



**IMPORTANT STEPS  
TO KEEP YOURSELF  
SAFE DURING  
YOUR STAY**

# Simple steps to keep yourself safe during your stay

Your comfort and safety is of the utmost importance to us and will be a priority for the staff looking after you. There are also some simple things you can do to help keep yourself safe during your hospital stay.

## Ask for help, if you don't understand

Please make staff aware if you need extra help communicating or have any additional support needs we should be aware of. Our teams are available should you have any questions or concerns.



## Check your hospital wristband

Your wrist band will be checked by staff multiple times throughout your stay with us as part of our routine safety checks. This is to confirm you are the right patient before they give you any medications or carry out any tests. Please do check the details on your wristband are correct and tell somebody straight away if any of your information is wrong.

## Make staff aware of any allergies

Please inform staff of any allergies you have such as medicines, foods or other materials such as latex or plasters.

If you have reported any allergies, do check that you have been provided with a **red** wrist band as this highlights an allergy to staff and ensures your safety.



## Tell staff about your medicines

To keep you safe, it is important we are made aware of any medicines (including vitamins and supplements) you are taking prior to your admission and any you have brought into hospital with you. This is important as your existing medication can sometimes react with new medicines or treatments you might be given whilst in our care.

It is also important to inform staff if you have any medical alert cards or use any devices, such as an insulin pump.

Do let us know if any medication looks unfamiliar to you.

If you don't understand your medicines or have any concerns surrounding newly prescribed medication, dosages or possible side effects, please do ask a member of staff.



## Preventing blood clots

- If able to do so, take short walks and/or do simple leg and ankle exercises
- Drink plenty of water or other fluids, unless staff have advised you not to
- Depending on your reason for admission, you may be prescribed injections or medications to thin your blood – please take these as advised
- You may be asked to wear anti-embolic stockings. We will inform you on how to put these on and take them off and how long to wear them for.



## Preventing pressure ulcers - Stop the pressure

All patients, irrespective of age, physical fitness and general health can develop pressure sores if staying still for long periods of time. If able, regularly change your position to ensure your bottom and heels are relieved of pressure. Lying on your sides when in bed and frequently repositioning in sitting will feel more comfortable.

- Do ask staff to help you change position if you find moving difficult
- If you are feeling uncomfortable in any area, especially where bones are closed to the skin, please do speak to a member of staff who will assist you further



## Preventing slips and falls

- Please do wear the hospital anti slip socks provided to you
- Wear good fitting shoes or snug fitting slippers with rubber soles such as trainers when walking
- Keep everything within your easy reach, including your call bell if you have been given one
- Use your usual walking aids

### **Most importantly, please do 'call, don't fall'**

It is easy to underestimate the effects of surgery, anaesthetics or medications on your ability to mobilise safely. After surgery, the clinical staff will assess your ability to mobilise and advise you accordingly. If you need any assistance at all please do not hesitate to use the call bell provided in your bedroom and bathroom.



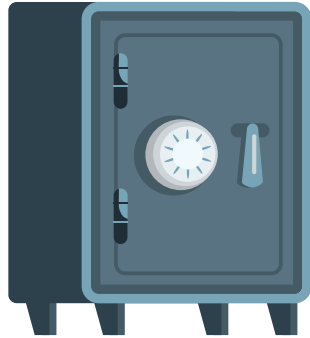
## Preventing infections

- Always wash your hands after visiting the toilet and before all meals
- Do not hesitate to ask staff if they've washed or sanitised their hands before giving any care to you
- Encourage your visitors to wash and sanitise their hands before they have any contact with you
- If you move around the facility, do use the antibacterial gel provided to clean your hands, ideally when you arrive and before you leave. These dispensers are located in various positions around the hospital
- Inform staff right away if you experience any diarrhoea, vomiting or any new flu or respiratory symptoms (including 24hrs prior to your admission)
- Let staff know if any of the tubes or needles attached to you become uncomfortable or painful



## Securing your valuables

- We do recommend you leave valuables at home as we are not able to take responsibility for such items.
- If you do bring valuables into hospital, we encourage you to utilise the safe within your room. Instructions for use are on the safe and staff will be happy to assist if you have any questions.



## Report any safety concerns

- Please do let us know if you are worried or feel unsafe at any time. We are here to help so please talk to us if you have any concerns at all about your care or treatment
- Do inform a member of staff if you need any help at any time

## Leaving hospital

Before leaving the hospital, please ensure you:

- Have your discharge summary letter and understand this
- Have been given any medicines to take at home, and know what they are for and how to take them, including any possible side effects
- Know the details of any follow up appointments that have been made
- Know who to contact if you have any questions or concerns at any time.



## We are here to help

The staff caring for you are there to help and to keep you safe, well and as comfortable as possible. We encourage our patients to be involved in their care, so if you have any worries or concerns about your treatment or what will happen when you leave hospital, please do talk to a member of the team.

**Please help us ensure your stay with us is as safe as it can be**

Connect with us



## Our group

The Harley Street Clinic  
The Lister Hospital  
London Bridge Hospital  
The Portland Hospital  
The Princess Grace Hospital  
The Wellington Hospital  
The Wilmslow Hospital  
Private Care at Guy's  
HCA UK at University College Hospital  
The Christie Private Care  
The Harborne Hospital  
HCA UK Laboratories  
HCA UK Primary Care  
Sarah Cannon Research Institute

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