

Carer information: Staying overnight with us

Blacktown Hospital includes some overnight accommodation for a family member, friend or other carer who would like to stay overnight with an adult patient.

The unique sleeping areas in our unit were developed with the help of patients and families who told us they would like the extra comfort of a carer staying with them overnight.

There is no cost to stay overnight, but there are some things you need to know.



STAYING OVERNIGHT

- Your nurses will tell you if an overnight carer sleeping area is available.
- Carer zones have a sofa which converts to a single bed.
- Some infectious patients may not be able to have someone stay overnight. Please speak with nursing staff for more information.

CARER CARD

- If we can offer you an overnight stay, nurses will give you a carer card.
- Your carer card is valid for 24 hours or for the length of your stay.
- Please keep your carer card with you at all times.

LINEN

- The hospital provides sheets, pillows and blankets.
- Please make your own bed each morning and store sheets and blankets in drawers under the bed.
- Make sure your personal items do not get mixed up with hospital laundry or get left in the bed/drawers.
- Let nursing staff know when you need fresh linen.
- If you're bringing your own pillow, mark your name clearly on your

pillowcase and bring a coloured or patterned pillowcase if possible.

PERSONAL ITEMS

- You are responsible for your personal items. Do not leave expensive items, phones, wallets or other valuables unattended. Please contact security if you have an enquiry about lost property.

AT BEDTIME

- At 10pm the nurses will draw the curtains so you can rest without being disturbed by nursing activities during the night.
- We ask you to be as quiet as possible between 10pm and 6am.
- Please use headphones for digital devices and keep light levels low.
- Please do not leave the ward between 10pm and 6am unless it is an emergency. If you do need to leave please let a staff member know.

TOILETS AND SHOWERS

- Carers staying overnight may use the patient toilet and shower in the bedroom.
- You will need to bring your own toiletries but we will provide you with a towel.

FOOD AND DRINKS

- Wards have a kitchenette where you can make a cup of tea or coffee.

- Toast-making is not allowed.
- You may store a small amount of personal food items in the fridge in the kitchenette - please make sure it is clearly marked with your name.
- Do not share your food with your patient without speaking with the patient's dietitian. If you're not sure, ask your nursing staff or dietitian.
- We do not provide breakfast or other meals for family members, friends or other carers staying overnight.

PARKING

- Parking is not free but if you are staying overnight with a patient you can have the concession parking rate.
- Parking costs are shown at the car park entry and parking office.
- Take a ticket as usual when you drive into the visitor car park. Before you leave, take this ticket and your Carer Card to the Parking Office (follow signs from the main entrance).
- The Parking Office will issue you with a concession ticket which you use to pay at the parking pay machines when you wish to leave the car park.

Visiting 8am - 8pm



General visiting hours are 8am to 8pm.

We know you will understand that you may be asked to leave the room if there is a medical emergency or if your patient needs a procedure. We will let you know when you can return to the room.

Ward guidelines



Check the signs in your ward and be aware of the general visitor information in that unit.

Patient info board



Every patient in our hospital has an information board next to their bed.

This board lists the names of the doctors, nurses and other staff (such as physios and dietitians) who are looking after the patient.

The board also includes other information to make a patient's stay more comfortable, for example, the name they prefer to be called, reminders or the activities planned for that day.

Check the board every day – it helps improve communication between carers, patients and staff.

You can also use the board to leave messages for the nurses, doctors or other hospital staff.

Always wash your hands



Please use the handwash or sanitiser rub provided before entering a ward.

Special wards



Some wards have special visiting guidelines which are displayed at the entrance to the ward.

If you are unsure please ask one of the nursing staff.

Please keep it down



For the comfort of other patients and visitors, please be quiet and keep the number of visitors to a minimum.

Visiting with kids



Children under 12 must be with a responsible adult at all times.

Making Meals Matter



To make meal times more comfortable for patients, meal times are quiet times in our hospital.

Use the patient lounge



If your ward has a patient lounge and your patient can leave the bed, we encourage you to make use of the lounge areas.

Patient lounges have comfortable seating areas and are more convenient for visiting.



In an emergency

In the very unlikely event of a hospital emergency such as a fire or bomb threat, please follow instructions from hospital staff.

Do not leave the ward until asked to do so and do not leave the ward with a patient. Nursing staff will be responsible for your safety and there are strict emergency procedures in place to protect you.

Are you worried about a patient? REACH out.

No-one knows the person you care for as well as you do.

We recognise that you know yourself or the person you care for best.

Are you worried about a recent change in your patient's condition?

Have you spoken to your nurse or doctor about this worrying change?

Have your concerns been followed up? Are you still worried?

If you're concerned, ask your nurse for a 'clinical review'.

If you are still concerned you can call the Emergency Team on 111 on the bed-side or ward phone and ask for the **REACH** Team.

For more information, ask about the **REACH** program.

Staff will be happy to give you a brochure.

REACH out. Together we make a great team.