



Purbeck Ward

Welcome to Purbeck Ward

About Us

Purbeck Ward is part of the Family Services and Surgical Division at Dorset County Hospital. The ward has 23/27 beds, which are used to care for patients who have sustained traumatic injuries, often due to accidents.

Purbeck is designed in bays (rooms with a small number of beds) arranged around a nurses' station. We also have five single rooms often used for isolation precautions. We look after both male and female patients, but the accommodation is arranged as single sex, with separate toilet and washing facilities. Your privacy and dignity is maintained at all times.

A team of nurses will be looking after you each day and they will be responsible for your care whilst you are with us. If you wish to speak to anyone about any aspect of your care, please let your nurse know.

You can also speak with the senior sister, deputy ward sisters/charge nurse or the nurse in charge. Details of these staff are provided on the ward information board as you walk into Purbeck Ward on the left of the corridor or you can ask the nursing staff on duty.

Arrival in Purbeck Ward

You will often arrive by ambulance at the Emergency Department and then be transferred to Purbeck Ward after initial assessment. Sometimes you could be admitted from orthopaedic clinics or you may be asked to come in from your own home.

Contact Details

Purbeck Ward, Dorset County Hospital, Williams Avenue, Dorchester, Dorset DT1 2JY
Telephone Number: 01305 255593/92

Relatives are advised to nominate one member of the patient's family to make regular telephone contact with Purbeck Ward. Please note that due to the need to protect our patients' confidentiality, only limited information will be passed over the telephone.

Ward Visiting Times

Since the COVID pandemic, we can only accommodate one designated visitor per patient due to the importance of social distancing and limiting patient contact. This visitor will be for the duration of your stay. Your visitor can book in a visiting time by calling the ward and speaking with our ward clerk. Visiting times are now between 1.30pm – 7.30pm in hourly slots.

Accessibility

We would like to make your stay as comfortable as possible and provide a variety of aids to assist with any disabilities that you may have:

- whiteboards and pens to aid communication
- picture cards to aid communication
- clear masks to aid lip reading
- enlarged font
- reasonable adjustments for learning difficulties, including isolation if required
- a large variety of mobility aids are available
- Carers Passport card.

Meal Times

We discourage visitors during meal times as these are protected to ensure our patients have the privacy and dignity to eat their food. Nutrition is extremely important, especially in patients with orthopaedic injuries and conditions. On occasion, if a patient is having difficulty feeding themselves independently and a member of their family wishes to come in to assist them, arrangements for this can be discussed with the nurse in charge.

The protected meal times are approximately:

Breakfast 8am, lunch midday, supper 6pm. Meals are ordered in advance, and when the trolley arrives, all the meals are given out and any patients without a meal will then have their order taken and staff will collect it from the kitchen.

During the day the drinks trolley is brought around by the nursing staff or volunteers.

Discharge

Your discharge from Purbeck Ward will be planned from your arrival. It is your responsibility to think about your discharge. As this is an acute hospital with lots of patients admitted every day, we cannot keep people in hospital for longer than is clinically necessary. Therefore, it is important you discuss any issues with your family and close friends, and the nursing staff, as soon as you are aware of your injuries and treatment plan.

Depending on your injury, you may be seen by a member of the therapy team. They will ensure that you are safe at mobilising and, if necessary, can climb up and down a staircase. They may also assess and discuss with you any need for equipment and how you usually manage at home.

Once the doctors looking after you deem you fit to leave our acute ward and hospital, you will be discharged within a short period of time. It may be that you go straight home or stay with family. If it is assessed prior to your discharge that you require some extra help at home, you may also be referred to social services, the community rehabilitation team or Acute Hospital at Home service.

Should it be deemed that you are unable to go straight home from Purbeck Ward, or that you require ongoing care, we may also make a referral for social care input by completing a 'discharge to assess' form which is sent to an external team who manage care availability

and community hospital beds. We endeavour to get you to a community hospital near to where you live, however, please note that this is not always possible.

People who live in Dorchester do not have a community hospital facility; they are, therefore, transferred to Bridport, Blandford, Sherborne, Shaftesbury or Swanage. We do appreciate that this can cause problems for visitors, however, we ask you to consider the needs of the other people now requiring acute and emergency treatment at Dorset County Hospital and that you are now fit to leave the acute setting. There is a leaflet about hospital discharge available.

Please note that you may have arrived by ambulance, but this does not mean you will travel home by ambulance. You will be expected to make your own arrangements for your discharge, such as family or friends to collect you, or for you to arrange and pay for a taxi.

After the orthopaedic team have confirmed your discharge, you will be required to vacate your bed and transfer to the Discharge Lounge to await collection of any medication prescribed for you. Your family/transport can also pick you up from there. There are no parking fees as parking is outside the Discharge Lounge in the South Wing by the 'pencils', in the collection/drop off zone. The Discharge Lounge is open from 10am-6.30pm and meals can be taken there too.

MRSA (Methicillin Resistant Staphylococcus Aureus)

All patients admitted to Purbeck Ward will have swabs taken; these are to test for MRSA. A swab will be taken from your nose, groin and from any wound, catheters and lines you may have. The swab results tend to take an average two to three days to return. In the meantime, the staff may ask that you wash using 'Pink Wash' (chlorhexidine) which is used in the treatment of MRSA. Once your swab results are back, if they are negative you can stop using the MRSA treatment and wash with your normal toiletries. If your swabs return as positive, we will move you to an isolation room as soon as one becomes available and continue with the treatment until you have completed five days of treatment. You can then wash with your normal toiletries (you only need to use the treatment again if the infection prevention control team (IPCT) advise it). There are information leaflets available about MRSA – please ask a member of staff.

COVID-19

All patients will have swabs taken in the Emergency Department (if admitted that way), or on the ward on admission, to test for COVID-19. These tests will then be repeated throughout your hospital stay, routinely on day three, day five and sometimes prior to discharge. If a patient is found to be positive to COVID-19, they will be isolated in a single room. The patients who have been in contact with the positive patient will also have to isolate, either in the bay that they are in, or transferred to a single room until discharge or until the 10-day isolation period has finished.

PJ Paralysis

We ask patients to please ensure they have a supply of day clothes available. For many, wearing pyjamas reinforces being ill and can prevent recovery. Studies show that three-in-five immobile, older patients in hospital had no medical reason that required bed rest and doubling the amount of walking while in hospital reduces the length of stay. We want our patients to be as mobile as possible and to get up, get dressed and get moving. Please ask your friends and family to bring in clothes wherever possible.

Consultants

The Orthopaedic Department has eleven consultants. All are experienced orthopaedic surgeons. When you are admitted to the hospital with an orthopaedic injury, you will have a consultant in charge of your care. The consultant may change throughout your stay, or it may be that, should you need to have surgery, it is not the same consultant doing the operation as the one that was 'on call' when you were admitted to hospital, as it could be felt that another consultant with more experience or expertise in your injury would be better suited to looking after you.

The Trauma Meeting

Every day at 8am the department holds a Trauma Meeting. Here the team of doctors that have been 'on call' the day and night before discuss with the wider orthopaedic team all of the patients that have been admitted. Your injury or condition is discussed; x-rays and blood results are reviewed, past medical history considered and a management plan formulated. The consultant or his registrar will then come round to the ward and discuss with you your injury and options for any necessary treatment. This 'ward round' usually takes place straight after the trauma meeting, however, there are occasions where it cannot happen at that time. You should, however, have been seen by the end of the day by a member of your consultant's team.

Should you require an operation, we endeavour to do it as soon as clinically safe to proceed; this could be as early as the next day. Most of the trauma operating time is in the afternoon, after 1.30pm, and in the evening. There are occasions when you will not have your operation the following day. This could be because:

- your injury dictates it would be better for another orthopaedic consultant to do your surgery as they have more experience in your injury
- your consultant feels it would be better to carry out some more tests prior to an operation
- you are not medically fit to have an operation; it is important you are as well as you can be to limit any risks
- we already have a full list from patients that have been admitted from previous days or that are waiting at home, and have been for several days, or patient admitted who are deemed clinical priority.

Sometimes we plan to carry out your operation but for several reasons it gets cancelled in the afternoon or evening. This could be because:

- we have concerns about your fitness to have an operation
- that some operations have taken longer than anticipated and we have run out of theatre time
- it gets too late in the evening, which can sometimes be unsafe due to lack of theatre time and staffing levels
- another emergency patient that requires a priority operation over your operation comes into the Emergency Department.

We never plan to cancel operations and we do not do so lightly; however, sometimes circumstances are out of our control. We ask you to be understanding. Your operation will be re-scheduled for as soon as possible with consideration to all patients that are waiting and the priority in which their operation is required.

Transferring to Another Ward

As Purbeck Ward is a busy ward with lots of admissions day and night, there may be a need during your stay to move you to another bed space or ward due to other patients' clinical needs or other emergency admissions. We try to minimise this where possible. We have strict criteria for transferring patients to ensure overall safety to all of our patients.

Hospedia (Bedside TV and Radio)

Hospedia is the telephone and television system located by your beds. The nursing staff on Purbeck Ward cannot assist you with the Hospedia TV/Telephone set up. You or your family/friends will need to register your name on the system. Unfortunately, nursing staff cannot sort out any technical problems with the system; these will need to be discussed with the Hospedia team.

Transfer to the Winterbourne Private Hospital

The Winterbourne is a private hospital in Dorchester. Sometimes patients attend our ward as an emergency and decide to transfer to the private hospital. Please, can we make it clear that it is your responsibility to find out if your insurance (if that is what will fund your time at the private hospital) has the correct level of cover for your healthcare needs. You will also need to ensure that you speak with the consultant in charge of your care at Dorset County Hospital to establish if it is appropriate for you to transfer your care and who will be the consultant to look after you there. Between you and your consultant, a phone call should be made to the private hospital to establish if and when a bed may be available. Apart from giving the staff at the Winterbourne Hospital a handover, nursing staff on Purbeck Ward have little involvement in arranging your intended transfer there.

Hospital Heroes and Friends and Family Test

The Hospital Hero awards

We want your experience at Dorset County Hospital to be outstanding every time and we need your help to identify members of staff or teams who deliver excellent service. Please ask staff for a nomination form. Alternatively, you can do this online via our website.

Friends and Family

On your discharge from the ward we ask that you reply via the text message system to provide feedback on your care. We ask the question "Thinking about the care you received on Purbeck Ward, overall, how was your experience of our service?" These are then sent to the patient experience team and fed back to the whole ward team.

The Dayroom

Purbeck Ward is also fortunate to have a dayroom. This is a quiet area away from the hustle and bustle of the acute trauma ward. You are welcome to have your meals here and it is open from 10am daily. It is run Monday-Friday 9am-5pm by an activities coordinator who provides a calm and caring environment and can tailor crafts and activities to each patient or simply be available to chat and drink tea.

Patients may use the dayroom outside of these hours and a mobile call bell can be used to request assistance where required. Please speak with your nurse.

Patient Advice and Liaison Service (PALS)

If you have any comments, complaints or concerns, please contact PALS at Dorset County Hospital on Freephone 0800 783058 or email PALS@dchft.nhs.uk

Complaints

Our aim is to provide the best possible care and treatment. Your comments about the ward are welcomed. If you have a concern about your care, you should raise it with the nurse in charge. If they cannot resolve any issues, they can escalate it to the ward sister and matron.

About this leaflet

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If you have feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email pals@dchft.nhs.uk



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