

PALS

The Patient Advice and Liaison Service known as PALS supports patients and visitors by listening, providing information and resolving problems.

PALS is based at St. George's Hospital and is available Mondays to Fridays 9 a.m. to 5 p.m

**Patient Advice and Liaison Service (PALS),
Administration Block,
St George's Hospital,
Hornchurch, RM12 6RS**

**Freephone number: 0800 328 2556
(24-hour answerphone)**

Textphone: 07931 731693

Email: pals@havering.nhs.uk

If you need help getting this information in another language or in large print, audio or Braille contact PALS as above.



Cranham Rehabilitation Unit St George's Hospital



Cranham Rehabilitation Unit

Cranham Rehabilitation Unit specialises in the care of older people recovering from illness or coping with a disability. It is located in the same corridor as the Stroke Unit.

A team of professionals will work with you to provide the care you need, assist your recovery, increase your independence and work towards a successful discharge.

You can expect to receive therapy Monday to Friday. The team can refer you to other specialists such as a dietician. Our priority is to enable you to achieve your maximum potential.

Ward Staff

- Modern Matron - Dark blue uniform with white spots
- Ward Manager - Dark blue uniform
- Clinical Sister - Bright blue uniform
- Staff Nurse - Blue stripe uniform
- Health Care Assistant - Grey uniform
- Student Nurse - White tunic with university logo
- Housekeeper - Green uniform
- Support Assistant - Lilac tunic
- Physiotherapist - White tunic with blue edging
- Occupational Therapist - White tunic with green edging
- Therapy Assistant - White tunic
- Doctor - Name badge
- Ward Administrator - Name badge
- Porters - Dark blue

Visiting times

Monday - Friday

- 2.30 pm to 4.30 pm
- 6 pm to 8 pm

Weekends and Bank Holidays

- 11 am to 12 pm
- 2 pm to 5 pm
- 6 pm to 8 pm

Please ask permission of the nurse in charge if children under 5 wish to visit.

Ward Contact Details

Ward Telephone: 01708 465280
Patient Telephone: 01708 465686

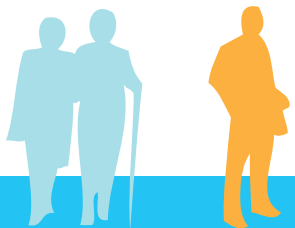
General Contact Information

Address

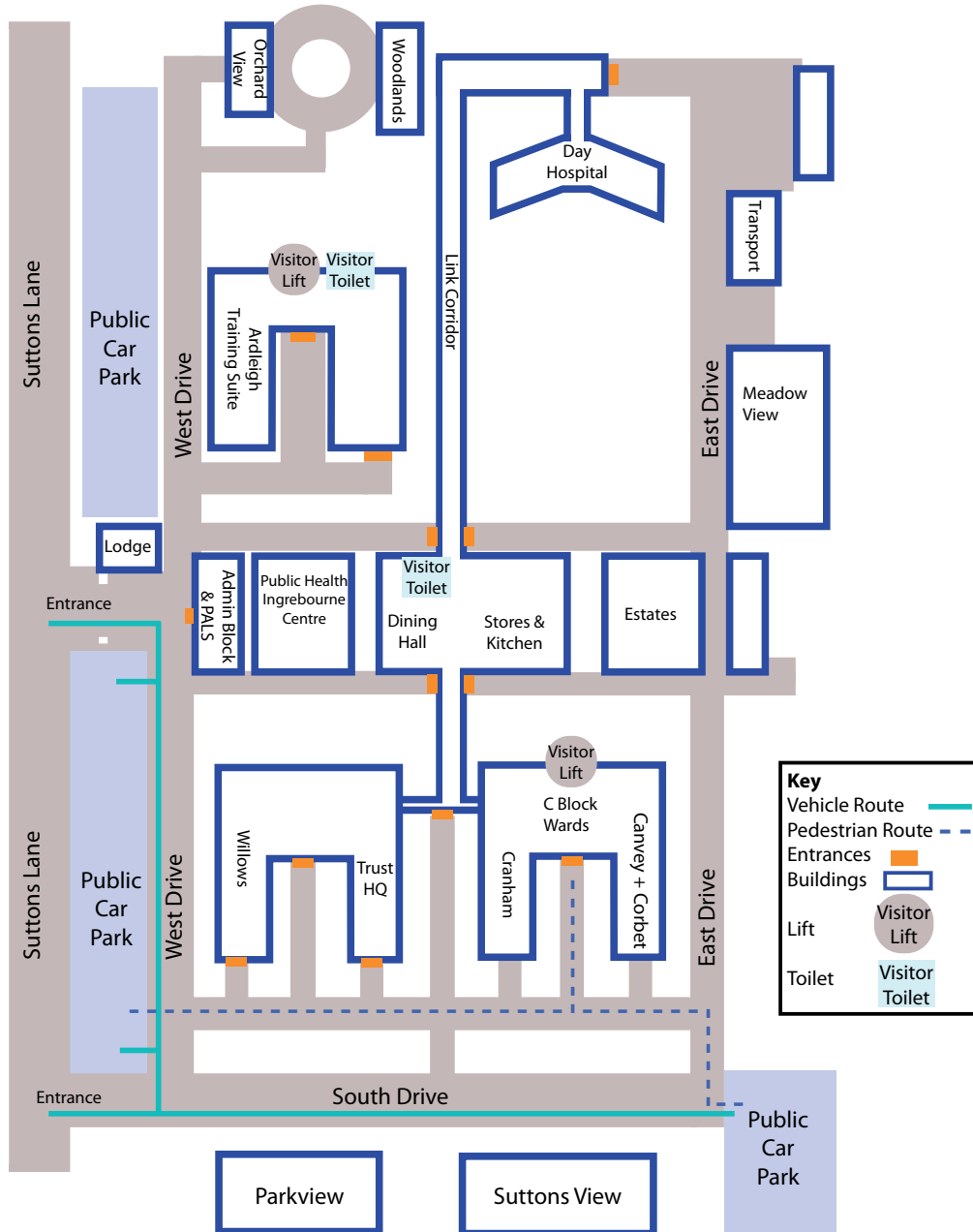
St George's Hospital
117 Suttons Lane
Hornchurch
Essex
RM12 6RS

Telephone

01708 465000



St George's Site Map



Delivering Same Sex Accommodation

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. Outer North East London Community Services is committed to providing every patient with same sex accommodation, because it helps safeguard their privacy and dignity when they are at their most vulnerable.

We are proud to confirm that mixed sex accommodation has been virtually eliminated in our trust. Patients who are admitted to any of our hospitals will only share the room where they sleep with members of the same sex, and same sex toilets and bathrooms will be close to their bed area.

Same sex accommodation means:

- The room where your bed is will only have patients of the same sex as you.
- Your toilet and bathroom will be just for your gender, and will be close to your bed area.
- It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area.
- You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite-sex areas.
- You may share some communal space, such as day rooms or therapy rooms, and it is very likely that you will see both men and women patients as you move around the hospital (e.g. on your way to X-ray or therapy).
- It is probable that visitors of the opposite gender will come into the room where your bed is, and this may include patients visiting each other.
- It is almost certain that both male and female nurses, doctors and other staff will come to your bed area.
- If you need help to use the toilet or take a bath then you may be taken to a 'unisex' bathroom used by both men and women, but a member of staff will be with you, and other patients will not be in the bathroom at the same time.

General Information

Identity Bracelets

Whilst in hospital you will be asked to wear an identity bracelet at all times for your safety.

Allergies

Please inform staff if you have any allergies so these can be recorded in your medical records.

Infection Control

Alcohol based hand rubs are placed at the entrance to all patient areas and at the bedside. Please make use of these and remind our staff to do so to help us maintain our low infection rates. It is recognised that flowers carry a risk of infection therefore please do not bring them to the ward.

Flowers

Flower water carries a risk of infection and so flowers should not be brought to the ward.

Hairdresser

A hairdresser is available and appointments can be made through the nurse in charge.

Restaurant and Shop

The canteen is open between 8 am and 3 pm Monday to Friday. The League of Friends Shop is open daily. There is a snack machine available outside Canvey Ward.

Toilets

Visitors toilets are located next to the restaurant on the main corridor.

Personal Belongings

Please do not bring large amounts of money or valuable jewellery to the ward. You will find it useful to have a small supply of toiletries, sturdy slippers and some small change. You will be advised when to

bring your own clothing in to the ward to allow dressing practice and to promote independence. This should be labelled with your name. The hospital is unable to offer a laundry service so please arrange for your laundry to be taken home.

Smoking

St George's Hospital has a No Smoking Policy across buildings and grounds.

Spiritual Needs

Please inform a member of staff if you have any religious or spiritual needs. The hospital has a chaplain who can liaise with all faiths to support you during your stay.

Travel

There are free public car parks for patients and visitors. The 252 and 256 busses stop outside the hospital gates. Hornchurch District Line station is a 10 minute walk away.

Ward Rounds

Ward rounds take place weekly on a Tuesday. A doctor is available at all times to support your recovery. We work in partnership with patients who take an active part in their care planning. The rehabilitation staff recognise and respect the contribution that people make to their own care and wellbeing.

Meal Times

At St George's Hospital we have protected meal times for patients. This ensures that patients can eat their meals without interruption and if they need help nurses are available. All nurses on duty help to serve meals and assist patients who are unable to feed themselves. Visiting is discouraged during meal times unless a carer is actively involved in helping the patient to eat. **Please speak to the Ward Manager if you wish to visit during mealtimes.**