

INPATIENTS



PREPARING FOR
YOUR VISIT

YOUR
HEALTH
IS OUR
FOCUS



CROESO MAWR A WARM WELCOME

From the moment you arrive you can expect the very best patient care.

We understand that this can be an anxious time for you so to help put your mind at rest, this booklet will give you all the information you need to prepare for your visit to St Joseph's Hospital.

Our friendly and professional team members are well trained to talk about sensitive medical conditions without confusing you with medical jargon and they will do everything they can to make you comfortable throughout your time with us.

We look forward to welcoming you to St Joseph's Hospital.



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BEFORE YOU LEAVE HOME

A member of our team will contact you by telephone 72 hours prior to your procedure to confirm your admission details and address any final questions you may have.

If, following confirmation of your surgery date, you are unable to attend or feel unwell, we kindly ask that you notify us as soon as possible on **01633 820 344**.

YOUR INDIVIDUAL REQUIREMENTS

If you have any specific requirements prior to your admission such as the need for an interpreter, sign language support, information in an alternative format, dietary requirements or mobility issues please contact us on **01633 820 344**.

PREPARING FOR YOUR ADMISSION

To help ensure your comfort and safety during your visit, we ask that you bathe or shower before leaving home. Please also remove any jewellery (except wedding rings which will be taped during surgery) and body piercings prior to your admission. If you are unable to do so, please contact the Admissions Department on **01633 820 282** for further advice.

We recommend wearing loose-fitting, comfortable clothing on the day of your procedure.

Depending on the type of procedure and anaesthetic received you may be advised not to drive for up to 48 hours following your surgery. We therefore ask that you arrange for a responsible adult to accompany you home and collect you upon discharge.

WHAT SHOULD I BRING?

Please bring the following items with you:

- Any specimens you have been asked to provide, such as a urine sample.
- All current medications, including prescription, over-the-counter, herbal, homeopathic, and any medicines taken as required (e.g. pain relief or indigestion tablets). Please ensure all medicines are in their original packaging. Please note that we do not routinely supply over-the-counter medicines such as paracetamol or ibuprofen.
- Your phone or tablet, plus a charger. If bringing electronic devices, please ensure they are fully charged prior to your stay.
- Reading material if desired.
- Nightwear, a dressing gown, slippers, and comfortable clothing including suitable footwear for both indoor and outdoor use.
- Toiletries, tissues, wet wipes, and sanitary products if required.
- The name and contact number of a relative or friend who will be collecting you following your procedure.

Towels are provided, so there is no need to bring your own.

To support the safety of your belongings we advise that valuables are not brought into the hospital.

ON YOUR ARRIVAL

- On arrival, please proceed to Main Reception where a member of our team will welcome you. A colleague will then accompany you to the ward.
- Your consultant surgeon will visit you prior to your procedure to discuss your operation and ensure you fully understand the planned treatment, including any associated risks.
- Your consultant anaesthetist will also see you before surgery. This is an opportunity for you to discuss the anaesthetic and ask any questions you may have.
- If you require any further information or are unsure about what to expect, please do not hesitate to ask a member of the team. We are here to help.



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CLEAN & SAFE

We are committed to maintaining a safe, clean and infection-free environment.

We encourage all patients and visitors to use the hand sanitiser provided throughout the hospital during their visit.

If you have any concerns at any point please do not hesitate to speak to a member of staff.

INFECTION PREVENTION AND CONTROL

We are committed to robust infection prevention and control measures to reduce the risk of healthcare-associated infections.

You can help reduce this risk by bathing or showering with soap on the evening before or the day of your surgery.

If you develop any symptoms of illness such as a cold, sore throat, cough, high temperature or any other health concern, please inform us as soon as possible as this may affect your planned procedure and could result in the need to reschedule your admission.

During your stay, it is important to maintain high standards of hand hygiene. Please wash your hands regularly and use the hand sanitiser provided throughout the hospital.

For patient safety and monitoring purposes, all jewellery must be removed prior to admission. A plain wedding ring may be worn but will need to be covered with tape.



WHAT TO EXPECT DURING YOUR STAY

Please arrive at the hospital at the time stated in your admission letter or as confirmed by telephone with our team. We kindly ask that you do not arrive earlier than your allocated time.

On arrival, you will be accompanied to the ward, shown the facilities, and introduced to the clinical team. You will also have time to meet your consultant and anaesthetist prior to your procedure.

Our facilities include:

- En-suite bathroom
- Shampoo, conditioner, and body wash
- Towels
- Dyson hairdryer
- Nurse call system
- Remote control television with Sky TV
- Wi-fi access

Your bed can be adjusted for your comfort and a member of the nursing team will show you how to operate it on arrival. A bedside table and adjustable lighting are also provided for your convenience.

NURSE CALL SYSTEM

If you require any assistance during your stay, please feel free to use the nurse call system at any time. The system is accessible from both your bedroom and bathroom to ensure your safety and comfort throughout your stay.



PREPARING FOR YOUR PROCEDURE

Your nurse will review your paperwork and prepare you for theatre. Some questions may feel repetitive; however, this is an important part of the admissions process to ensure your safety.

If you have any questions prior to your procedure, please speak to a member of the nursing team who will be happy to help.

THEATRE TIME

We understand that patients may wish to have a specific time for their surgery; however, we are unable to provide an exact time for when you will be taken to theatre. On the ward, we will aim to provide an estimated time for your procedure, although this may be subject to change. We will do our best to minimise your waiting time prior to surgery, and please speak to a member of the team if you have any concerns.

We follow the latest fasting guidance, which allows patients to sip water until they are called to theatre helping to support your comfort, wellbeing, and recovery.

If you have any concerns on the day please use your nurse call bell and a member of our nursing team will be happy to assist you.

When it is time for your procedure, a member of the team will collect you from your room. We will carry out final safety checks before you are taken into the operating theatre.



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FOLLOWING YOUR OPERATION

Your nurse will continue to monitor you when you return to your bedroom by carrying out regular observations, including your pulse and blood pressure and checking your wound site. If you experience any pain, discomfort, or nausea please let a member of the team know so that appropriate medication can be provided to keep you comfortable.

You will be offered drinks initially, followed by food when you feel ready to eat and drink.

Your consultant will visit you after your procedure to discuss your operation. This may be the following morning if you return to the ward later in the day. This is a good time to ask any additional questions you may have and discuss the next steps relating to your recovery.

On the day of your discharge, please ensure arrangements are in place for you to be collected at the time advised by your nurse, allowing us to prepare the room for incoming patients. If this may be difficult, please discuss it with your nurse as early as possible.

AT HOME

- You may feel drowsy and in some discomfort following your procedure. Occasionally an anaesthetic and/or combination of drugs can make you feel tired, dizzy or nauseous.
- Depending on the type of procedure, we advise you not to drive, ride a bike, drink alcohol, take sleeping tablets, operate machinery, make important decisions or sign any legal documents for 48 hours. Your consultant or nurse will provide you with more specific details during your stay.
- If you live alone please make arrangements for someone to stay with you overnight and look after you the following day.
- Please do not return to work that day. Your nurse will advise how long you need to stay off work.



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COMFORT ZONES

ST JOES CAFÉ

Our onsite Café offers a selection of hot and cold snacks, meals, and refreshments for patients and visitors.

Opening hours are:

Monday to Friday: 8.00am - 6.00pm

Hot food served until 4.00pm

Saturday: 8.30am - 3.00pm

Hot food served until 2.30pm

The Café is closed on Sundays and Bank Holidays.

A self-service coffee machine is also available within the Outpatients Department for patients and visitors to use throughout the day.

HOSPITAL GROUNDS

Patients and visitors are welcome to use the seating areas and benches at the front of the hospital.



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GOING HOME

YOUR RECOVERY

Prior to discharge your nurse will go through your discharge documentation with you and answer any remaining questions you may have. Your anticipated discharge time is approximately 9.30am.

You will be provided with a discharge pack containing important information to support your recovery at home, including guidance on wound care, dressings, medications, pain management, hospital contact details and follow-up appointment information.

A member of the nursing or pharmacy team will discuss any medications you are taking home and ensure you understand how and when to take them. Before leaving please ensure you have collected all personal belongings and any medical certificates you may have requested.

PHYSIOTHERAPY

If your recovery requires physiotherapy input, a member of the physiotherapy team will visit you following your procedure. Your physiotherapist will provide personalised advice, exercises to continue at home, and details regarding any follow-up appointments that may be required.

FOLLOW UP CARE

AFTER YOUR STAY

Once you have returned home our nursing team remains available should you have any questions or concerns regarding your recovery. Please contact us on **01633 820 327** to speak with a member of the nursing team at any time.

Following discharge, it is important to take prescribed medication as directed and follow the guidance provided in your discharge pack particularly in relation to activity levels and your return to normal daily activities.



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CLINICAL QUALITY & PATIENT SAFETY

To support the highest standards of patient care and clinical documentation patient records are regularly reviewed as part of our clinical audit programme. Outcomes and findings are monitored and reported to the Quality and Safety Committee as part of our commitment to continuous improvement and patient safety.

By signing our terms and conditions you consent to participation in relevant internal audits and national external audits such as the National Joint Registry where applicable. All information is stored securely and managed in accordance with Data Protection and GDPR regulations. Any data used for reporting or publication purposes is fully anonymised unless explicit patient consent has been obtained.

HEALTHCARE INSPECTORATE WALES

St Joseph's Hospital is regulated and inspected by Healthcare Inspectorate Wales (HIW), the independent inspectorate and regulator of NHS and independent healthcare services in Wales. HIW assesses healthcare providers against a range of national standards, policies, guidance and regulations to ensure the delivery of safe, high-quality care.

The latest inspection report can be viewed at: www.hiw.org.uk

YOUR EXPERIENCE MATTERS

Patient feedback is extremely important to us and helps us continually enhance the care and service we provide.

At the end of your stay you will be provided with a QR code to complete a patient feedback survey. As part of our reporting obligations to the Private Healthcare Information Network (PHIN), we would greatly appreciate you taking the time to share your experience.

We value all comments, suggestions and feedback from our patients. If you would like to provide further feedback or suggestions on how we can improve our services, please include your comments within your satisfaction survey or contact us via email at:
patientexperience@stjosephshospital.co.uk

We review all feedback to help improve our services. If you wish to raise a concern or make a formal complaint please speak to a senior member of staff, who will be happy to help you.

ABOUT ST JOSEPH'S HOSPITAL

SMOKING POLICY

St Joseph's Hospital operates a smoke-free policy throughout the hospital site to help maintain a safe and healthy environment for patients, visitors and staff.

ACCESSIBILITY

The hospital provides easy access for wheelchair users and patients with mobility requirements. If you require wheelchair assistance during your stay please let a member of the team know and we will be happy to assist you.

CONSENT TO TREATMENT

Your consent will always be obtained prior to any treatment or clinical procedure. Your consultant will ensure you are provided with clear information about your treatment or procedure to support you in making informed decisions regarding your treatment.

VISITING INFORMATION

We welcome up to two visitors per patient each day between 11.00am and 8.00pm. To support your recovery and allow for physiotherapy and nursing care we recommend visits are limited to approximately one hour.

If visits are required outside of these hours please speak with the nursing team who will be happy to assist where possible.

Children may visit by prior arrangement with the senior nurse on duty; however, we ask that they are supervised at all times and do not disturb other patients.



YOUR QUESTIONS ANSWERED

Q. WILL I BE SAFE FROM BUGS SUCH AS MRSA?

A. Patient safety is our highest priority and we are committed to maintaining the highest standards of infection prevention and control throughout the hospital. While it is not possible to eliminate all risk within a healthcare environment we have robust measures in place to minimise the risk of infection and help keep our patients safe.

If you have any concerns regarding infections such as MRSA or C. difficile, please speak with a member of staff who will be happy to assist you.

Q. CAN FAMILY AND FRIENDS CONTACT THE HOSPITAL?

A. We kindly ask that any enquiries about your care are made by your next of kin, who can then share information with other family members and friends. When contacting the hospital your next of kin will be asked to provide your full name and their relationship to you.

If you do not wish for information to be shared with enquirers please inform your named nurse or the senior nurse on duty so that this can be clearly recorded in your notes.

Q. WILL I BE ABLE TO USE MY MOBILE PHONE?

A. Patients and visitors are welcome to use mobile phones within the hospital unless advised otherwise by a member of staff.

If you need to charge your device please ensure you use a suitable charger appropriate for your device.

Q. WHAT INFORMATION WILL I BE GIVEN?

A. We provide a range of information leaflets to help keep you informed. Our aim is to provide patients with relevant information at the appropriate stage of their care whether before admission, during treatment, or after treatment.

If you require any further information, please do not hesitate to ask a member of the team. All of our leaflets can also be provided in Braille upon request.

Q. CAN I SEE THE HIW INSPECTION REPORT?

A. Yes, you'll find it online at: www.hiw.org.uk

Q. CAN I BRING MY PET IF THEIR IDENTIFICATION BOOK IS PROVIDED?

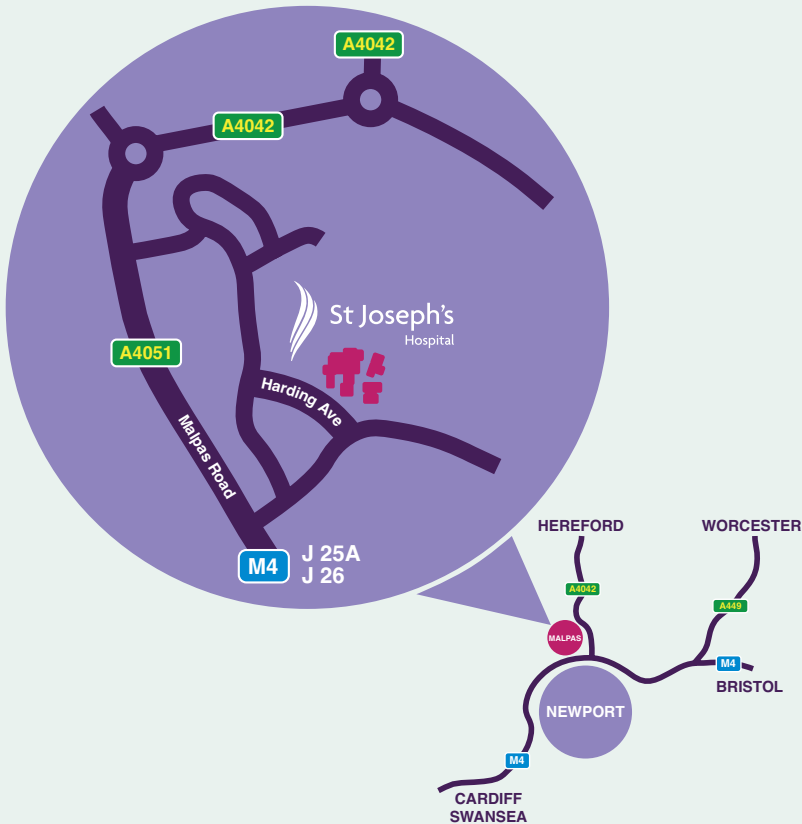
A. We kindly ask that patients do not bring pets into the hospital. However, assistance dogs are welcome provided valid identification is presented upon arrival.

HOW TO FIND US

St Joseph's Hospital is conveniently located approximately 2 miles from Junction 25A and Junction 26 of the M4 motorway. The hospital is easily accessible and benefits from free on-site parking for both patients and visitors.

Our Address: St Joseph's Hospital, Harding Avenue, Malpas, Newport NP20 6ZE

For sat-nav or smartphone navigation, please use the postcode NP20 6ZE.



FROM SWANSEA

Take the M4 eastbound towards Newport
Pass Cardiff and continue to Junction 24 (Coldra)
Follow signs for the A449
Take the exit for St Joseph's Hospital/Malpas
Follow local signs to the hospital

FROM BRISTOL

Take the M4 westbound towards South Wales
Cross the Severn Bridge
Leave at Junction 24 (Coldra)
Join the A449
Follow signs for St Joseph's Hospital/Malpas

FROM CARDIFF

Take the M4 eastbound towards Newport
Leave at Junction 24 (Coldra)
Follow signs for A449
Take the exit for St Joseph's Hospital/Malpas
Follow local signs to the hospital

FROM HEREFORD

Take the A49 south towards Ross-on-Wye
Join the A40 towards Monmouth
Continue onto the A449 towards Newport
Take the exit for St Joseph's Hospital/Malpas
Follow local signs

HOSPITAL SITE MAP



- Parking
- Entrance
- Reception
- St Joe's Café
- Toilets
- Disabled Toilets

Main Reception: 01633 820 300

Patient Advisor: 01633 820 344

hello@stjosephshospital.co.uk