Welcome to Clarendon Ward at the Evington Centre

Patient information leaflet

The Evington Centre
Gwendolen Road
Leicester
LE5 4QG

Main centre telephone: 0116 225 1001
Ward telephone numbers:
0116 225 1445/0116 225 5790

Your named nurse is:

Clarendon Ward daily visiting times:
2pm - 4pm
6pm - 8pm

Email: feedback@leicspart.nhs.uk  Website: www.leicspart.nhs.uk
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Contact details
Clarendon Ward
The Evington Centre
Gwendolen Road
Leicester
LE5 4QG

Clarendon Ward: 0116 225 1445/5790
Ward Manager: 0116 225 1221
Modern Matron: 07884 116205

Visiting Hours (see page 13)
2pm - 4pm
6pm - 8pm

How to find us
By road:
The Evington Centre is a separate building on the site of
Leicester General Hospital. We are approximately 3 miles from
the Leicester Royal Infirmary and 5.5 miles from Glenfield Hospital.

From Leicester:
Take the A47/Humberstone Road out of the City Centre and
head east for about 1.4 miles. Turn right onto the A6030/Cole-
man Road and continue south for about three quarters of a
mile. Turn left onto Gwendolen Road and follow the signs for
the Leicester General Hospital. On entering the
Leicester General Hospital site, take the first left and then the
second right into the car park.

Free on-site car parking is located directly in front of the centre.
Disabled parking is also available.

By public transport: contact Traveline on 0871 200 2233
Welcome to the Evington Centre
This booklet has been produced to help and guide you. It contains useful information, whether you are coming to stay as an inpatient or visiting a relative or friend.

The Evington Centre is a small, friendly unit situated next to the Leicester General Hospital. The centre has two physical health wards - Clarendon and Beechwood and three mental health wards for older people. The unit is wheelchair friendly with all patient areas situated on the ground floor. Outside seating is available. We hope that your stay on Clarendon Ward is a comfortable one. If you have any questions or difficulties, please do not hesitate to contact a member of staff.

Clarendon Ward is a 23 bedded ward providing medical, rehabilitation and palliative care. The ward offers patient centred care, working in partnership with yourself and other disciplines, to provide treatment, care and emotional support of a high standard.

Feedback from patients and their visitors will help us to improve our services. Please speak to any member of the ward staff to let us know about improvements we can make to the services in this hospital, or what is good about them.

Smoking policy
The Evington Centre is a smoke-free environment. In line with government policy, smoking is not allowed in any part of the unit or its grounds.

If you would like help to stop smoking please let the nursing staff know and they will contact the STOP Smoking Cessation Team for you. Alternatively for free confidential advice and support to quit, call 0845 045 2828 or send a text message to 07717 420 560 and a member of the STOP team will call you back.
Interpretation

If your first language is not English, an interpreter is available. Please ask a member of the ward staff.

Our commitment to you

When you are on the ward, you can expect to:

• have a clear explanation of your condition and the treatment options available to you
• be asked for your informed consent to any procedure
• see your patient records if you wish
• be sure that the information in your records will remain confidential
• be treated with respect and dignity at all times
• be informed about different aspects of your treatment and what procedure(s) are being carried out
• keep relatives or carers informed of your progress, if you wish

What we expect from you

In return, we ask you to:

• provide us with the necessary information about your condition, symptoms or medication in order to provide appropriate care
• treat our staff with the same respect you expect from them
• help, as far as you are able, in feeding yourself, keeping mobile, and meeting your personal hygiene needs
• arrange for your transport home. If you have problems organising this please talk to a member of staff
• arrange with your family or friends to take care of your personal laundry. You are encouraged to wear your own clothes on the ward. Please tell your nurse if you have nobody to do this for you. Further information about clothing/laundry is detailed on page 17.
What to bring with you

You will need to bring several things with you to the ward, or have a friend or relative bring them. Please avoid a large amount of personal belongings since storage space in your bedside locker is limited. We ask that you only store essential items on your locker and bed table to enable cleaning. A plastic box is provided to store other items. The box should remain on your locker at discharge. The following list is a guide:

**Do bring:**

- Any medicines or tablets you are taking (including over the counter medicines). For safety reasons the nurse will need to take these into safekeeping until your discharge date.
- District Nursing and Intermediate Care Team Notes
- Pyjamas or night-dresses
- Dressing gown and slippers
- Underwear
- Daywear – comfortable clothes
- Shoes
- Toothbrush and toothpaste
- Soap and deodorant
- Shaving equipment if appropriate
- Sanitary products if appropriate
- Continence supplies if appropriate
- A book or magazines
- Spectacles & hearing aids if you need them
- Small change for newspapers and telephone
- Mobile phone (your relatives will need to charge your phone for you). Please be sensitive to other patients when using your phone.
- Tissues
- Bottle of squash
- Walking aids and wheelchair – frame, stick, crutches – if you need them
We would rather you didn’t bring...

- Large amounts of money
- Valuables such as jewellery
- Television or radio
- Electrical equipment
- Cut flowers

It will be your responsibility to keep your belongings safe whilst you are on the ward.

**Patients’ property**

Leicestershire Partnership NHS Trust wishes to help prevent the loss of or damage to patients’ property and discourages patients from bringing valuables or large amounts of cash into the ward. The only money you will need is small change for use on wards that have a payphone, newspapers and so on. If you have to bring money or valuables with you, please hand them into the nurse in charge of the ward who **will give you a receipt**. When you leave the ward, any money and valuables you handed in for safekeeping will be returned. If you handed in more than £50, you will be given £50 back in cash with the rest sent to you in the form of a cheque.

**Personal Property Disclaimer Notice**

All patients and visitors should be aware that Leicestershire Partnership NHS Trust cannot accept any responsibility in respect of theft, loss or damage to any items of property brought onto and/or left on the premises.

Please be aware that any essential electrical equipment you have agreed with the ward nurse, will have to be checked over before you will be able to use it. This can take a little time to arrange.
Inpatient named nurse and care team

The Ward Manager, who is a nursing sister, is in charge of the ward and is supported by a team of nurses and other professional staff who are dedicated to providing 24 hour care.

On the first day of your admission, you will be allocated a named nurse, who will be responsible for your care. Other members of the team will help and support your nurse to meet your needs.

Your personal care plan will either be held at the end of your bed (if you have agreed to this) or at the nurses station. You can read it at anytime. If you need help with this, have any issues or concerns or would like to discuss any part of your care or stay, please talk to your nurse.

This ward is run by highly experienced nurses and doctors visit regularly to see individual patients as necessary.

Therapy services

On admission you will be referred to the therapy services you require to assist in your rehabilitation and discharge planning from the ward.

Once referred, one of the therapy team will discuss your goals and the treatment plans required to achieve them with you. Your treatment plan will be explained to you and may include:

- An individualised exercise programme, some of which you may need to perform independently outside your therapy sessions, with or without supervision from the nursing staff.
- Assessment of your skills with daily activities of living such as washing and dressing, cooking, etc.
- Mobility practice aiming to get you as independent as possible including getting in and out of bed, standing from a chair, walking, etc.
- Discussion about your needs for discharge, highlighting any concerns you may have about returning home. Adaptations
may be implemented with your consent in your home environment to enable safe discharge. Measurements of furniture/doorways may be requested from family or friends who could supply them.

- An access or home visit may be arranged to assess your ability in your home.

**Calling for assistance**

We use a nurse call system to enable you to call for assistance. There are two grades of calls - routine and emergency. A nurse will explain how it works. We aim to acknowledge all calls within two minutes and immediately in an emergency.

**Your medication**

On admission you will be asked about your medication. All medication that you bring in to the ward will need to be kept in a locked cupboard. This is to ensure patient safety. Your medication will be returned to you at discharge. If there have been changes from your usual prescription, the nurses will discuss this with you and can arrange for disposal of the medicines you have brought in with you that you no longer need. This will reduce the risk of you continuing to take medicines that you no longer require.

In order to ensure your safety when giving you your medicines, the nurses wear a red tabard with ‘Do Not Disturb – Administering Drugs’ printed on it. This is to reduce the number of routine interruptions which can be distracting for the nurses and can lead to errors. We welcome your and your visitor’s co-operation with this request. The nurses will of course be happy to deal with non-urgent requests after completing the medicines round. Please feel free to question any medications you are given.
Chaperone policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure if you would like one. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, such as a nurse or other trained member of staff. Sometimes, your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like someone to be with you, to see a copy of our chaperone policy or have any questions or comments regarding this, please ask a member of staff.

Preparing to leave the ward (discharge)

Following your admission to the ward you will be given a discharge date and this will be reviewed daily. As the multidisciplinary team work with you towards this date it may be possible to bring the date forward, or if necessary, we may need to extend it.

You and your family are an essential part of the discharge planning process and as such we will involve you at key stages and keep you informed of your progress. As mentioned above, if you are returning to your home, we may need to arrange a home visit to help plan your safe discharge.

Your stay on the ward can only be as long as is medically necessary. If you are moving to a residential or nursing home and the one you want does not have any vacancies, you may have to move into another one on a temporary basis. If you or your family have any concerns or comments, please talk to one of your nurses.
Guide to who’s who

Whilst on the ward, you will see many different staff wearing a variety of uniforms. The following list will help you to recognise the staff you are most likely to see. You may also see Advanced Nurse Practitioners (ANPs), doctors, consultants, the ward manager, dieticians, speech therapists, social workers, chaplain and volunteers. Although none of these are in uniform all of our staff wear name badges and will introduce themselves to you. Please ask if you are not sure who someone is.

Staff uniforms

<table>
<thead>
<tr>
<th>Role</th>
<th>Uniform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matron</td>
<td>blue polka dot dress or tunic/navy trousers and navy jacket</td>
</tr>
<tr>
<td>Ward Manager/Deputy</td>
<td>navy blue dress white trim or navy blue tunic/trousers</td>
</tr>
<tr>
<td>Staff Nurse</td>
<td>blue and white striped dress/white tunic/navy blue trousers</td>
</tr>
<tr>
<td>Health care assistant/support worker</td>
<td>mint green dress/tunic/navy trousers</td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>white top/navy trousers</td>
</tr>
<tr>
<td>Physiotherapy assistant/Technical Instructor (TI)</td>
<td>pale blue top/navy trousers</td>
</tr>
<tr>
<td>Occupational therapist</td>
<td>white top/green trousers</td>
</tr>
<tr>
<td>Occupational therapy assistant/TI</td>
<td>green polo shirt/green trousers</td>
</tr>
<tr>
<td>Ward Clerk</td>
<td>navy blouse with diamond pattern/navy trousers</td>
</tr>
<tr>
<td>Housekeeper</td>
<td>teal (turquoise) tunic/navy trousers</td>
</tr>
<tr>
<td>Domestic staff:</td>
<td>purple tunic/black trousers</td>
</tr>
<tr>
<td>Catering staff</td>
<td>purple shirt/black trousers/black apron/black hat</td>
</tr>
<tr>
<td>Porters</td>
<td>grey shirt/black trousers/black fleece</td>
</tr>
</tbody>
</table>
Patient Champions
Some of our staff are designated as patient champions. Please speak to a nurse if you wish to know more.
As you reach your discharge date, you will be asked to complete a score card which asks you to rate the service you have received. If you need help in completing this, please do not hesitate to ask.
The results of the questionnaire provide useful evidence of how our services meet your needs, including what we do well and how we can improve.

Student training and research
We train nurses, doctors, physiotherapists and occupational therapists on our ward. We will not allow any student to help with your care unless we have your permission. We hope you will give your consent because it will widen the student’s experience of patient care. Teaching students enables us to improve our standards and keep up to date with changes in healthcare. **If you do not want a student to assist with your care, please tell your nurse.**
You may be asked if you are willing to take part in research. **If you say no, your care and treatment will not be affected.**

Privacy and dignity/same-sex accommodation
We are committed to making sure that all patients receive high quality care that is safe, effective and focused on their needs. On Clarendon Ward, men and women are cared for separately in different rooms. Bathrooms and toilets are designated male or female with appropriate signs. The nursing staff will ensure that your privacy and dignity will be maintained throughout your stay. If you have any concerns about this, please talk to a member of the ward staff. We will try to provide care in surroundings that take account of your personal and/or religious needs.
Visiting

Visiting hours are:  2pm - 4pm, and 6pm - 8pm
(Unless by prior arrangement with the ward staff)

Your visitors, including children, are welcome at these times. If your nurse thinks you are getting too tired, they may ask your visitors to leave and come back another day.

May we remind you that:

• Only two visitors are allowed per patient, unless by prior consent with the nurse-in-charge.
• No visitors are allowed to sit on the patient’s bed.
• ALL visitors must use the alcohol hand gel on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.
• **To protect patients, friends and relatives should not visit if they are themselves suffering from sickness, diarrhoea or any other contagious illness, or have done so in the previous 48 hours.**
• Other patients on the ward may be very ill and too many visitors or too much noise can upset them.
• Friends and relatives may phone the ward for information. If the patient agrees, they will be kept up-to-date with the progress of treatment.
• By prior arrangement with therapy staff, it may be possible for your friend or relative to see your progress in a therapy session. Please ask a member of staff.
• It is helpful if any chairs that are moved around could be returned to their original place when visitors leave.
• You and your visitors are welcome to walk or use a wheelchair in the grounds - however please speak to a nurse before leaving the ward.

The day room and quiet room are available for patients and their visitors to use. In certain circumstances, we can arrange for members of your family to stay on the ward, for further information please talk to a member of the ward staff.
**Meals**

You will be asked to choose your meals from a menu covering your nutritional needs. Our housekeeper will help you with this on a daily basis.

Please tell us if you cannot eat certain foods or you need a special diet, or if you require assistance with eating. Our catering service can provide diets such as vegetarian, kosher and halal. A member of the dietetic team visits the ward regularly and may be involved if you have a problem with your appetite or need special meals. It is helpful for us to monitor your weight and what you are eating. With your consent we will check these regularly. You will notice that a red tray is used for meals to help us achieve this. If your condition dictates, we may need to modify the texture of your meals and diet, but you will be kept fully informed about this by the speech and language therapist.

If it would be helpful, you can speak to our dietician or catering manager about your diet.

We serve meals at approximately the following times:

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>breakfast</td>
<td>8.30am</td>
</tr>
<tr>
<td>hot drinks</td>
<td>mid morning</td>
</tr>
<tr>
<td>hot drinks</td>
<td>tea 5pm</td>
</tr>
<tr>
<td>main meal</td>
<td>12.30pm</td>
</tr>
<tr>
<td>hot drinks</td>
<td>bedtime</td>
</tr>
</tbody>
</table>

Hot drinks are available at meal times. Late night snacks (eg biscuits) are available on request. Unless there are clinical reasons why not, water is available at any time.

Your relatives or friends are requested **not** to bring in items of food (including alcohol) **unless this has been discussed with your nurse or ward manager**.

We have protected meal times and therefore ask visitors to avoid these times to ensure patients can eat without interruption - this is really important. However, if you would like
your relative to assist you during this time, it is possible to do so by prior arrangement with the nursing staff.

We may request that your relatives do not bring in any food during your stay. All food brought in is consumed at the patient’s own risk. There are some restrictions to enable us to comply to food hygiene regulations - guidance is displayed on the notice-board. A fridge is available for storage of refrigerated items, but these can only be retained for 24 hours. Please ensure these are clearly labelled with your name and the date. Supply of hot foods is discouraged because safety risks are involved and staff cannot reheat food. Please do not bring in any of the following: raw meat, poultry, fish, eggs, unpasteurised milk, pate, soft cheeses, shellfish or unwashed salad or vegetables.

Sometimes, because of an operation or as part of your treatment, you will not be allowed to eat or drink. Your nurse will explain this to you.

Hygiene

It sounds simple but the vast majority of people don’t know how to wash their hands properly. For example, after going to the toilet most people just rinse their fingertips quickly under cold water and that does not get rid of the germs which can make people ill. Some germs can stay alive on our hands for up to three hours and in that time they can be spread to all the things we touch – including food and other people. It’s particularly important that people wash their hands before eating, including taking medicines.

Hand washing is the simplest, cheapest and most effective way of preventing germs being passed from one person to another. By following the steps on the next page you can help to prevent cross infection.

• Always use warm water.
• Alcohol hand sanitiser can be used on hands that are visibly clean. However hand washing must be undertaken for
patients who have a diarrhoeal disease as the sanitiser is not effective against certain diarrhoeal spores.

- ALL visitors must use the alcohol hand sanitiser on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.

If you need help washing your hands before and after a meal, please speak to a nurse.

**Effective hand washing**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wet</td>
<td>It’s better to wet hands before applying soap as this prevents irritation.</td>
</tr>
<tr>
<td>Soap</td>
<td>Apply soap to wet hands.</td>
</tr>
<tr>
<td>Wash</td>
<td>Rub hands together vigorously making sure both sides of the hands are washed thoroughly, around the thumbs, between each finger and around and under the nails.</td>
</tr>
<tr>
<td>Rinse</td>
<td>Rinse with clean running water.</td>
</tr>
<tr>
<td>Dry</td>
<td>Germs spread more easily if hands are wet so dry them thoroughly.</td>
</tr>
</tbody>
</table>
Facilities

The ward has certain facilities for the benefit of you, your family and friends.

• If you use a mobile phone please have consideration for other patients within the ward. Please speak to a nurse if this is a problem.
• We hope to be able to offer computer and Internet access soon, please ask staff for details.
• A quiet room is available for your use.
• If you would like your usual hairdresser to visit, please let a nurse know.
• Please speak to a nurse if your visitors would like to purchase a cup of tea or coffee. A small donation is welcomed.
• Speak to a nurse if you have any correspondence you wish to post. The last collection for mail on the ward is 4pm. Please make sure the correct value of stamps is used.

Laundry

We encourage you to dress in your usual daywear. It is advisable for you to have three sets of clothing including nightwear with you. It is advisable to ensure all personal items, including clothing, are labelled clearly. We also ask that you make your own arrangements for laundry unless this is unavoidable as the unit can only process personal laundry in the event of an emergency.

Soiled clothing will be placed in a special plastic bag which is designed to go straight into the washing machine without being opened. The pink strip will dissolve during the wash cycle and the plastic bag can then be disposed of after washing. This reduces the risk of spreading infection to staff and visitors alike.
Entertainment
A television, stereo system and radio are available for your use in the day room. Viewing the television is free. If you are unable to go to the day room and require access to a television please speak to a nurse for availability.
A selection of books are available to borrow.

Chaplaincy
Your religious and spiritual needs are important to us. Chaplains are available to see patients, relatives, carers or staff. If you would appreciate a visit, please ask a member of staff who will be able to contact the chaplain on call or inform the chaplain when he/she attends. The chaplain will be pleased to see you just to talk or pray with you or if required give you Holy Communion. This can take place quietly at the bedside or in the day room.
Chaplains will also be able to contact your own minister or religious leader of any denomination or faith. They are available not only for regular worshippers but for all people, of any faith or none, who would appreciate the time spent with them. Information on local religious groups is also available.
Please do not hesitate to ask if you would like to see a chaplain.
Pensions, benefits and medical certificates

Your state pension will be paid in full for the whole time you are on the ward, no matter how long you stay. If you are getting pension credits or benefits, you need to tell the Benefits Agency. If you are entitled to sickness benefit, the Benefits Agency will want a medical certificate to cover your period on the ward. Please tell your nurse if you need one.

In the event of fire

It is extremely unlikely that this will happen. If it does, don’t panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, alert a member of staff immediately.

On Wednesdays there is a routine fire alarm test - the bell usually sounds for a few seconds only.

Arrangements for leaving the ward

Early in your stay we will talk to you about the services you will need when you leave.

Please make sure that you have organised for someone to take you home, as we cannot normally provide transport. If you are finding it difficult to arrange transport, please talk to a member of the ward staff.

We usually need 24 - 48 hours notice to arrange for your discharge medicines to be received from the pharmacy that supplies the ward.

When you are discharged, you will be given a patient’s information letter which summarises the care you received, any outstanding appointments, equipment, etc. It also includes a list of your discharge medication and contact numbers for agencies you may need to get in touch with after you have gone home, e.g. your GP, community nurses etc. The nurses will discuss the contents of the summary with you a few days before you go home. Your GP will have a copy of your discharge summary forwarded within one working day.
Check list

Have you got all your belongings?
This sheet is a reminder for you to make sure you have all your belongings with you.

☐ Clothes
☐ Shoes/slippers
☐ Glasses
☐ Hearing aid
☐ Dentures
☐ Medication
☐ Keys
☐ Toilet bag/razors
☐ Handbag/wallet/suitcase
☐ Anything you’ve left with the ward staff for safekeeping
☐ Lifeline alarm pendant
☐ Have you left us your contact details if any of your property is lost?

Gifts and donations

Staff are not allowed to accept gifts of money or other items from patients, except small ‘thank you’ gifts such as chocolates etc.

If you would like to make a donation to the ward, please send it directly to the Ward Manager. Donations can also be made to Charitable Funds. If you want us to use your gift for a particular purpose, please talk to the Ward Manager who will make sure your wishes are respected. Please make cheques payable to: Leicestershire Partnership NHS Trust Charitable Fund.
Patient Advice & Liaison Service (PALS)

Our PALS Team is here to help you with any compliments, questions, comments or concerns you may have relating to our services. **We can help you by:**

- providing confidential advice and support to anyone who uses our services, their families and carers
- listening to any suggestions, queries or compliments
- liaising with our staff to resolve any issues you raise as quickly as possible
- providing information on services and local support groups
- helping to sort out health concerns on your behalf
- giving you information on how you can get involved in helping us to develop our services

**Concerns**

All our staff strive to provide the best possible care and service. However, occasionally things can go wrong and you might feel unhappy or concerned about the care or treatment you or someone you care for has received. The first thing you should do is talk to a member of staff at the place the care or service was provided to try to resolve things. If this does not resolve your concerns, you can contact a member of our PALS Team and they can help you to decide what steps to take next.

**How to get in touch with us:**

- **Tel:** 0116 295 0830  
  Mon to Fri 9am - 5pm

- **Email:** PALS@leicspart.nhs.uk

- **Fax:** 0116 2950843

**Leicestershire Partnership NHS Trust**

**Lakeside House**

**4 Smith Way**

**Grove Park**

**Enderby**

**Leicestershire LE19 1SX**
How to make a complaint

We provide high quality integrated mental health, learning disability and community health services in Leicester City, Leicestershire County and Rutland.

All our staff strive to provide the best possible care. However, occasionally things can go wrong and you might feel unhappy about the care or treatment you or someone you care for has received.

If this is the case, the first thing you should do if you feel able, is talk to a member of staff at the place the care or service was provided to try to resolve things.

If you don’t feel able to raise your complaint with the service, or are not satisfied with their response please contact our Complaints Team who will be happy to support you through this process. We will get in touch with you within three working days to let you know what we are doing to investigate and when you can expect to hear from us. We assure you that your future care and treatment will not be affected should you make a complaint.

How to get in touch with us:

Tel: 0116 295 0831 Mon to Fri 9am - 5pm
Email: Complaints@leicspart.nhs.uk
Fax: 0116 2950843
Write: FREEPOST RSUL-LSXC-AGJU
Complaints Team
Leicestershire Partnership NHS Trust
Lakeside House
4 Smith Way
Grove Park
Enderby
Leicestershire LE19 1SX
Voluntary services
Volunteers are an important part of NHS life. They help out in many ways including:

• Patient transport
• Raising money for special causes
• Visiting patients

If you would like to get involved, please ask your nurse to put you in touch with the Voluntary Services Administrator, or telephone them directly on: 0116 229 4055.

Further information
You will be able to find further information in the leaflet racks and notice boards. Alternatively, please ask a member of staff.

Accessing your medical records
If you would like to see your medical records please apply in writing to: Request for medical records, at the address on the front of this leaflet. There may be a charge for accessing this information, but you will be told in advance if this is the case.