

Nightingale Hospital London



Nightingale Hospital
London



Staff

The Nightingale team includes nursing staff, Physio-therapists, Speech and language therapists (SALT), Occupational Therapists (OT), social workers (SW) and GPs who provide the highest possible standard of care.

Facilities for patients

- The hospital has an assessment suite including a home-style bed area and an area for therapy assessments to improve your co-ordination and rebuild your strength.
- Meals are provided three times a day and we cater for all dietary requirements, please let us know when you arrive if there are any special requirements and we will try our best to provide those for you. There are several menu choices and you can complete the menu cards each morning.
- Drinks are provided throughout the day.
- There is a multi-faith area, and quiet spaces if you need privacy.
- Access to showers with disabled access to all facilities on site
- There will be twice daily multi-disciplinary ward rounds where you will be fully involved, informed and encouraged to join in with any discussions regarding your care/ treatments.
- Hospital iPads with a selection of music, entertainment, news channels will be available for you to use.

NHS Nightingale Hospital London will provide care for you when you no longer need treatment in an acute hospital, but you do still require an assessment or support before you can leave hospital.

The Nightingale team will work with you and your family to make arrangements to ensure the right support is in place so you can go home, or return to your usual place of residence.

Only patients who have tested NEGATIVE for Covid-19 can be transferred to the Nightingale and we will continue to test you, staff, and other patients whilst with us.

Care and support is provided 24 hours a day, seven days a week.





Spiritual needs

We have a chaplaincy service at NELFT. Please inform a member of staff if you have any religious / spiritual needs, so arrangements can be made as required.

Keeping in touch with families

- In order to keep you and the staff who will be caring for you safe and to minimise the risk of spreading infection, no visitors to the hospital are allowed except in exceptional circumstances you can discuss this with the Matron.
- We appreciate how difficult this will be for you but would like to reassure you that delivering compassionate care to all of our patients and their families is our top priority.
- We can support you to keep in touch with friends and family via iPads that we will provide.
- To assist with communication we will have the support of the First Aid Nursing Yeomanry (FANY) who will support you using these devices to communicate with family and friends. They will be on site from 10am to 4pm every day. If you require support outside of these times please speak to the nursing teams who will be able to help you.

The Family Support Liaison Team

Family Support and Liaison Team (FSLT) will keep you informed of your progress and communicate between you and your medical/nursing teams.

The FSLT will call your family daily and update them on your progress they can also, with your permission, keep them in touch with the specialist teams so they can review your progress.

The FSLT will be on site between 9am and 5pm but will have an on call service between 5pm and 9am, so if your family urgently need to contact them they can.

You can contact the FSLT on **0300 300 1765**.

Our clinical teams and the Family Support and Liaison Team look forward to meeting and speaking to you soon.

Contacting the hospital

Your family can phone the hospital to see how you are getting on via **0300 555 1217**.

Compliments and complaints

If you have anything positive to say about the service please share this with us. If you have any complaints, concerns regarding your care received here at Nightingale London please voice your concerns or questions to the Matron who will manage the complaint with our NELFT complaints manager.

Our clinical teams and the Family Support and Liaison Team look forward to meeting and speaking to you soon.

Would you like this information in another format?

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