

Ward 6 south information pack

Introduction

Welcome to ward 6 south at the Royal Free Hospital. This information pack has been created to provide you and those supporting you with useful information and resources following a stroke.

You will find in this pack

- Ward information
- Your keyworker
- Useful resources from the Stroke Association
- Your multi-disciplinary team
- Goal setting
- Royal Free Hospital services
- Leaving hospital
- Further resources available

Ward information

Visiting times

Every day, 8am to 8pm

Contact us

Tel: 020 7830 2719 (direct line)

Concerns/issues

Ask to speak to the nurse in charge or ward manager

Therapy sessions

They are scheduled by the therapy team depending on your needs and goals. Sessions run Monday to Friday for up to an hour. Please be aware that the therapy team may not be able to see you every day.

Weekly ward group timetable

These times are subject to patient cohort and staffing capacity.

Day	Group
Tuesday	Gym group – patients only (2pm to 3.30pm)
Wednesday	Upper limb exercise group – patients only (10.30am to 12noon)
Thursday	Family and carer Support group (3pm to 4pm)
Friday	Gym group – patients only (2pm to 3.30pm)

Your keyworker

What is a keyworker?

You will be allocated a member of your therapy team as a main point of contact for you and your next of kin. Your keyworker will keep you informed on a weekly basis of your progress and onwards plan. If you are unable to update your next of kin yourself, then the keyworker can update your next of kin.

If you have any questions for the therapy team, or you would like an update, please contact your keyworker by asking the nursing staff that you want to speak to them, or by calling the ward on 020 7794 0500, extension 36969.

As therapists are busy helping patients with their rehab programs, please note that updates can only be provided once per week.

Your keyworker is:

Patient next of kin

When you are admitted to the ward, please inform the nursing staff who you would like to be your next of kin. This is the person we will communicate with about your medical condition and discharge planning. This can be a family member or friend. This should be someone you trust with your personal and medical information and that will be supporting you when you are discharged.

They should also be someone who can help you with decision making and that will be available for meetings and phone calls if needed. They can then keep the rest of your network updated. If you would like help to identify a suitable person for this role, please talk to the nursing staff.

Useful resources from the Stroke Association

Recovery from a stroke can be a long and difficult process. The stroke association has published these information packs to help you, carers, family and friends understand what a stroke is and what to expect as you start to rebuild your life after a stroke.

Find out more about the stroke association: www.stroke.org.uk

To download an information pack, scan the QR codes with your phone. If you do not have a phone, ask one of your therapists to print a copy for you:

Next steps after a stroke



Supporting a stroke survivor



A complete guide to communication problems after a stroke



How to reduce your risk of a stroke



Your multi-disciplinary team

The multi-disciplinary team (MDT) involves the patient, any available support network and some of the professions listed below. We will work with you to help achieve your goals. You may not need all professions involved, this will depend on your goals and level of thinking, understanding, speaking and emotional well-being following your stroke.

Medical team/doctors

These are a team of resident (or junior) doctors who rotate and a consultant lead. They will keep you and/or your key contact updated about your stroke recovery and can give information about investigation results.

Nursing staff

Are responsible for assessing, planning, implementing and evaluating nursing care. They also administer medication. The patient's named nurse works under the supervision of a senior team leader of each shift.

Health care assistants

Also known as health care support workers, provide patient care under the supervision of a registered nurse. Their role includes patient care, monitoring of patient's vital signs, making patients comfortable, bedmaking, ward tidying, assisting patients with eating and drinking. They also work closely with other members of your therapy team to ensure a high standard of care is delivered.

Pharmacist

Work closely with the medical, nursing and other healthcare teams to prescribe the right medication and help plan medication for when you leave the hospital.

Occupational therapist

Works with people to increase their ability to carry out everyday tasks, eg. personal care, cooking, return to work, reviewing any changes in thinking and memory, and managing fatigue. They can arrange for provision of equipment at home and (where relevant) refer for carer support and housing adaptations. They may ask for pictures of your property to help with discharge planning to ensure the environment is appropriate.

Your occupational therapist is

Physiotherapist

Helps to improve independence in moving, walking, increasing fitness and sitting out of bed. They will complete exercises with you and help work towards your physical rehabilitation goals. Exercise is essential after stroke, and you will see more benefit if you also complete exercise in your own time (with advice from the physiotherapist).

Your physiotherapist is

Speech and language therapist

Helps you to work on your communication if this changed after your stroke. If you are having difficulty swallowing, they will work closely with you to find the safest food and drinks for you.

Your speech and language therapist is

Dietician

A neuroscience dietitian is responsible to make sure patients get adequate nutrition after a stroke or brain injury. Dietitians will provide nutritional recommendations regarding nutrition support which might involve food first advice or prescribing nutritional supplements. If your swallow is impaired or unsafe, dietitians will also be able to advice on a modified texture diet or tube feeding.

Your dietician is

Therapy assistants

Provide support and advice while completing your rehab exercises. They are guided by the Physiotherapist, Occupational therapist and Speech and Language Therapist to deliver rehab tailored for your needs.

Your therapy assistant is

Clinical psychologist

Supports patients to manage mood difficulties such as low-mood and anxiety and adjustment to disability following stroke. The ward psychologist can support your understanding and management of difficulties with memory and thinking skills after stroke. You can refer yourself to meet with our ward psychologist or staff may suggest a referral to you.

Your clinical psychologist is

Goal setting

It is helpful to think about goals you would like to achieve. If you have difficulty writing, ask your Next of Kin to assist you. Examples might be sitting out in a chair to read, walking to the toilet independently, going back to hobbies that you enjoy, or tasks associated with your employment eg. using a computer keyboard to write.

Your therapy team will review and discuss your goals with you weekly to help tailor your therapy activities to meet your needs.

Goal one

Goal two

Goal three

Goal four

Services available in the Royal Free Hospital

While you are staying at south 6 ward, the Royal Free Hospital offers some additional support services. If you need any assistance accessing these services, please speak to a member of the team.

Massage

You can be referred to massage services. Please alert the team if this is something you would be interested in receiving. You will be offered a free gentle 20-minute massage in your bed or bedside chair.

Pet therapy

Pets As Therapy is a national charity. They provide therapeutic visits on the ward from volunteers with their pet dogs and cats. The ward staff can help refer you if you are interested.

Chaplaincy

The chaplaincy-spiritual care team is here for everyone. It is a multi-faith, multi-denominational team who offer spiritual, religious, and pastoral care to patients, staff, visitors and volunteers. You do not have to think of yourself as religious to make use of the service. Some people may value the opportunity to talk to someone about how they are feeling and the changes they may be facing.

We have Christian (Anglican and catholic), Jewish (rabbi) and Muslim (imam and female muslim) chaplains and several volunteers from various traditions. If a representative of your faith is not listed above, or if you would like to speak to a humanist, the team will be happy to arrange a meeting for you where possible.

Chapels and multi-faith spaces

The chapel, muslim prayer room and shabbat room are located on the lower ground floor at the Royal Free Hospital. The chapels and multi-faith spaces are places of peace amid busy hospitals. Everyone is welcome.

Jumu'ah prayers

Every Friday from 1pm

Catholic mass

Every Sunday from 2pm at the Royal Free Hospital chapel.

Anglican/free church

If you wish to receive holy communion by the bedside, please ask ward staff to call the chaplaincy-spiritual care team or call the numbers below.

Royal Free Hospital chaplaincy

Tel: 020 7830 2742, extension 33096

If you follow a halal or kosher diet, please let the nursing staff know so you can be provided with this. There is also a kosher food room on the lower ground floor which carers can access.

The Royal Free Charity support hub

The Royal Free Charity support hub and their volunteer team at the Royal Free Hospital offer the following services to support patients and carers:

Check-in and chat programme

A team of trained volunteers are available to regularly check-in and call patients who are isolated at home. Patients will have a 'buddy' for up to six months.

Tea and coffee morning

The hub is open for tea and coffee for patients and carers every Thursday in the support hub, on the lower ground floor, from 11am to 12.15pm.

Welfare rights advice

The team provides advice and support on finances, housing, keeping warm and other welfare-related issues to patients with long-term health conditions and their carers. Please note that the welfare rights advice service is extremely busy; where the advisors cannot take on new cases, they are triaging people to offer advice and signpost as appropriate.

They are open Monday to Thursday 10am to 4pm (closed for lunch 12.30pm to 1.30pm). Available on email and phone throughout the week. Please ask the ward for details.

The stroke education group for family and carers

The stroke family and carers education group provide an opportunity for family and carers to come and chat informally and gain advice and support. It has been set up in response to the challenges we see on the ward faced by family members and carers.

The drop-in group aims to provide an opportunity to discuss worries, gain a better understanding of stroke, discuss ways to enhance your mental, emotional, and physical well-being and to be heard by our trainee clinical psychologist. The group involves mindfulness exercises, and a series of discussions focused on how we might take better care of ourselves.

You can get involved as little, or as much as you like and can be signposted to additional support if desired. The stroke education and support group for family/carers takes place weekly, or individualised sessions can be arranged for you if prefer. If you'd like to get involved, speak to your therapist about it.

Patient Advice Liaison Service (PALS)

If you are unhappy with any aspect of your hospital experience, you can contact the PALS team who will endeavour to assist you. The Patient Advice and Liaison Service for the Royal Free Hospital is based on the ground floor, opposite the main reception.

The walk-in service is open Monday to Friday, 10am to 1pm and 2pm to 4pm. You can also contact PALS using the details below:

Tel: 020 7472 6446 or 020 7830 2577 Monday to Friday, 9am to 5pm.

Email: rf.pals@nhs.net

Write to PALS: Patient Advice and Liaison Service (PALS), Royal Free Hospital, Pond Street,

London NW3 2QG

Leaving hospital

Having a stroke can be life changing and from early on in your stay we will start planning for your discharge. This may be to a rehabilitation unit, care home, supported accommodation or back to your own home. We will have discussions with you and your Next of Kin about how to support you in this transfer, what to expect in the next step and what community services will be available to you.

Community therapy services and rehabilitation units have strict criteria for referrals and provision differs dependent on which borough you live in.

The multi-disciplinary team will explore options with you and your Next of Kin throughout your stay. This might involve getting information about your home or having meetings to discuss what options are available to you. In some instances, a social worker will be asked to support this process. We might also involve outside agencies e.g. carers and Red Cross.

Further resources

The following services are available to support anyone affected by stroke, including friends, family and carers.

Stroke Helpline

Confidential helpline: telephone 0303 3033 100.

Stroke Association

Offers local support groups. Please see their website for groups in your area:

www.stroke.org.uk/finding-support

British Red Cross

Helps with daily activities such as shopping and companionship. Red Cross services are not available in all London boroughs. Please contact the Red Cross directly for more information about services in your area: 0208 944 0246 www.redcross.org.uk

Age UK

Offer several services to older adults living in the community including 24hr helpline, befriending services, exercise and day centres. Services vary between boroughs. Please see their website for more information: www.ageuk.org.uk

Headway

Works to improve life after brain injury by providing vital support and information services. Please visit their website at www.headway.org.uk or call their helpline 08 08800 2244

Driving information

You must stop driving for at least one month after a stroke. You can restart only when your doctor tells you it is safe. You must inform DVLA after one month if your stroke symptoms impact your ability to drive eg, arm or leg weakness, or changes to thinking skills or vision. Please visit their website for more information at www.gov.uk/stroke-and-driving

Aphasia Reconnect

Buddy system, online groups and in person groups to bring people with Aphasia together. www.aphasiareconnect.org

Aphasia Support

Aphasia Support offer one to one support to people with aphasia, in the home or over Zoom. www.aphasiasupport.org

Dyscover

Support groups to help and empower people with aphasia, and those around them, to manage their communication disability and re-engage with life. www.dyscover.org.uk

Say Aphasia

Online support groups to chat to other people with aphasia around the country.

www.sayaphasia.org

More information

For more information about stroke services at the Royal Free London, please visit our website: www.royalfree.nhs.uk/services/stroke-services

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email:

rf-tr.communications@nhs.net

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