Patient Advice and Liaison Service (PALS)

The PALS service can advise and support patients, their families and carers, provide information on NHS services, listen to your concerns, suggestions or queries and help sort out problems quickly on your behalf. Your local PALS contact is your hospital matron or service manager. Alternatively you can contact the PALS administrator at:

Dorset Primary Care Trust
Hillfort House, Poundbury Road, Dorchester DT1 2PN

Telephone: (01305) 361285
or email: PALS@dorset-pct.nhs.uk

Complaints

If you wish to make a formal complaint about the service you have received, please write to:

Chief executive
Dorset Primary Care Trust
Hillfort House, Poundbury Road, Dorchester DT1 2PN

Telephone: (01305) 368900

This leaflet can be made available in other formats and languages. Please call the Patient Advice and Liaison Service on 01305 361285 or email PALS@dorset-pct.nhs.uk to request a suitable format. For details of Trust services and patient leaflets please visit our website www.dorset-pct.nhs.uk

Leaflet: St Leonards booklet / SP 892  May 2008
Welcome to St Leonards Community Hospital

Our aim is to treat our patients in a friendly, professional atmosphere.

Our aims are:

- To protect the patients dignity and treat every patient as an individual.
- To provide a high standard of seamless care between all agencies from community to hospital to community.
- To plan an individual programme of care for each patient.
- To provide a high standard of care that is facilitated by excellent communication, education and training.
- To ensure effective communication between patients, carers and staff.
- To adhere to Dorset Primary Care Trust policies and to comply with the Nursing and Midwifery Council and the Health Professions Council regulations.

Outpatients

Our outpatient services are expanding as we introduce more clinics for the convenience of local residents.

We currently offer:

- Dermatology
- Orthotics
- Elderly medicine
- Audiology
- Nutrition and dietetics
- Physiotherapy
- Occupational therapy
- Speech and language therapy
- Continence
- Heart failure

More clinics are planned for the future.

League of Friends

The League of Friends at St Leonards Hospital raise funds to provide additional comforts and amenities for patients and staff.
Health promotion at the Local Treatment Centre

Men’s health days

We hold regular men's health days and the services offered include: height and weight monitoring, blood pressure analysis, cholesterol testing, blood glucose check, a blood test for prostate cancer for the over 45s, helpful advice from staff regarding health issues and extensive health related literature to take away.

Emergency contraception

Treatment centre staff can prescribe emergency contraception during out of hours opening times.

St Leonards Super Slimmers

One-to-one sessions with trained, understanding staff to include weigh in, counselling, and diet and healthy lifestyle advice.

Smokestop

At our one-to-one sessions you will receive information on how to best quit the habit along with coping techniques, stress management and weight control.

Plus more public health initiatives coming soon!

To book an appointment for any of the above please telephone 01202 584213 during out of hours opening times.

History of the hospital

St. Leonards Hospital was built in 1942 to care for American servicemen wounded in the D-Day landings, accommodating 1250 beds by 1944. In 1950 the hospital became dedicated to the care of the elderly, with the addition of extra departments such as Physiotherapy and Occupational Therapy. It is now part of Dorset Primary Care Trust and is a thriving community hospital with two inpatient wards, busy outpatients clinics and departments, plus many community services based at the hospital.

How to find St Leonards Community Hospital

By road: St Leonards Community Hospital is situated just off the A31 Ringwood Road, between Ferndown and Ringwood. On-site car parking and disabled parking is available free of charge.

By bus: There are bus stops close to the hospital on both sides of the A31 connected by a footbridge. Wilts and Dorset bus services stop at the hospital.

Inpatient wards

There are two nurse-led wards at St Leonards Community Hospital which are designed with specialist facilities to provide the highest standard care. All day to day care is led by nurse practitioners supported by a part-time clinical assistant. Some patients are seen weekly by their consultant.

Patients and carers are actively encouraged to participate in care planning, through home visits and community care assessments.

Unfortunately, we are unable to take patients for respite care.
Fayrewood Ward has single and twin bedded accommodation. A number have en-suite facilities. Patients are transferred to the ward from the acute hospitals in Bournemouth and Poole. The average length of stay is four weeks, during which time patients receive high quality nursing care and rehabilitation, with the aim of achieving their full potential.

Canford Ward has single and multiple-bedded accommodations. The ward takes patients who need hospital care, but not necessarily an acute hospital bed. Patients can be admitted directly from home; referrals can be made by any health professional to the nurse practitioner on duty. Day to day care is nurse-led by highly qualified nurse practitioners.

The environment of both wards is homely with television rooms and quiet areas. The multi sensory garden is landscaped and suitable for all patients.

Both wards have a dining room where the three main meals of the day are served. Special care is taken with the menus so that all the meals are healthy and nutritious. Special dietary requirements are discussed on an individual basis and meals prepared accordingly. Snacks are available at all times.

**REACT - Intermediate care**

REACT provides a multi-professional rehabilitation/rapid response service in the patient’s home environment. The team consists of; nurses, physiotherapists, occupational therapists, medicines management technician, social worker and rehabilitation assistants. They cover all GP practices within the east Dorset area. The team provides a multi-professional assessment and treatment plan to optimise independence to enable patients to remain in their own home with maximum safety. REACT can receive referrals from any source and work closely with the Falls team.

**Heart failure specialist nurse**

The heart failure specialist nurse provides clinical support, information and advice for people diagnosed with heart failure. She holds a weekly clinic at St Leonards.

**Community stroke care co-ordinator**

A registered nurse who provides information, advice and support for stroke patients, families and healthcare professionals.

**Out of hours local treatment centre**

St Leonards Local Treatment Centre is nurse-led by highly qualified nursing staff and is open:

- **6.30pm-10.30pm Monday-Friday**
- **8am-8pm Weekends and Bank Holidays**

Nurse practitioners accept referrals and walk-in patients and provide assessment and treatment of undiagnosed minor injuries and ailments independently.

Alternatively, when GP surgeries are closed, patients can call Dorset and Somerset Urgent Care Service for advice on **0845 600 10 13**. Patients will be advised if treatment may be necessary and, providing the patient is able, can then attend the local treatment centre of their choice.
Other services based at St Leonards Community Hospital

Community services

The community services manager is based at the hospital and manages the district nursing service and health visiting teams.

District nursing is primarily a home visiting service for patients of all ages. They provide high quality skilled nursing assessment, care, advice and health promotion to people who cannot reasonably leave their own homes. They are on duty seven days a week.

Health visiting teams specialise in health education and the preventative care of families, especially mothers and children.

Community night and twilight nursing service

The evening and night-time aspect of district nursing is covered by the community night and twilight nursing service which is also based at St Leonards. It serves all the GP practices in east Dorset from 6pm until 7am every night of the year. The service is expanding across Dorset and currently provides nursing from 6 - 10pm in west Dorset. The service provides out of hours community care to patients who are acutely and/or terminally ill.

Social activities

Social activities are undertaken both on the wards and in the activities department.

We are fortunate to have a hairdresser who visits weekly and a multi-denominational service is also held weekly. There is a library on site for patients and we have visits from Caring Canines - dogs as therapy.

Activities department

This is a non-clinical department. We encourage the ward patients to take part in leisure activities of their choice. All requests are taken into consideration. There is a varied programme during the week. This may consist of: flower arranging; whist drive; manicures; quizzes; board games; crosswords; proverbs and the very popular ‘News Of The Week’.

All patients are involved in the planting of the summer bedding on the patio. Those people who are unable to plant in the tubs are asked to choose the colours for each container.

Visiting

Visitors are welcome from 1pm - 8pm. We value the contribution this brings to patients’ well-being.

Protected meal times are between 12.30pm -1.30pm and 5.30pm - 6.30pm.

Qualified nurses are available to talk to carers, relatives and friends, with the patient’s permission.

Although there is a hospital chaplain, patients are welcome to invite their own clergy to visit them.
Rehabilitation

The Link

The LINK Rehabilitation Centre is a treatment and therapy centre staffed by nursing, physiotherapy and occupational therapy staff, with other specialists including speech therapy, dietetics and continence advisor available as required.

The team works with both patients and their families, providing rehabilitation, maintenance of independence levels, family relief and health education including guidance and instruction to relatives and carers at home for day patients.

Other services and facilities available on a day basis are:

- Diagnostic tests
- Diabetic management
- Investigation and monitoring of hypertension
- Continence and catheter management

Occupational therapy

The hospital’s occupational therapists will assess and treat people on both an inpatient and outpatient basis. The therapist’s aim is to help restore people to their maximum level of independence following illness or injury.

Work in the department includes:

- Help with achieving daily living activities
- Manual handling assessment and care plans
- Seating and wheelchair assessments
- Functional and work assessments
- Home assessment
- Foot orthotics
- Cognitive and perceptive assessments
- Information and advice on a wide range of assistive devices

Inpatient physiotherapy

The inpatient physiotherapy team provide input for patients with neurological or orthopaedic problems that they may need as part of their assessment, treatment and ongoing multidisciplinary management. They also give advice and exercises to patients attending the hospital following surgery.

Patients are seen as inpatients on the ward, as outpatients in The Link or in their own homes as required.