

Patient information

Frailty assessment on ward F7 (Marjory Warren Unit)

Introduction

This leaflet explains who the Marjory Warren Unit cares for and what happens while you are with us. If you have any questions or concerns, please speak to any member of the team caring for you.

Who does the Marjory Warren Unit care for?

Some people lose their independence when they are unwell, even if they only have a minor illness. They are not able to 'bounce back' quickly. This is more common in older people who have several health problems or who struggle to be independent even when well. The medical term for this is 'frailty'.

We are a short-stay unit that assesses frail older people as soon as they come into hospital to ensure that they:

- Get the best possible care and treatment when they are in hospital
- Are supported to recover when they leave

We aim to:

- Minimise ward transfers and the time you spend in the Emergency Department
- Assess you in a more suitable setting
- Provide support and treatment so you and your carers can manage your condition as best as possible

What to expect

You will be assessed by our team of doctors, nurses and therapists.

You will be reviewed by a consultant specialising in the care of older people when you are admitted between 9.00am to 5.00pm, Monday to Friday. Outside of these hours you will be seen by an on-call team.

Whilst on the assessment unit we will encourage you to be up and dressed in day clothes during the day.

What happens next?

Any investigations you need will be carried out in hospital or arranged as an outpatient.

Discharge: If you are well enough, we will discharge you from hospital. We will give you a discharge summary and send a copy of this to your GP.

Move to another ward (transfer): We are a short stay assessment unit therefore if you need continued medical care we will move you to another ward area or a community setting (such as a community hospital for rehabilitation).

Visiting times

The ward visiting times are: 2.30pm to 5.00pm and 6.00pm to 7.00pm.

Visiting outside of these hours can be arranged and may be encouraged on the unit to allow your relatives to be part of your assessment if appropriate.

Only two visitors are allowed per patient at any time. It is not advisable to have children under the age of 12 years visit you on the ward.

Please do not bring flowers, plants and perishable food onto the ward.

Protected meal times

Our meals are delivered to the ward at 8.00am, 12.00noon and 5.30pm. Visiting during this time is not encouraged unless your visitor is assisting you with your meal.

Concerns and queries

If you have any concerns or queries, in the first instance please talk to a member of the ward staff providing your care or the ward manager. You can also contact Patient Advice and Liaison Service (PALS) for support. Their office is situated at the front of the hospital near the main desk and is open 8.30am to 4.30pm, Monday to Friday except bank holidays. If there is no one in the office during the opening times please speak to the volunteers on the information desk who can page a member of PALS team to come and see you.

PALS telephone: 01284 712555 with 24 hour answerphone facility

Email: PALS@wsh.nhs.uk

Contact details

Ward telephone number: 01284 713615

West Suffolk NHS Foundation Trust is actively involved in clinical research. Your doctor, clinical team or the Research and Development Department may contact you regarding specific clinical research studies that you might be interested in participating in. If you do not wish to be contacted for these purposes, please email info.gov@wsh.nsh.uk. This will in no way affect the care or treatment you receive.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)
<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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