the conduct of business such as the sale of property, are matters for patients themselves, their relatives, and their legal advisers. The RHN will not be involved in such matters in any way, and staff are not permitted to witness wills.

Patients charter

If you are a patient either resident in the RHN (including John Howard House) or attending the Hospital on a daily basis you have the following rights:

- You may, if you wish, be involved in the planning of your own treatment and care in consultation with the medical, therapy, nursing and other clinical staff.
- You may, if you wish, nominate a friend or relative who will act as your representative in any discussions with the staff of the RHN.
- Your treatment and care will be reviewed by a multi-disciplinary professional team at regular intervals and discussed with you, or your nominated representative, if you so wish.
- You will be given the name of the member of the multi-disciplinary team who will act as a contact person for you, when you wish to discuss your treatment and care plan. This person will take action on your behalf to ensure that your comments or requests reach the appropriate member of staff responsible for that aspect of your care.
- The confidentiality of your health records will be maintained.
- If special medical treatment is recommended for you, you will be given an explanation of this treatment and the reason for it. Where the treatment requires a referral to another hospital the reasons for the referral will be explained to you. You will have the opportunity of deciding whether or not you agree to the proposed treatment or referral.
- You may, if you wish, have access to your own health records in accordance with current legislation and have them explained to you by an appropriate member of the professional team.
- Your religious and cultural beliefs and your personal dignity will be respected as far as possible.
- The personal possessions you bring with you will be protected as far as it reasonably possible, and you will have the facility for having your valuable possessions locked away for safe-keeping.
- You may choose whether or not you take part in any of the social or recreational activities organised by the RHN.
- Your family and friends may visit you in hospital at any reasonable time subject to your treatment requirements.
- The RHN has a Complaints Procedure and any complaint you may have about its services will be fully investigated without delay.



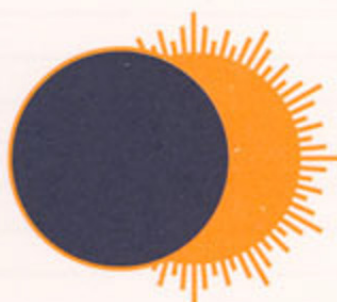
Notes



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Patients handbook



**Royal Hospital for
Neuro-disability**

**West Hill
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Telephone 0181-788 4511
Fax 0181 780 1883**

Registered Charity No 205907