

**THE OLD MANOR HOSPITAL
SALISBURY
WILTS.**

Telephone: Salisbury 3216

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FOREWORD

When you come into Hospital for the first time you may find much that seems strange and difficult to understand. The purpose of this handbook is to tell you something about the Hospital and help remove any feelings of doubt and uncertainty about your new surroundings. We hope that it will also be helpful to your relatives and friends.

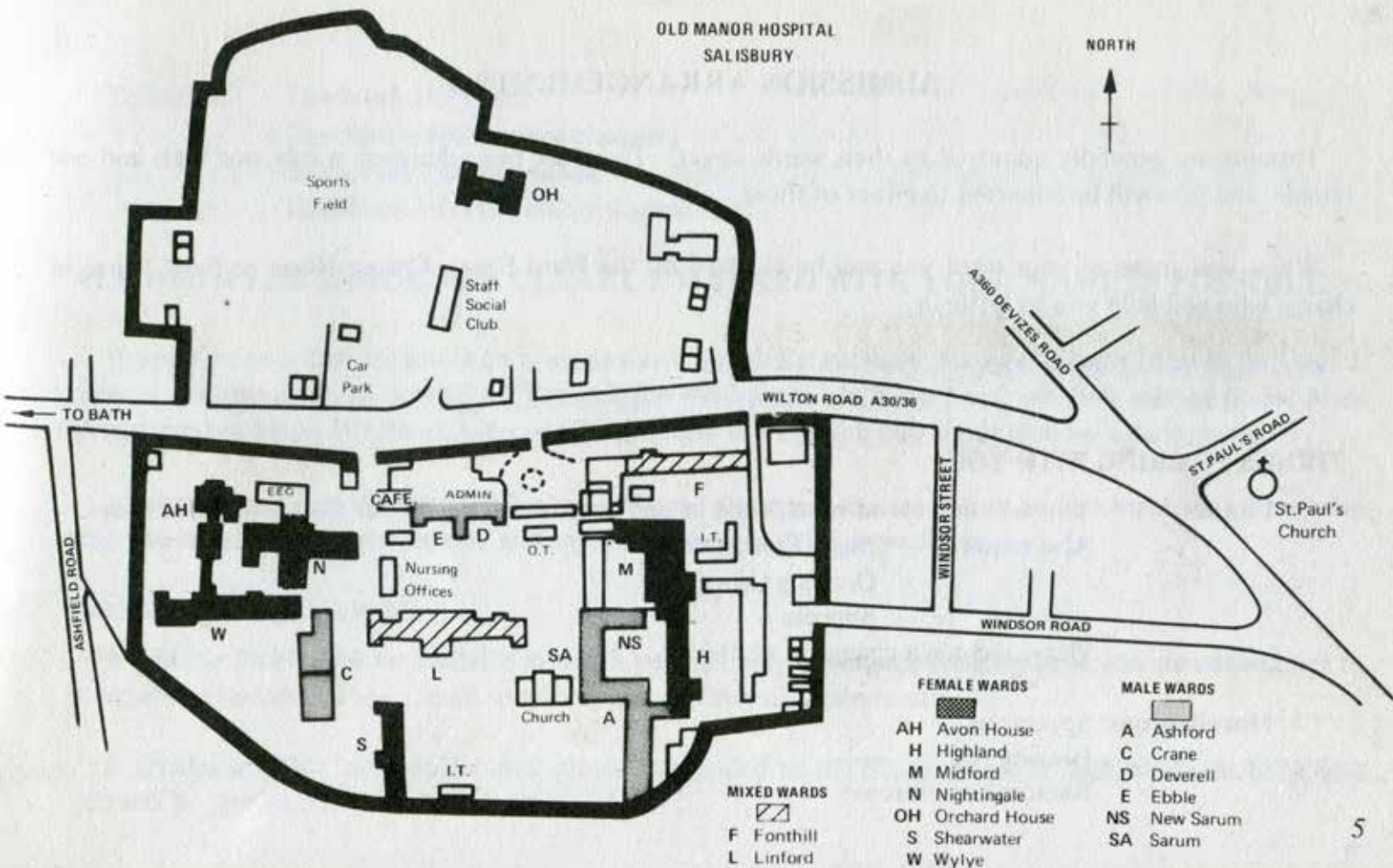
We want you to be happy and comfortable during your stay and hope that you will get well quickly.

TRAVELLING

The hospital is situated on the Wilton Road (main A30 from Salisbury to Bath) about 1 mile from the city centre. There is adequate car parking space available for visitors to the hospital. A frequent bus service (No.60) from the city centre stops outside the hospital entrance. If you come by rail Salisbury Railway station (Southern Region) is only 5 minutes walk from the hospital entrance.

OLD MANOR HOSPITAL
SALISBURY

NORTH



FEMALE WARDS

- AH Avon House
- H Highland
- M Midford
- N Nightingale
- OH Orchard House
- S Shearwater
- W Wylve

MALE WARDS

- A Ashford
- C Crane
- D Deverell
- E Ebble
- NS New Sarum
- SA Sarum

MIXED WARDS

- F Fonthill
- L Linford

ADMISSION ARRANGEMENTS

Patients are generally admitted to their wards direct. There are two admission wards, one male and one female, and you will be admitted to either of these.

When you arrive at your ward you will be received by the Ward Sister, Charge Nurse or Staff Nurse in charge who will help you to settle in.

THINGS TO BRING WITH YOU.

Clothes: You will not spend much time in bed so you will need your day clothes and shoes.
Also required – Night Clothes
Dressing Gown
Slippers
Please include a change of clothing.

Miscellaneous: Spectacles
Hearing Aid
Raincoat or overcoat

Toiletries: Hairbrush and Comb.
Toothpaste (or denture cleanser)
Soap, Face Flannel, towel
Handkerchiefs (Preferably disposable)

ALL ARTICLES SHOULD BE CLEARLY MARKED WITH YOUR NAME IF POSSIBLE.

If you find you have forgotten to bring any articles, please ask your relatives to bring them in for you. If there is nobody who can do this for you, tell the Ward Sister or Charge Nurse who will ask the Social Work Department to help. The Ward Sister or Charge Nurse will also tell you about laundry arrangements.

As storage space in the wards is limited will you please ask the relatives who accompanied you or who visit you later to take your suitcase and any unnecessary articles home for you.

MONEY AND VALUABLES

A bedside locker will be available in which you can keep personal belongings, but you are advised not to bring any valuables and only small sums of money to buy newspapers etc.

If articles of value are brought they should be handed to the Charge Nurse or Staff Nurse in charge and you will be given a receipt.

OLD AGE AND RETIREMENT PENSION

If you are receiving an old age pension, ask a relative to look after the book for you, reminding them that, should you remain in hospital for more than eight weeks, it should be returned to the Department of Health & Social Security for revision. If you have nobody to assist you, the Administration Office will take care of it, draw your money for you and pay it into your account.

NATIONAL INSURANCE CERTIFICATES

Please remember that you may lose benefit if you do not submit your medical certificate promptly to the Department of Health and Social Security and that failure to quote your National Insurance number on your part of the certificate will cause delay. A medical certificate can be obtained from the Ward Sister or Charge Nurse.

LETTERS

Please ask your friends to state the name of your ward and include your full name clearly on all letters they may write to you, e.g. Mr. John Smith,

.....Ward,
Old Manor Hospital,
Wilton Road,
Salisbury, Wilts.

This will ensure that your letter will reach you promptly

TELEPHONES

Two telephones are available within the hospital for patients' use. They are sited:

Between the two admission wards	-	Salisbury 28952
Near the patients' shop	-	Salisbury 27887

A Note to Relatives

If relatives require information or wish to see an appropriate member of the Medical Staff, the Ward Sister or Charge Nurse should first be approached. It is regretted that detailed information about a patient's condition cannot normally be given over the telephone.

It would be appreciated if general telephone enquiries are made ONLY by the next of kin and only between the hours 7.30 a.m. - 9.30 a.m. and 6.30 p.m. - 9.30 p.m., unless the Ward Sister or Charge Nurse requests otherwise. This will help to keep the hospital telephone lines free for important calls to be received and made and will relieve the medical and nursing staff from answering numerous telephone enquiries during the day.

WHO'S WHO

MEDICAL STAFF

You will be under the care of a Consultant Psychiatrist who is assisted by a team of doctors.

NURSING STAFF

The Chief Nursing Officer and the Principal Nursing Officer are responsible for maintaining the high standard of nursing care within the hospital.

The Ward Sister or Charge Nurse of your ward will always be ready to help you. They will see that your nursing treatment is carried out efficiently and will pay particular attention to your general well-being.

ALL NURSES wear badges denoting their names and rank.

Nursing Officers who visit your ward do not generally wear uniforms but possess a badge indicating rank.

It is probable that you will also meet other members of the treatment team, including social workers, clinical psychologists and occupational therapists.

TREATMENT

Your doctor will choose the treatment he thinks most suitable for you. This may include medicines, tablets, psychotherapy, and so on. The communal life of the ward, the social life of the hospital, the various work activities and contact with the nurses, doctors and occupational therapists are all organised to help with your treatment. You may, for example, be expected to participate in ward and group meetings as part of your treatment.

Occupational therapy and industrial therapy work help the doctors to assess each patient's capacity and progress. They benefit patients by offering them various types of social contact, the opportunity for creative work, and the advantage of regularity of life during the day. These may stimulate interests and are as much a part of your treatment as taking tablets or psychotherapy. All patients are expected to participate in the activities of the rehabilitation departments.

VISITING AND VISITORS

Visiting hours are generally unrestricted.

Daily visiting between the hours of 10 a.m. and 8 p.m.

Outside those hours visiting can be arranged provided this is convenient to the Nursing Staff.

Visitors should seek the advise of the nurse in charge of the ward on such matters as frequency of visits, week-ends and other leave, whether patients need money or items of clothing, whether or not patients should receive articles such as matches or sharp objects which might be harmful should they fall into the wrong hands.

If a visitor wishes to provide money for a patient, it is advisable to do so through the Hospital Secretary who will pay it into the patient's personal account. Large sums of money and other valuables may be handed in for safe keeping. The hospital authorities cannot accept responsibility for money and other property lost in the wards. It is advisable for relatives requiring a patient's signature on any document to consult the Ward Sister or Charge Nurse so that the appropriate doctor can be informed.

Relatives will be notified at the earliest opportunity in the event of a patient becoming seriously ill.

CAR PARKING

Car parking facilities are available within the hospital grounds. Visitors are requested to use the designated car parks and to keep well away from the building to allow free access to ambulances and other urgent traffic. **PATIENTS ARE NOT ALLOWED** to keep their cars at the hospital, and are strongly advised to discuss with their doctor whether they should drive whilst on medication.

HOSPITAL SHOP

The hospital shop is situated in the main building, adjacent to the Recreation Hall, and sell a wide variety of commodities to meet the day to day need of patients.

Opening hours: 9.00 a.m. – 5.00 p.m. Monday to Friday.
Closed on Saturdays and Sundays.

LIBRARY

A free library service is available and books may be borrowed during your stay with us.

Please do not forget to return library books when the time comes for you to leave hospital.

MISCELLANEOUS

There is a daily issue of newspapers to each ward. If however, you wish to have your own personal paper you can order it through the Ward Sister/Charge Nurse who will inform the General Office accordingly.

HOSPITAL ROUTINE

The hospital day has to begin rather early. We wish that it could be later but you must remember that nursing staff have a great deal to do.

You may find that you are asked to settle down for the night rather earlier than you would at home but we would remind you that rest is an important part of treatment.

ROLE OF THE SOCIAL WORKER

The staff of the Social Work Department form part of the Hospital team. They do not see every patient as a matter of routine, but are available to help patients and relatives with personal and family problems arising out of illness. The doctor or one of the ward staff may suggest that a discussion with a social worker would be helpful, or the patient or member of his family can ask the ward Sister to arrange an appointment. Relatives may also contact a Social Worker direct by telephone or letter.

Social Workers and nurses may visit some patients at home, after they have been discharged from hospital, in order to help settle down and to give them advice.

HAIRDRESSING

Modern hairdressing salons for ladies and gentlemen are situated in the main hospital building and are open daily. Qualified hairdressers are in attendance and appointments can be arranged through the Ward Sister or Charge Nurse.

The hairdressers also go to the wards at regular intervals to attend those patients who are unable to visit the salons.

CHAPLAINS

Church of England

The Reverend P. Lewis,
Bishopstone Rectory,
Bishopstone,
Nr. Salisbury.
Telephone: Coombe Bissett 391

Non-Conformist

~~The Reverend R.L. Scrase,
33, Feversham Road,
Salisbury.
Telephone: Salisbury 29155/22715~~

Rev. Richard Smeggs

Roman Catholic

Father T. O'Brien,
The Presbytery,
34. George's Avenue,
Salisbury.
Telephone: Salisbury 4496

The Hospital Church is open at all times to all denominations.

Church of England Services every Sunday 9.15 a.m.
every Friday 10.30 a.m.

Roman Catholic Service every Sunday at 10.45 a.m.

Non-Conformist Services every second Sunday at 9.15 a.m.

For Services at other times see notices.

LEAGUE OF FRIENDS

The Hospital's League of Friends help to raise money for various projects within the hospital, thus providing extra comforts for patients.

GOING HOME

Your doctor will decide when you are well enough to go home. Should you wish to discharge yourself against advice, please make the point of saying goodbye to the doctor who may have further useful help to offer when you are at home.

Most patients in psychiatric hospitals have a free choice to discharge themselves but a few will have illness which make them very poor judges of their state of health and are required to stay until the doctor considers them well enough to leave. Certain patients receive a special note telling them of this restriction and their relatives get one too. If they leave without permission the doctor can insist that they return to hospital. Anyone in hospital who believes he is being detained without good reason can appeal to the Mental Health Review Tribunal. Further details can be obtained from the Ward Sister or Charge Nurse or from the Hospital Office.

AFTER YOU LEAVE

Your own family doctor will again be chiefly responsible for you but in some cases the hospital doctors will want you to attend an outpatient clinic, at least for a while. Please remember that you are more likely to remain well if you follow medical instructions, and it is important that you continue to take your tablets or injections regularly until your doctor gives you permission to stop.

ENQUIRIES AND SUGGESTIONS

Enquiries should always be made to the ward staff in the first instance but if you are not then satisfied you may approach more senior staff. You can speak to the nurses on the ward, the Ward Sister, the Ward Doctor, the Senior Doctor in charge of your case, or you can approach the Nursing Officers. Normally

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matters can be satisfactorily dealt with at ward level but written suggestions can also be made to the ^{Hospital or} Group Secretary. We aim to provide the best service we can for our patients but let us know if you are not satisfied or if you have suggestions, and we will see what can be done to improve matters.

The Management Committee hope that when you leave hospital you will be restored to good health and trust that you will be entirely satisfied with the treatment which you have received at the Old Manor Hospital.

