

- **Newspapers:** these are delivered to the ward daily.
- **Protected Mealtimes:** lunch and dinner times are protected to ensure that you are not disturbed during mealtimes. If you would prefer your family or friends to be present at mealtimes please discuss with your named nurse.

Breakfast	0745 - 0830
Morning coffee	1015
Lunch	1145 - 1300
Afternoon Tea	1500
Dinner	1700 - 1830

- **Shop:** open Mon, Wed & Thurs for purchase of toiletries, snacks etc. A Trolley Shop also visits each ward.

### Interpreting and Advocacy Service

Interpreting and advocacy services are available to support patients whose first language is not English.

### Contact Us

The Clinical Services Management Team is based on the 1st Floor, South Wing and can be contacted on (Tel) 020 3317 3321.

### Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

### Comments, compliments, complaints

We welcome your views on our service. For general enquiries please contact our Patient Support Service:

Patient Support Service  
Camden Primary Care Trust  
Freepost RRCA-BXHE-HUSR  
London  
NW1 0PE

Tel: 020 3317 3003  
Minicom: 020 3317 2890  
Fax: 020 3317 2880  
E-mail: [pss@camdenpct.nhs.uk](mailto:pss@camdenpct.nhs.uk)

Please contact the PSS if you would like this leaflet in large print, Braille, audiotape or in another language.

[www.camdenproviderservices.nhs.uk](http://www.camdenproviderservices.nhs.uk)

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# St. Pancras Hospital Inpatient Rehabilitation



## Information for Patients and Carers



Camden Provider Services

## About Us

We provide health care for patients with rehabilitation and continuing care needs.

Rehabilitation patients are cared for on Oakwood, Kingsdale and Rochester wards. Evergreen Ward is dedicated to those with continuing care needs.

We are committed to meeting the needs of all patients, providing an equitable service to all. All patients are treated with respect and dignity by the team at St Pancras which includes:

- dieticians
- doctors
- housekeepers
- modern matrons
- nurses
- occupational therapists
- pharmacists
- podiatrists
- psychologists
- physiotherapists
- social workers
- speech and language therapists
- volunteers & League of Friends
- ward clerks

We can also refer patients to specialist nurses.

## What happens when I arrive ?

We will meet with you to assess your needs and together we will agree the most appropriate care for you. This is known as a care plan. During your time here, your care plan will be reviewed and discussed with you and, where appropriate, your family.

## What should I bring with me?

- clothes and footwear for both daytime and evening
- toiletries & reading materials
- small change for newspapers and other items from the shop
- personal television: please speak to ward staff for advice.

## Visitors

Visitors are welcome at any time, including children accompanied by adults. Please advise staff when visitors are expected before 8am or after 9pm.

Parking is available in the St Pancras Hospital car park after 5pm on weekdays and at any time during the weekend.

## Useful Information

- **Chaplaincy:** a Church of England priest, a Free Church Vicar and Roman Catholic sisters visit the wards regularly. In addition, The Well Centre, dedicated to reflection and prayer, is available for staff, patients, their families and visitors.
- **Events Programme:** the volunteer services manager, in conjunction with ward staff, runs an events programme throughout the week. Wards also have a small selection of games, including playing cards.
- **Hairdresser:** the volunteer services manager can arrange an appointment. Please speak to your named nurse in the first instance.
- **Library:** the mobile library visits wards on Tuesdays and Thursdays between 1000 and 1230.
- **Phone:** friends and relatives can contact patients on the ward phone, please ask the ward staff for the number. Patients may also use personal mobile phones.

