

Providing feedback

We are committed to providing excellent standards of care to our patients and we would like to encourage you to give us any feedback you have via our Friends and Family Test. Please ask a member of staff for more information or visit the EKH web site

www.ekhuft.nhs.uk/patients-and-visitors/information-for-patients/friends-and-family-test/

Would you like the information in this leaflet in another format or language?

We value equality of access to our information and services and are therefore happy to provide the information in this leaflet in Braille, large print, or audio - upon request.

If you would like a copy of this document in your language, please contact the ward or department responsible for your care.

Pacjenci chcący uzyskać kopię tego dokumentu w swoim języku ojczystym powinni skontaktować się z oddziałem lub działem odpowiedzialnym za opiekę nad nimi.

We have allocated parking spaces for disabled people, automatic doors, induction loops, and can provide interpretation. For assistance, please contact a member of staff.

This leaflet has been produced with and for patients

Information produced by Marlowe Ward, Kent and Canterbury
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**East Kent
Hospitals University**
NHS Foundation Trust

Welcome to Marlowe Ward, Kent and Canterbury Hospital

Information for patients

We provide inpatient care for patients across East and West Kent with various renal conditions; including patients with Chronic Kidney Disease (CKD), patients receiving dialysis treatments, and those with kidney transplants.

How many beds are on the ward?

We have 29 inpatient beds and have split the ward in half - one half is known as the "blue end" and the other half the "red end".

Contact details:

Marlowe Ward
Kent and Canterbury Hospital

Telephone: 01227 783100 **Blue end** (bed numbers 1 to 13)

Telephone: 01227 866456 **Red end** (bed numbers 20 to 39)

Our **visiting times** are 11am to 8pm Monday to Sunday.



What staff are available on the ward?

During the day we usually have one nurse caring for a group of four to six patients, with support from three healthcare assistants. And at night, we have two nurses and one healthcare assistant for each end of the ward.

We also have two renal consultants with a team of registrars and junior doctors on our ward and you will be told which doctors are looking after you when you are admitted to the ward.

How many visitors can I have?

We ask that you only have two visitors at a time at the bedside and we do not recommend bringing children under five for their own health and safety; as there is a lot of medical equipment on the ward.

Information about my stay

- Leaflets are available if you need more information on your procedure. Please ask a member of staff for more information.
- Meals. If required, discuss any special requirements with staff.
 - Breakfast 8am
 - Lunch 12.30pm
 - Evening meal 6pm

The restaurant is located in the 1937 Building for visitors and patients. However, patients must be in normal daywear, not nightwear.

- Marlowe Ward operates a policy of not permitting cut flowers however, small basket arrangements/pot plants are most welcome.
- There is a pay telephone situated within Marlowe Ward.

- The hospital chapel is located on the 2nd floor of the 1937 Building, and is open daily. The hospital chaplain visits the ward regularly and may be contacted at any time. We can also contact your own priest or minister if you so wish.
- There are two hospital shops which sell a selection of confectionary and toiletries; one is situated in the main entrance of the 1937 Building and the other is near the outpatient entrance. The newspaper vendor visits the wards daily.

Reducing infection

We would appreciate your help in reducing cross infection by patients using the soap and hand gel provided above the sinks on the ward. Visitors can help greatly by using the hand gel, which is located at the entrance to the ward, on entry and exit to the ward.

We would also respectfully ask that visitors do not sit on patients' beds. This will greatly help us in the fight against cross infection.

What if I have any specific questions or concerns?

If you have any specific questions or concerns please speak to the nurse or doctor looking after you or a member of our senior nursing team:

- Debbie Hills, Ward Manager
- Helen Swanborough, Acute Inpatient Haemodialysis Manager
- Kelly Wells, Matron

Or alternatively, please contact our Patient Advice and Liaison Service (PALS) on 01227 783145 or 01227 864314, or email ekh-tr.pals@nhs.net