



**University
Hospitals Sussex**
NHS Foundation Trust

Welcome to Twineham ward

Orthopaedics

Patient information

We want to make sure that you feel safe and are always cared for with kindness and respect. We will make every effort to involve you in your care as much as you wish, and this also includes your family and carers.

We hope you find this information useful during your stay.

What is this information about?

This information is about:

- Staying on the fracture neck of femur ward, Twineham.
- Who is looking after you on the ward.
- Visiting.
- Going home.
- Looking after yourself at home.

Why have I been given this information?

You have been given this information to prepare you for your stay on this ward. We understand that a stay in hospital can be a difficult time for you and your family. We want to give you the best possible care.

It is also important to know how to look after yourself once you leave hospital. Keep this information in a safe place, so you can look at it when you get home. It may still help you to understand your recovery, and what you will be able to do in the weeks after your operation.

You can share this information with anyone looking after you, so they know how to support you in hospital and when you get home.

Who stays on Twineham ward?

Twineham is a ward with 37 beds for male and female patients. These patients need treatment or surgery for an injury to the neck of femur (hip bone). We also provide care for patients who require treatment from other musculoskeletal system (bones, joints, muscles).

Who is in charge of Twineham?

There is a team of health professionals involved in the care of patients on the ward.

The ward manager is Mitty Jose. She wears a navy-blue tunic with red epaulettes (shoulder decoration). She is responsible for the daily running and management of the ward. She works four days a week and is available on [extension 65449](#).

Mitty is managed by the Matron for Twineham. This is Louise Cross. She covers several wards across two sites and can be contact through the switch board.

Who will be looking after me?

Each shift is led by a ward sister or charge nurse in a navy-blue tunic or a senior staff nurse in a pale blue tunic.

For each shift you will have a named nurse responsible for your care. The nurses wear pale blue tunics and are supported by a health care assistant in grey tunics. We also have nursing associates who wear royal blue uniforms. They should introduce themselves at the start of their shift.

Who else will I meet?

- Doctors and pharmacists. These do not wear a uniform.
- Physiotherapists, occupational therapists and student nurses who all wear white tunics.
- Dieticians who wear mauve polo shirts.
- Catering staff who wear grey polo shirts.
- Domestic staff who wear blue tunics.

To help you to identify all the people looking after you, and for security reasons, all members of staff wear a name badge with their photo on it.

What can I bring with me?

Please only bring essential items as space is limited. Ask your visitors to take home any unused items. We will ask you to sign a disclaimer to take responsibility for your property. We encourage patients to wear their own clothes and have lockers for you to store these items in. Patients are also encouraged to wear their own suitable footwear if possible and ask relatives if they can kindly bring these in.

We recommend that you leave anything valuable at home. This includes jewellery, money or credit cards. This is because we cannot keep them secure on the ward.

Can I have my own room?

We have 4 single rooms on the ward. These are prioritised to patients who really need to be isolated (kept apart from others) because of infections. This keeps them and the other patients safe.

Can I have my curtains around me?

We leave curtains open around the beds so that staff members can always see their patients. This keeps you safe.

You always have a right to dignity, privacy and to be treated with sensitivity. The curtains will be closed when the nurse is caring for you, or any other times that you need privacy.

Please ask for a chaperone (another person to be present) if you want when you have any examinations done. This can include personal hygiene care and care to do with bodily functions.

The ward cares for patients who are confused and at risk of falling over. At nighttime, there will be a member of staff sitting outside each bay to ensure everyone is safe.

When can visitors come to see me?

Visiting times on Twineham are from 10am to 8pm every day.

Because space is limited and because we need to respect the needs of everyone on the ward, we do not allow more than two visitors at one time.

Because of the risk of infection, visitors should not sit on the beds. Please do not bring flowers or soft toys on to the ward.

Can children visit?

Twineham may not be the most suitable environment for young children. If they do visit, please make sure that other patients are not disturbed.

When is the best time for my family or friends to call the ward to find out how I am, and what are the contact details?

Please remember that the ward is a very busy place. The staff are working to give patients the best care possible. They may not always be able to answer the phone.

It is helpful if there is one person that staff can contact about you. This person can also ring the ward to find out how you are. All other family members and friends can communicate with that one person.

The morning is our busiest time, so please call after 11.00 am.

Telephone numbers for Twineham are:

Nurses station 01444 441881 Ext. 68248/68510

We cannot give out detailed information about patients over the phone. Please do not ask staff to do this. This is in line with the Data Protection Act.

Can I use my mobile telephone?

Yes, but please use your mobile phone thoughtfully. Do not let it disturb others or interrupt your care. Please keep them on silent mode.

Is WIFI available?

Yes. Free access to the internet is available for all patients, visitors and carers. To connect to our wireless network.

1. Go to your WIFI settings and select NHS WIFI.
2. Connect.
3. Enter your name and email address.
4. Read and accept the terms and conditions.
5. You will then be connected.

Should I try to move around and do things for myself while I am in hospital?

Yes. While you are in hospital you will be encouraged to do as much as possible for yourself. The nursing staff will be here to help you.

There may be some limits to what you are able to do when trying to mobilise (move around) due to your injury. However, this will be explained to you by the people looking after you on the ward.

It is important that you follow any instructions about mobilising because this will help you to recover more quickly.

When are meals served?

Mealtimes are approximately:

Breakfast: 07:30am

Lunch: 12:00pm

Supper: 5:00pm

If you have any special dietary requirements, please let us know.

Hot drinks are served between mealtimes and water jugs are changed two or three times a day.

How are my religious needs met?

Please tell us of any spiritual needs you may have. Our multi-faith chaplaincy services can provide comfort and support to all, whether you are religious or not.

How is my care organised?

The staff on Twineham will make sure that you are included in all decisions about your care.

Every morning and evening, the nursing staff will change shifts. When they change shifts, they will hand over to each other. This is to make sure that staff coming on shift have the most up-to-date information about your care.

Each day the medical staff will visit you on the ward round. They will be discussing your care with you and making management plans. Please ask questions if you are not sure about anything. Nothing will happen to you without your involvement or consent.

We have specialist teams and services to help you deal with many of the problems that illness and a stay in hospital might bring. You can tell any of the nursing staff about any problems. If they cannot help you, they will find someone who can.

What about going home?

Before leaving the hospital, we will have already discussed your discharge plans with you or your family and the people looking after you.

Some patients are not discharged straight home but will be transferred to a rehabilitation placement for a short amount of time. This is so that they can get help to improve their walking and being able to look after themselves.

Some patients will be discharged home and will have support for a few weeks by the community services to help with them washing and dressing until they are able to do this themselves.

If you have any issues at home that may delay your discharge, please tell the nursing staff so we can help you

Before you go home, please discuss any concerns you have about your discharge with us. When you are nearly ready to go home, the doctors will prepare a letter for you and your GP.

This includes:

- Important information about your stay in hospital and what happened while you were here.
- Any future treatment plans.
- The prescription for any medicines to take with you.

You will need to arrange transport to get home on the day you are discharged. Hospital transport will only be arranged if you have a clinical need.

Will I need to give myself injections at home?

Some patients will need to continue giving themselves the blood thinning injections which you have had while in hospital.

This is to prevent the risk of you developing a blood clot which can a serious problem.

You will be shown how to give yourself these injections before you leave, and how you need to dispose of the needles afterwards. If you feel you are unable to give yourself the injections then the nurses on the ward can teach a member of your family or friend how to do this for you.

What happens on the day that I go home (am discharged)?

We recommend you wear your own clothes to do home in.

Before leaving the hospital, you will be taken to the discharge lounge. This is on the ground floor of the Princess Royal Hospital. You can still have meals and treatment while you are waiting to go home in the discharge lounge.

Transfer to the discharge lounge speeds up the process of leaving hospital. It means that you get to go home quicker and allows us to admit emergencies earlier in the day. This helps us to reduce overcrowding in our emergency department.

What should I do if I have any concerns after I leave hospital?

It is important you know what signs to look out for. If you are worried about anything, please contact your GP. We are unable to assist you with medication queries and requests once you have been discharged.

What about my wound?

You may have a wound when you are discharged. You will be told before you leave how this wound should be managed and you will be given wound care advice when you are discharged.

You may need to come back to the hospital for a follow-up appointment or visit your practice nurse at your local GP surgery. If you are house bound, then we will organise your community nurse to visit you.

Dressings are often left in place for a few weeks until you are seen at an outpatient's appointment or at your GP surgery.

Be aware

Occasionally infections develop in the wound.

Please telephone your GP if your wounds become inflamed, swollen or start to discharge fluid or pus.

What should I do if I have any pain?

It is common to feel some discomfort when you leave hospital.

If you are discharged with painkillers, you only need to take them until you can perform normal activities without significant discomfort.

Will my bowel habits (how often I poo) change after being in hospital?

Your bowel habits (doing a poo) may change after you have been in hospital. This can be due to the painkillers you are taking or because you cannot move around as much as you did previously. We recommend you take any laxatives which you have been given when you have left the hospital.

What can I do when I get home?

Please remember that your body needs time to recover after your operation. It has been through trauma.

You may have restrictions on how you are able to move around for several weeks. This will have been explained to you before you leave the hospital. It is important to listen to your body and use common sense.

What should I eat to help my recovery?

We recommend that you eat a balanced, varied diet and eat three or more times a day.

If you find it difficult to eat it is still important to get enough protein and calories to help your body to heal. You may benefit from having regular nourishing drinks. These include full cream milk, homemade milkshakes or supplements like Meritene or Complan. These can supplement your food. You can buy these in most pharmacist and health food shops.

What behaviour is expected of patients and visitors?

In line with the published hospital policy any patient or visitor who is offensive, threatening or violent will be referred to the hospital security service. So will any person found to be smoking, drinking or using illicit drugs.

The hospital has a no smoking policy on hospital grounds.

What if my relatives are concerned about me while I am on the ward?

If you or your relatives or carers are worried about you while you are on the ward they can speak to the nurse in charge, the ward manager and the doctors.

If they are worried you are becoming unwell but feel the issues they have raised are not being resolved, they can contact the Critical Care Outreach Team who will listen to your concerns and come to assess you if they feel it is necessary.

The team can be contacted on **07747 201999**.

The Critical Care Outreach Team will only deal with concerns about patients becoming increasingly unwell. If relatives or carers have any other concerns they should contact the Patient Advice and Liaison team (PALS). Their contact details are below.

Am I able to provide feedback to the ward?

We are very keen to hear your comments about your hospital stay so that we can improve our services and care. You will be asked to complete a short feedback survey before you leave the ward or contacted after you are discharged.

Patient Advice and Liaison Service (PALS)

You can also contact our Patient Advice and Liaison Service (PALS), to make comments or complaints or to raise concerns.

PALS

01273 664511

uhsussex.pals@nhs.net

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or scan the QR code



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