

Transfer of Care Hub

What Is the Hub?

The Hub has all the experts involved in discharge co-located and working together for the benefit of improving and speeding up discharge for those patients requiring additional support.

The Hub will prescribe the most appropriate discharge pathway based on the description of needs provided by the ward and therapy staff.

The Hub decision is based on a collective view of the multi-disciplinary team and follows national best practice guidance.

Which patients will the Hub support discharge for?

The Hub promotes the 'Home First' ethos with 95% of patients being discharged to their own home.

The Hub will support the discharge management of patients on the nationally recognised pathways as described in the National Hospital Discharge and Community Support Guidance DHSC (March 2022).

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net. This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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INFORMATION FOR PATIENTS, FAMILIES AND CARERS

Welcome to Woodland Ward

“We provide high quality, person-centred care in collaboration with you and your family. Our dedicated, caring and compassionate staff will support you through each step of your hospital journey.”

Woodland Ward is an older person's medical and mental health unit, which has been specially designed to provide a safe and comforting environment. All staff are trained in providing expert dementia care.

The ward layout

Woodland Ward has 24 beds set out in bays and cubicles.

Key features:

- Pictorial signs with associated words for those who struggle with word finding.
- Wall clocks which depict night and day to aid orientation.
- Multi-coloured areas to help orientation and to aid familiarisation of ward areas.
- A nostalgia wall (featuring key historical moments, music icons and old movie posters) to aid reminiscence and help calm and stimulate.
- A fake fireplace and old-fashioned furniture to provide a familiar environment.
- Chairs at regular positions to aid mobilisation.
- Mood lighting.
- Wood effect flooring to help minimise slips, trips and falls.
- Mobile nursing stations to allow staff to closely monitor patients.
- A digital fish tank to provide a relaxing area and promote relaxation.

Ward activities/enrichment:

- Twiddlemuffs donated by volunteers to aid dementia patients.
- Sensory/activity rooms to provide stimulation or a calming environment; these rooms have supplies for arts, crafts, colouring, games, and jigsaws.
- An activity coordinator who will help facilitate activities.
- Pet therapy – a therapy dog team visit Woodland Ward weekly.

If there is an activity you or your relative particularly enjoys, please let us know and we will try to facilitate this.

John's Campaign

“Woodland Ward is pleased to offer carers the option of open visiting as part of our commitment to John's Campaign. We are committed to providing outstanding care and to working in partnership with staff, patients and carers. Please speak to a member of staff to ask for a Carer's Passport.”

John's Campaign is centred around staff, patients and carers working together to enhance patient care. Please speak to a member of staff if you feel this scheme could benefit you or your relative.

Items you will need while in hospital:

- Regular medication
- Pyjamas/nightwear
- Day clothes
- Underwear
- Towels
- Washcloths
- Toiletries
- Mobility aid (if used)
- Non-slip slippers/socks
- Glasses and glasses case
- Dentures and denture care kit
- Hearing aids and batteries.

Items you may like while in hospital:

- Pictures/photographs
- Favourite foods/drinks/snacks
- Books/magazines if needed.

It would be very helpful if your clothes/toiletries were labelled with your name to help prevent loss.

Discharge process

Please consider your life at home whilst in hospital. If you think that you or your relative may need help on discharge, please let your nursing/medical team know as soon as possible.

The first stage in this process is the issuing of an assessment notice (called a D2A). The Transfer of Care Hub will support the discharge management of patients. Individual needs will determine how long the discharge process will be. The HUB promotes the 'Home First' ethos.