

Royal Hospital for
Neuro-disability

The Royal Hospital for Neuro-disability Care Charter

We recognise our responsibility to provide an environment that is caring, welcoming and with helpful, professional and friendly staff. Our aim is to provide the best possible experience for our patients, residents, their families and friends.

This Care Charter represents our values and is in line with the NHS Constitution. It also sets out our promise to you and what we expect in return.

Our values

1. Seeing the whole person
2. Willingness to learn
3. Delivery on promises
4. Honesty and integrity

This charter:

- explains what you can expect from us and what we ask of you
- shows you how to let us know if we are not meeting your standards
- encourages us to think about how we can make a difference

In and around the hospital

Our promise

A clean and safe therapeutic environment

Staff committed to safeguarding patients at all times

Providing meals that are nutritious and wholesome

Separate accommodation for men and women to provide privacy and dignity

Staff who are committed to the highest standards of hygiene

Buildings and grounds in good decorative order with clear signage throughout

Parking spaces for visitors' use and drop-off zones close to the main entrance

A safe place to lock away patients' valuables for the duration of their stay

Our expectation

Is that you please:

Respect our environment and do your best to help us to keep it clean

Respect our ward routines – quiet times, mealtimes and visiting hours

How we interact and communicate

Our promise

To always be inclusive, respectful and treat everyone with courtesy and dignity

We will provide the highest quality care possible for all patients and residents, regardless of their ability, gender, ethnic or national origins, religious beliefs, age or sexual orientation

We will show consideration for all patients, friends, families, carers, colleagues and others in the healthcare community

To communicate with patients/relatives in their preferred way

If a patient would like access to their health records the information will be explained by an appropriate member of the professional team

Our expectation

Please inform us if:

- there are any special requirements that will make a patient's stay more comfortable
- access to a prayer room is needed
- a patient has any specific dietary requirements
- a patient/relative would prefer receiving information in a different format (eg. large print, audio, non-English) or need a hearing loop.

How we treat and care for patients

Our promise

We will:

- treat patients/relatives/visitors as we would like to be treated ourselves
- provide appropriate, high quality care with patients at the heart of everything we do
- respect and protect patients confidentiality and keep health records secure at all times
- involve relatives/nominated representatives in discussions about care whenever appropriate
- provide information and care options clearly and without using technical terms
- take the time to listen and make sure patients/relatives understand the information being given
- make all reasonable effort to ensure people with English as a second language are communicated with, understand and can make informed decisions

Patients and residents decide whether or not to participate in any of the social or recreational activities organised by us

The best outcome for our patients and residents is our priority, so we will provide accurate information about prognosis and realistic/achievable results.

Staff will always introduce themselves and will be wearing an ID badge at all times

Treatment and care will be reviewed at regular intervals. A multi-disciplinary professional team will discuss any changes with the patient or their nominated representative

If any special medical treatment is recommended, an explanation of this and the reason for it will be given. If the treatment requires a referral to another hospital this will also be fully explained and discussed

Our expectation

That families and visitors to the hospital:

- are polite, courteous and respect other patients, their families and members of staff – we have a zero tolerance approach to people who abuse or threaten our staff
- are respectful of the decisions made by the clinical team – doctors and therapists will always explain their decisions and the evidence used to arrive at that point

If a patient nominates a family member or friend to act as their representative, this person will represent the patient in any discussions with hospital staff.

Feedback

Our promise

We welcome comments, suggestions, compliments and complaints and will act on them to maintain standards and improve patient care

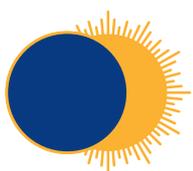
We will listen to views and feedback, and take action as necessary

To regularly survey patients and their relatives/friends to gather opinions on our services and patient's experiences

Patients will be allocated a member of the multi-disciplinary team (MDT) who will be the main point of contact when discussing treatment and care plans. The MDT contact will take action on behalf of the patient to ensure that their comments or requests reach the right member of staff.

Our expectation

That patients/relatives will tell us when we do well, or where we can improve



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For more information please see the **tell us your views** leaflets and our **who to talk to** poster on every ward. Please feel free to let us know how we are doing by contacting a ward manager, ward representative or the patient experience officer.

Copies of the complaints procedure/policy are available on request from the Head of Patient Safety and Quality.

The Royal Hospital for Neuro-disability is committed to providing excellent care in a clean and safe environment.