

### Art room

The art room is in department 12 on the main corridor. Regular sessions under the direction of our artist in residence, Pat Mountford are: Monday 1.30-3.30pm, Wednesday 1.30-3.30pm, Thursday 10.30am-3.30pm.

### Complementary therapy

Therapies offered include massage, aromatherapy, acupuncture, hypnotherapy and reflexology, available free to patients and carers. Please ask your nurse for more details or a referral.

### Smoking cessation and alcohol advice

The smoking cessation and alcohol advice service provide advice and treatment sessions. Contact: **0161 446 8236** or **0161 9187175**.

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

For more information about The Christie and our services, please visit **[www.christie.nhs.uk](http://www.christie.nhs.uk)** or visit the cancer information centres at Withington, Oldham or Salford.

The Christie NHS Foundation Trust  
Wilmslow Road  
Withington  
Manchester M20 4BX  
Tel: 0161 446 3000  
[www.christie.nhs.uk](http://www.christie.nhs.uk)

The Christie Patient Information Service  
April 2017 - Review April 2020



## Welcome to Palatine Ward



### Information to help you during your stay

#### Other leaflets you should have received:

- Pressure area care
- Welcome to The Palatine Ward booklet
- Reducing your risk of a blood clot
- Preventing slips trips and falls

**Please inform your nurse if you do not have these.**

### **Contact numbers, visiting times and Wi-Fi**

The number for our main desk is **0161 446 3925/6**. The Christie offers a wireless internet connection to all patients and visitors; please ask staff for details. The ward has open visiting, although we ask that visitors stay no later than 10:00pm.

### **Meal times, drinks and snacks**

Breakfast - 8:00am      Lunch - 12:30pm      Dinner - 5:30pm  
For patients wanting meals at other times we have Apetito frozen meals available at any time of day or night, just ask a staff member. Yogurt, ice cream and ice-lollies are also available at any time, alongside other snacks, fruit and biscuits.

### **Buzzer system**

The large orange button is to call your nurse or if you are in need of medical assistance; the pink button is for catering or housekeeping; the yellow button operates your over-bed light. In case of emergency, if a staff member is not present, pull out the red button above your bed or in the bathroom.

### **Asking for help/concerns**

If you or your family have any concerns or queries, or require assistance in any matter, please do not hesitate to ask. If you have any concerns regarding your or a family member's care, please ask to speak with the ward senior sister, matron, or duty manager.

### **Daily hygiene**

Our housekeeping team will change your bed linen each day and wipe the flat surfaces in your room. We recommend that you shower each day with the Octisan wash provided. If you have an IV (intravenous) line you **MUST** wash daily with Octisan, and this should continue whilst at home while the IV line is in place. You can also use your own shower products, as long as you have used Octisan first. We advocate thorough hand washing, both from visitors as they enter the unit, and from patients each time they use the bathroom. Please ask for any assistance required with wash/shower/toilet activities as our staff are happy to assist.

### **Pressure area care & falls prevention**

In hospital your skin can become vulnerable. We advise you to change position or stand and move around your room at least every two hours. Your nurse may ask to examine areas of your skin, even if you are well. Please wear slippers when mobilising or ask for our red non-slip socks if you do not have slippers, and **always buzz for assistance when moving if required**. A patient safety briefing video can be found on our website [www.christie.nhs.uk](http://www.christie.nhs.uk)

### **Chaperones**

All intimate nursing or medical procedures/examinations require a formal chaperone to be offered. Please ask if you have not been offered a chaperone for an intimate procedure/examination and would like this arranged. If you are under 18 a formal chaperone **MUST** be present.

### **Sources of information and support**

The Christie has an information centre in department 7. They stock a wide range of booklets and offer a free confidential service for anyone affected by cancer. Contact: **0161 446 8100**.

### **Wig fitting service**

If you are experiencing hair loss and require a wig, please inform your nurse and contact the information centre to obtain your free wig voucher. The wig fitting service is in department 12.

### **Chaplaincy and spiritual support**

We have a large multi-disciplinary-team of health care professionals including dietitians, physiotherapists, occupational therapists, psychologists and counsellors working within the hospital. Please ask your nurse for more information.

### **Maggie's Centre**

The centre provides a full programme of practical and emotional support, including psychological support, benefits advice, nutrition and head care workshops, relaxation and stress management. Contact Maggie's on **0161 641 4848** or email [manchester@maggiescentres.org](mailto:manchester@maggiescentres.org). The centre is located on the corner of Kinnaird Road and Frith Road, behind the MCRC building, opposite the main outpatient entrance at The Christie.