

# STAFF AND SERVICES

We plan and work together to ensure that all services at Holy Cross are of a high standard in meeting your needs.

## MANAGEMENT

To maintain high standards, staff are selected, trained and managed with great care. This is the responsibility of management led by the Chief Executive and the Director of Clinical Services. They report to the Sisters who own the hospital. There is a senior nurse in charge of the hospital at all times, day and night, and a registered nurse in charge of each ward. Non-clinical services including catering, housekeeping, laundry and maintenance are the responsibility of the General Manager. The Director of Finance is responsible for accounting and administration services.

## MEDICAL SERVICES

The Hospital arranges with Consultants to visit regularly to review the treatment being provided for patients. Other doctors make daily visits to manage day-to-day care and to prescribe medicines. If you or someone on your behalf wishes to ask for advice or information from a doctor, please ask the nurse-in-charge.

## NURSING

Teams of registered nurses and health care assistants are led by Ward Sisters and provide individually planned care for each patient. Ward Sisters wear navy blue tops, Senior Staff Nurses pale blue, Staff Nurses mauve and Health Care Assistants grey. The hospital has been accredited as a training centre for National Vocational Qualifications (NVQ) in Care. We also provide placements for student nurses as part of their educational programme.

## THERAPY

The Hospital employs experienced therapy staff who work closely with the nurses and doctors. Treatment is provided in therapy rooms equipped with specialised equipment or in your room.

## THE LIVING ROOM

The Living Room provides space for activities such as art, computers, cookery, games and music. There is a Sensory Stimulation Room offering facilities for those whose disability caused loss of sight, hearing or comprehension. Many patients enjoy taking the midday meal in company of others in the Living Room. Being a large open space, it is possible to arrange parties and similar functions there.

## SOCIAL OUTINGS AND TRANSPORT

Those who have to spend a longer time in hospital need ways to continue to enjoy their preferred leisure

activities and to make trips out of the hospital so long as it is safe for them to do so.

The Hospital has three vehicles that have been adapted for transporting people in wheelchairs (or on a stretcher in one case). They are available for group and individual use. We will ask for a small contribution to the cost of this transport.

The team in the Living Room that includes volunteers is experienced in making successful arrangements. Regular destinations include local shops, theatres and concerts and the seaside bungalow in Selsey that has been adapted for disabled visitors. Home visits are arranged for individuals.

## VOLUNTEERS

The hospital benefits greatly from volunteers' work. All volunteers are carefully selected and many take part in training sessions with staff. If you wish to make any arrangements with regards to volunteers, please speak to the nurse in charge.

## OTHER SERVICES

Some services are specifically arranged for patients but are not provided by Holy Cross Hospital. They include Pharmacy, Radiology, Pathology and Dietetics. Separate charges may be made for other services including Chiropody, Dentistry and Hairdressing.

## CATERING

The catering services are provided under contract by Aramark, a company with an excellent reputation in this work. Aramark's staff work closely with hospital staff to offer a choice of meals to meet all requirements. A member of the catering team visits patients daily to ensure that a very personal service is provided.

## QUALITY ASSURANCE

We take pride in our services and seek to ensure that they meet the needs of residents and their families. To assist us understand how others view us, we undertake surveys from time to time and we hope that you will participate in them. A summary of the findings of the latest survey is included in this folder.

In addition, the Registered Provider, one of the Trustee's of the Congregation, undertakes periodic visits and makes reports.