



The Walton Centre
NHS Foundation Trust

Excellence in Neuroscience 

Welcome

Information for patients and families



The Walton Centre 
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Welcome

Welcome

Welcome to The Walton Centre NHS Foundation Trust. This booklet will help you prepare for your visit to The Walton Centre.

The Walton Centre is unique – the only specialist hospital in the UK dedicated to providing comprehensive neurology, neurosurgery, spinal and pain management services.

Our specialist staff offer a world-class service in diagnosing and treating injuries and illnesses affecting the brain, spine, peripheral nerves, muscles and supporting patients suffering from a wide-range of longterm neurological conditions.

Over the next few pages, you will find useful information about what to expect, the facilities at the hospital and information about being discharged.

If you would like to share your experiences about your time at The Walton Centre, please use the contact details on the back page of this booklet or email:

patientexperienceteam@thewaltoncentre.nhs.uk

This information can be translated on request or if preferred an interpreter can be arranged. For additional information regarding these services please contact The Walton Centre on 0151 525 3611 and ask for the Patient Experience Team.

Gallwch ofyn am gyfieithiad o'r deunydd hwn neu gellir trefnu cyfieithydd ar y pryd os yw'n well gennych. I ddarganfod mwy am y gwasanaethau hyn, cysylltwch â Chanolfan Walton ar 0151 525 3611 a gofyn am Reolwr Profiad y Claf (Patient Experience)

How to find us

Our address is The Walton Centre, Lower Lane, Liverpool, L9 7LJ.
The Walton Centre is next to Aintree University Hospital.

Parking

See the map opposite for car parking information. Disabled parking spaces are available in front of both buildings.

Parking concessions are available depending on circumstances. Weekly passes are available at a reduced rate. Please speak to a member of staff or enquire at the cash office located on the ground floor of the main building, to find out more.

Ambulance Service

If you need an ambulance to bring you to hospital, please contact:

Cumbria, Lancashire, Greater Manchester and Merseyside - call: 0800 028 9224

Cheshire, Warrington, Wirral - call: 0345 425 0050

North Wales - call: 0300 123 2317

Your GP can also help to arrange this.

Please give at least seven days notice. If you have to cancel your admission date, please do not forget to cancel the ambulance.

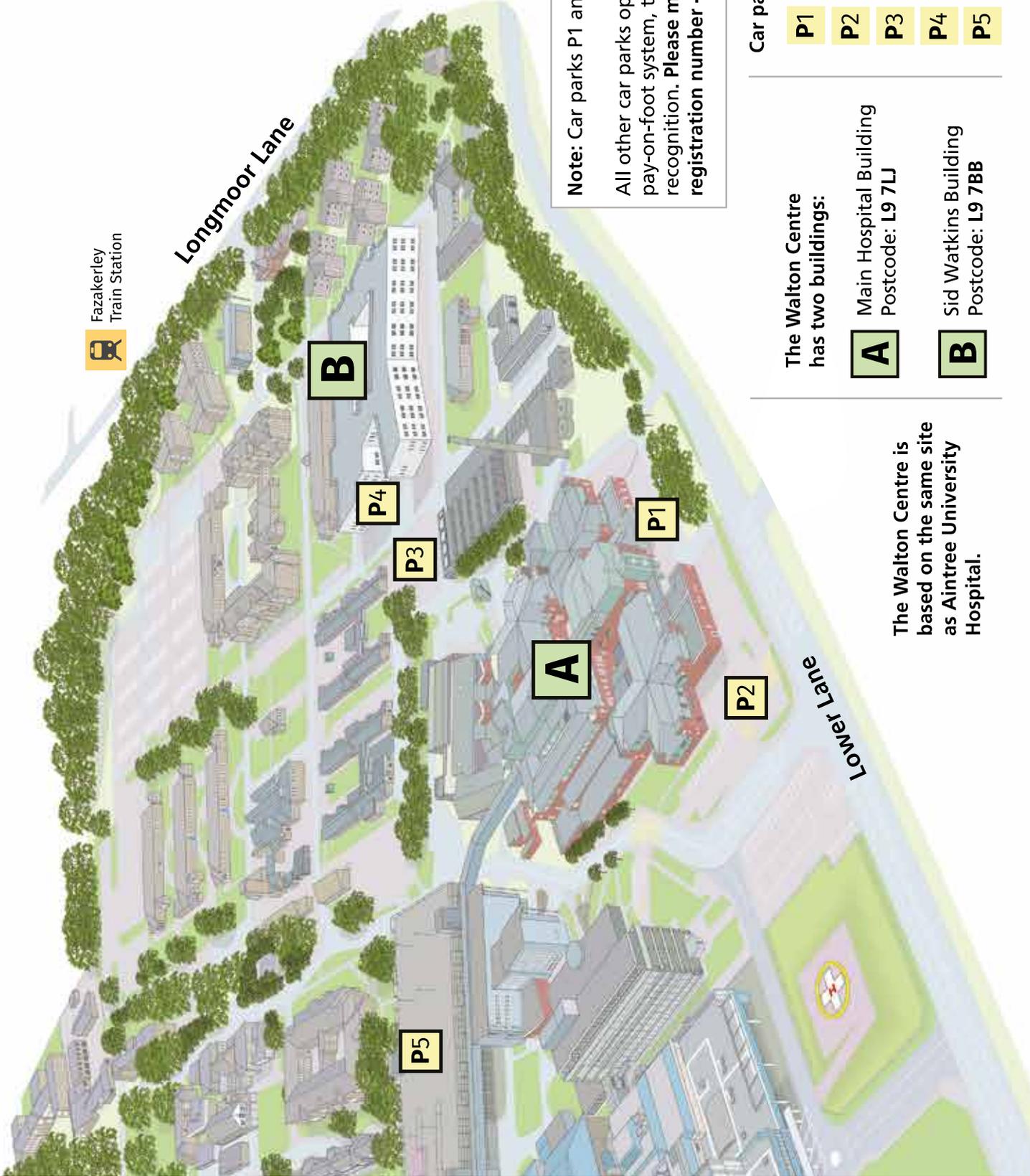
Claiming fares

If you are in receipt of one of the following, you may be entitled to help towards the cost of public transport, parking or your petrol, when you go into and out of hospital for NHS treatment, or when you go to and from hospital as an outpatient for NHS treatment:

- Income-based Jobseeker's Allowance / Income-related Employment and Support Allowance
- Pension Credit / Guarantee Credit, or you are named on, or entitled to (use your award notice as evidence), an NHS tax credit exemption certificate, or
- You have a low income and are named on certificate HC2 (full help) or HC3 (limited help). To apply for this certificate, you should complete form HC1 available from your local hospital, Jobcentre Plus offices, or from the DH publications order line on 0300 123 0849.
- You are awarded Universal Credit
- You must bring proof of the relevant benefit (order book or letter confirming payment into your bank account) and public transport tickets/receipts each time you wish to claim, in order for you to be paid the same day. The Walton Centre uses a mileage chart to calculate help towards petrol expense. Claims should be made at the Outpatients reception desk. You will then be issued with a form to take to the cash office which is located on the ground floor close to the Bistro.



The Walton Centre
NHS Foundation Trust



Fazakerley
Train Station

Longmoor Lane

Lower Lane

Note: Car parks P1 and P2 are pay and display.
All other car parks operate a ticketless, pay-on-foot system, that uses number plate recognition. **Please make a note of your car registration number - you will need this to pay.**

The Walton Centre is based on the same site as Aintree University Hospital.

- The Walton Centre has two buildings:
- A** Main Hospital Building
Postcode: L9 7LJ
 - B** Sid Watkins Building
Postcode: L9 7BB

- Car parking:
- P1** 28 bays
 - P2** 50 bays, 18 disabled bays
 - P3** 56 bays
 - P4** 25 bays, 5 disabled bays
 - P5** Multi-storey, 200+ spaces

General information about your stay



Your admission date

If there is a problem with your admission date, please ring the telephone number on your appointment letter. If you need to cancel your visit, we can use your bed for another patient so it is very important that you tell us if you can't make it.

Pre-operative assessment

Before you are admitted to The Walton Centre, you will be asked to have a pre-operative assessment. This is to ensure that you are well enough to undergo the treatment and that we have up-to-date information about you.

Pre-operative assessments usually take place ten days before your treatment and last approximately four hours.

When you arrive at The Walton Centre

You will normally be admitted to Jefferson Ward at 7.15am on the day of surgery, but occasionally on the day before. If this is necessary you will have been informed of this beforehand and advised of alternative arrangements.

Your admission date and time is not guaranteed. The Walton Centre NHS Foundation Trust operates an emergency service; patients requiring emergency care take preference. If there are no beds available or your consultant has to deal with emergency cases then we will need to rearrange a date for your admission - this will be provided to you as soon as possible.

Once you have been admitted to Jefferson Ward on the morning of your surgery you will be seen by the doctors, anaesthetist and one of our pharmacists. The nursing staff will prepare you for theatre and escort you to theatre when you are ready.

Same sex accommodation

At the hospital we offer same sex accommodation and bathroom/shower facilities. With the exception of Critical Care, you will never have to share your sleeping area or bathroom facilities with patients of the opposite sex.

Fasting

Some patients will need to fast before they receive treatment or before arrival. If you need to fast, it will say so on your appointment letter.

Medications

Please bring all your usual medication into hospital with you in their original containers, plus a copy of your repeat prescription or a detailed list. In some cases, patients are asked to stop specific medication at certain times prior to their admission. Please follow the instructions given to you at the pre-operative assessment clinic or by your consultant.

On admission, you **must** hand over all your medication to nursing staff. This will be securely stored and used for you during your admission where appropriate. A doctor or pharmacist will review your medication on admission and decide what should be continued during your stay. If there is a particular medicine you feel you need to keep in your possession, please speak to the nursing staff.

Interpreters

If you require an interpreter please call 0151 525 3611 and ask for the Patient Experience Team, or ask someone to contact us for you.

Important information about your stay

Consent to treatment

Before giving your consent for treatment, you will be given a clear explanation of your condition and proposed tests or treatment, investigation or procedure - including the risks involved and any alternatives there may be. You can refuse treatment even if you previously gave consent.

Medical certificate/fit note

If you need a certificate to cover you during your inpatient stay and recuperation period, please ask the Ward Sister.

Information about your care and treatment

If you would like other people to be present when the clinical team speaks to you about your condition or treatment please let us know. There are sometimes reasons why this is not possible and if so, a nurse or other member of staff can be with you when news or information is given.

Therapies

While you are a patient at The Walton Centre, you may receive treatment and advice from our physiotherapy, occupational therapy, and/or speech and language therapy staff. Nursing staff will speak with the therapy team if they feel you would benefit from their input, before you return home.

Medication

The ward pharmacist will review your inpatient prescription every weekday. If you have any questions about your medication during your stay please ask to speak to him/her. Before you are discharged, a discharge prescription will be written. A pharmacist will check your supplies of your own medication and will dispense a supply of any extra medication necessary. Before you leave, please ensure that your medication has been discussed and explained to you and/or your family/carer by a member of staff.

Transfer to another hospital

Occasionally, patients are transferred to other hospitals - usually because they no longer need our specialist care. We aim to ensure family members are informed when this decision is made and that they know the details of the transfer. This can sometimes be at short notice.

Training new NHS staff

Many students receive training at The Walton Centre and seeing patients is an essential part of their training. If you do not wish trainee doctors, nurses, therapists etc to be present, please tell the nursing staff. This decision will not affect your treatment.

Social Services

Social workers liaise with ward staff to offer help, advice or support on social or practical care matters at home. Arrangements will be made with the ward staff for you to speak to a social worker, including local authorities in North Wales, if required.

Support for you and your family

Nursing staff are on hand to provide emotional support and practical guidance to you whilst you are on the ward.

Patient Experience Team

The Patient Experience Team provides a welcoming, accessible and confidential, non-medical service to patients, families, carers and friends, which includes:

- emotional and practical support
- confidential advice
- information
- help accessing other, external support
- help resolving any concerns or informal complaints

To contact the team call: **0151 556 3090 / 3091**

Email: patientexperienceteam@thewaltoncentre.nhs.uk

Their office is staffed Monday to Friday, 9am – 5pm.

Out of hours you can call our Patient Listening Line on **07817839000**.

The Matron of the day will speak to you and can visit you if needed.

The Brain Charity Information Desk

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

They offer a range of services including counselling, confidence building courses, employment support, welfare benefits advice, support for carers and a national information and advice service.

The Brain Charity have a staffed information point located in the main reception area of The Walton Centre where you can visit them to find out more information about how they can help.

Contact The Brain Charity:

Call: 0151 298 2999

Email: info@thebraincharity.org.uk

Visit: www.thebraincharity.org.uk



Personal items

A locker will be provided for your belongings but space is limited so please do not bring more than you need. An airline size hand luggage bag would be an ideal size for your belongings. Here is a helpful checklist for what to bring into hospital:

- Night clothes / Comfortable Day clothes
 - Dressing gown
 - Underwear
 - Toothbrush / Toothpaste
 - Deodorant
 - Hairbrush/comb
 - Slippers (preferably with a full back)
 - Hearing aid and spare batteries
 - Any walking aids - labelled with your name
 - Shaving equipment
 - Soap and face cloth
 - Sanitary items
 - Bath and hand towels
 - Spectacles
 - Shampoo
 - Headphones (for TV)
 - Medication
 - Steradent
 - Denture pot
- Note:** Hair dryers are provided on each ward.

Enquiries about you from family and friends

Information about your treatment is strictly confidential and will not be given to anyone except your GP and next of kin without your permission.

Family and friends are asked to arrange for one person to receive information and pass this on to others to reduce the number of calls received on the ward. This gives staff more time to care for patients. For more information, read about the protection and use of patient information on page 19.

Television and telephones

Televisions are available at your bedside. If you bring electrical items onto the ward, please inform the ward sister, who will arrange for maintenance staff to check the equipment if it is older than 12 months. Please do not use such equipment until it has been checked.

Wi-Fi

There is free Wi-Fi in the Trust and mobile phones may be used on the wards.

Meals and meal times

Breakfast	8am – 8.30am
Lunch	12pm – 1pm
Evening meal	5pm – 6pm

There is a choice of menu for most meal times in the hospital and you will be asked to select your meals for the following day.

Please inform staff on admission of any dietary requirements including allergies, intolerances or cultural dietary requirements.

Food may be brought in by prior arrangement, but cannot be stored in the fridge or re-heated.

Smoking

Smoking (including the use of e-cigarettes) is not allowed anywhere on the hospital site, including in car parks. Nicotine replacement therapy is available to all inpatients along with information about local stop smoking services. You can ask your healthcare professional for contact details of your local stop smoking service or visit: www.nhs.uk/smokefree

Alcohol and illegal drugs

Alcohol is not allowed on the premises. Possession or use of illegal substances will not be tolerated and will be reported to the Police.

Photography

Photography is not permitted unless by agreement of senior ward staff. Please respect the privacy and dignity of all patients.

Money and valuables

The Walton Centre cannot accept liability for money or valuables.

Please do not bring items of value into the hospital. If you find yourself with valuable items please inform the ward sister who may be able to arrange temporary storage.

Accommodation for families

The Walton Centre's Home from Home has been provided by our charity, for families who need somewhere to stay after a patient has been admitted for urgent treatment.

It is located on the top floor of the Sid Watkins Building, just a few yards away from the main hospital building.

There are criteria about who is able to use the facility and for how long, to enable us to support as many families as possible in the first few days after a patient's admission. The accommodation is free to use as it is provided by our charity. Help is also available in finding hotel rooms nearby.

If you would like to enquire about our Home from Home or about finding local accommodation, please speak to a member of staff who will contact our Patient Experience Team.

You can contact the team direct on 0151 556 3091 / 3090 or email: patientexperienceteam@thewaltoncentre.nhs.uk

Please note: We can only take bookings on the same day the patient is admitted and only if there is a room available, as the rooms are prioritised for emergencies. We are unavailable to take bookings in advance.





**The
Walton Centre
Charity**

*Supporting Excellence
in Neuroscience*



How you can support The Walton Centre Charity

The Walton Centre Charity supports the work of The Walton Centre hospital by funding a variety of projects which help improve patient care and services.

These include innovative equipment; research; as well as improved facilities for our patients and their families. We also support staff with enhanced training opportunities to ensure they remain at the centre of clinical research developments. It is thanks to kind donations from our supporters that we can continue to make a difference.

There are a number of ways you can raise money for The Walton Centre, including organising a charity night, dress down day in work, sponsored events and much more.

You could also sign up to be one of our Fundraising volunteers and help us at different events we have organised across the year such as bucket collections and bag packs.

If you would like to contact The Walton Centre Charity, the Fundraising Office is located in the reception, in the main hospital building.

Call: 0151 556 3466

Email: fundraising@thewaltoncentre.nhs.uk



www.thewaltoncentrecharity.org



Facilities

Refreshments

The Courtyard Bistro is near the main hospital entrance and is open 7.30am – 7.30pm Monday to Friday and 9am – 4pm on weekends.

There is also a café based on the ground floor of the Sid Watkins Building (see map on page 3) and is open 8am – 4pm Monday to Friday. The café is closed on weekends, however there is access to a vending machine on the ground floor in the entrance to the accessible toilets.

There is a restaurant and a café at Aintree University Hospital which is about ten minutes walk from The Walton Centre main building. The restaurant is open 9.30am – 2.15pm, Monday to Friday. The café is open 7.30am – 7pm, Monday to Friday and 8am – 2.30pm on weekends. Please ask a member of staff for directions.

The Walton Centre Volunteer trolley service

Volunteers work alongside us to provide additional services and facilities for patients such as a trolley service to wards selling items such as newspapers, confectionery and toiletries. We also offer a Neuro Buddy system where volunteers can visit the ward to act as a companion by either simply listening or having a conversation. If you would like to benefit from this service please feel free to ask a member of staff on the ward.

The Retreat quiet room

The Retreat quiet room is on the first floor of the main hospital building and is open to all for prayer and reflection. If you have any particular religious requirements please inform staff or the Trust's Chaplaincy team.

Chaplaincy Service

The Chaplains visit the hospital wards and can provide any sacraments at the bedside. They are available 24 hours a day and the service is for all faiths and also for those who do not belong to a particular faith community. You can ask a staff member for more information.

Cash machine

A cash machine is located in the main reception area.



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Reception

THE WATSON CENTRE

Infection, Prevention and Control

Our aim is to protect patients from preventable infections.

Prevention is better than the cure, and washing your hands still remains the single most important way to protect from infection.

On or before your admission you may have a swab taken from your nose to identify if you are carrying MRSA (Methicillin-resistant Staphylococcus aureus). If the result is positive, this will be discussed with you by a member of the nursing staff. You may also be subject to other screening / swabs.

Please help to prevent infections by following some simple rules:

- Wash your hands before entering and leaving the ward, before eating and after visiting the toilet.
- If you have not observed a member of staff washing their hands before touching you, please ask them to do so. They will not be offended, it's for your protection.
- Ask visitors to keep to visiting times (see page 18) and only two visitors at the bedside at one time. Please do not allow your visitors to sit on the bed.
- If your visitors are unwell they should not visit you until they have been well for 48 hours.
- If you are scheduled to have an operation, on the morning of your surgery you will need to have a bath or shower. If you are unable to attend to this yourself, a member of staff will help you.
- After your operation it is important you do not touch your wound or allow any of your visitors to touch it.

Venous Thromboembolism prevention (VTE)

Venous thromboembolism (VTE) is where a blood clot (called a thrombus) forms in a vein. The most common form is a blood clot in the deep veins in the legs known as a deep vein thrombosis or DVT.

The prevention of VTE is an important consideration for your doctor when you are to be admitted to hospital. Staff at The Walton Centre Foundation Trust are committed to the prevention of VTE, its early diagnosis and effective treatment.

The key to prevention is knowing who is at risk and applying preventative measures. When you are admitted to the ward the nursing staff will carry out an assessment.

Falls

The risk of falling increases for patients that have a neurological/neurosurgical condition because the mechanisms that control walking and balance may be damaged.

Illness, a change of medicines and an unfamiliar setting (e.g. coming into hospital) can also increase the risk of falls. If you had falls in the past, it is of great importance that you tell the team looking after you, as we want to keep you safe.

How can my team help me to avoid falling?

It is important they know about things that could make you more likely to fall such as:

- Past falls and any incidents of almost falling.
- Health conditions which put you at risk of falling such as eyesight or hearing problems, poor muscle strength, shortness of breath on activity or balance problems.
- Medication you take - some medicines can increase the risk of falling such as medicines for sleeping problems, anxiety, or depression. Adding new medicines, or changing doses of some medicines, can also affect your risk of falling.
- The more your care team knows about your situation, the better they can help you. They may be able to suggest ways to prevent another fall. For example, if you fell because one of your medicines is making you dizzy, your doctor might switch you to a different medicine.

Is there anything I can do?

- Tell the care team if you have had falls in the past or if you think you are unsteady when walking.
- Tell the care team or ask for help if you need to go to the toilet and you are unsteady.
- Wear non-skid, well-fitting shoes / slippers or non-slip socks whilst staying in hospital.
- Use your walking aids and be sure they are the right size and kept within reach.
- Look for the call bell which is there for you to use to ask for help if you think you might fall.
- Many people have a difficult time recovering after a fall, due to injuries sustained and /or impact on confidence. Doing things to prevent falling can help protect your health, confidence and independence.

Visiting times

All wards have the same visiting times, except for Horsley Intensive Care Unit and the High Dependency Unit.

Wards

12noon - 8pm

(flexible visiting can be arranged via the appropriate Ward Manager).

Horsley Intensive Care Unit / High Dependency Unit

12pm - 2pm and 3pm - 8pm

(2pm - 3pm is a quiet time and there is no visiting during this time)

We ask all our visitors to respect our visiting times. This allows us to ensure that the patients receive privacy when washing, dressing, eating and receiving treatment and care. It also ensures that all patients get the rest that is so important in aiding their recovery.

Should your family have difficulty visiting during these times, please speak to the Ward Sister to make alternative arrangements where possible. Families and friends are asked not to stay too long and no more than two visitors are allowed per bed at any one time.

Please ensure that you wash and gel your hands before entering any of the wards, the Horsley Intensive Care Unit and the High Dependency Unit.

Visitors may be asked to leave if patients in the bay are undergoing: examinations, further tests, therapy (including physiotherapy, occupational therapy and speech and language therapy) or scans.

Guide dogs are permitted to accompany visitors on all wards.



Feedback: tell us what you think

We welcome feedback about our services – positive and negative.

Please tell us about your experience by contacting our Patient Experience Team or writing to the Chief Executive:

Call: **0151 556 3090 / 3091**

Email: **patientexperienceteam@thewaltoncentre.nhs.uk**

Write to:

Chief Executive, The Walton Centre, Lower Lane, Fazakerley, Liverpool, L7 9LJ

If you are unhappy with any aspect of your experience at The Walton Centre, please speak to ward or clinic staff or the Ward Manager. Alternatively, you may ask to speak to the Matron or Divisional Nurse Director. They will do their best to resolve any problems.

Making a complaint

If you wish to make a formal complaint under the NHS Complaints Procedure, please ask for a leaflet explaining the complaints procedure or simply address your letter to:

Chief Executive, The Walton Centre, Lower Lane, Fazakerley, Liverpool, L7 9LJ

If you would like independent support with your formal complaint, please contact the Patient Experience Team:

Call: **0151 556 3090 / 3091**

Email: **patientexperienceteam@thewaltoncentre.nhs.uk**

They can describe the options of support available to you, including details of the Local Healthwatch Advocacy Service (if you live in England) or the Community Health Council (if you live in Wales or the Isle of Man).

The protection and use of patient information

We aim to provide you with the highest quality of care. To do this, we must keep records about you and the care we provide for you. The doctor and other health professionals caring for you will have access to those records to ensure you receive the best possible care. Health Records are held on paper and electronically and the Trust has a legal duty to keep your information confidential, accurate and secure at all times in line with Data Protection Laws. Our staff are trained to handle your information correctly and to protect your privacy.

Information collected about you to deliver your health care is also used to assist with:

- Making sure your care is of a high standard.
- Looking after the health and wellbeing of the general public and planning services to meet the needs of the population.
- Preparing statistics on our performance for the Department of Health and other regulatory bodies.
- Helping to teach and train Healthcare Professionals.
- Reporting and the investigation of complaints, claims and untoward incidents.
- Research & Development.
- Helping staff to review the care they provide to make sure it is of the highest standard.

Information that we may need to share

- With your agreement your family members, friends and carers will be kept up to date with the progress of your treatment.
- Sometimes your care may be provided by members of a care team, which may include people from other organisations such as health, social care, education, or other care organisations.
- Reporting events to the appropriate authorities when we are required to do so by law.
- Anonymous statistical information may be passed to organisations with a legitimate interest, including universities, community, & research institutions.

“Anyone who receives information from us is also under a legal duty to keep it confidential”

We will never share information about you without a lawful basis to do so in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

If at any time you would like to know more about how we use your information or your rights, you can speak to the person in charge of your care, the Health Records & Information Governance Manager or the Data Protection Officer (DPO). More information about your rights, access and how we use and protect your information can be found on the Trusts Privacy Notice at www.thewaltoncentre.nhs.uk. More details can also be found on the ‘Your Information, Your Rights’ leaflet which is available on request from ward staff.

Preparing you for discharge



Ready for discharge

Ensuring that you are ready for discharge requires good planning and organisation. When a decision is made by the doctor that you are fit to go home there are still many things that have to be arranged.

You may need medication from pharmacy, appointments for a clinic, transport and other arrangements, appointments with district nurses or documentation to take with you.

It is important that you leave the ward with everything you need to continue your recovery so please do not rush to make arrangements to go home until the staff on the ward can be confident that all the necessary arrangements are in place. This can prevent unnecessary long waits by family members or friends collecting you.

On the day of discharge there is a possibility that you may be asked to sit in the day room to wait for medications or transport home, but you will still be cared for and supported as required.

Rest and activity

Make a plan for yourself to gradually increase the things you can do by yourself over the coming weeks. Nursing staff and the team will explain this in more detail before you leave the hospital. Plan some rest time and do things often and in short bursts rather than doing too much at one time. Keep yourself on the move at home, as this will help you recover faster.

Work

Returning to work depends upon your condition and the job you do, please ask a member of staff if you are unsure.

Driving

You may not be able to drive after your treatment, so it may be best to use public transport or arrange for a friend or family member to drop you off and collect you.

Starting to drive again depends on the type of surgery or treatment you have had. For some patients, it is as soon as you can safely operate the vehicle but for others, there may be restrictions and the DVLA will need to be informed. You will be informed about any restrictions before you leave the hospital.

Before you leave the ward, please make sure you have:

- Asked any questions about your discharge
- Received any written information on your condition or treatment, including fit notes
- Been given your medication and it has been explained to you
- Your clinic appointment or know when to expect it in the post
- Details of District Nurse Appointment and documentation (if applicable)
- Contact details in case you have any concerns when you return home

If you would like your family, friend, or carer to be included in your discharge process, please let us know.

Useful Phone Numbers

Main switchboard	0151 525 3611
Patient Experience Team	0151 556 3090 / 3091
Listening Line	07817839000

Wards

Cairns	0151 529 5637 / 5638
Caton	0151 529 5628 / 5629
Chavasse	0151 529 5079
Complex Rehabilitation Unit (CRU)	0151 556 3233
Dott	0151 529 5633 / 5634
High Dependency Unit (HDU)	0151 529 5489
Horsley (ICU)	0151 529 5772 / 5773
Jefferson (Monday – Friday: 7.15am – 7.00pm)	0151 529 5487 / 5488
Lipton (acute rehab)	0151 529 8738
Sherrington	0151 529 5641 / 5642

Brochure produced by the Communications Team.

The Walton Centre NHS Foundation Trust
Lower Lane
Fazakerley
Liverpool
L9 7LJ

Telephone: 0151 525 3611
www.thewaltoncentre.nhs.uk

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