



## 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 Directors of Clinical Services, Nursing Services and Finance. 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.

### MEDICAL SERVICES

The Hospital arranges with Consultants to visit regularly to review the treatment being provided for patients. Doctors from a local practice 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 Ward Sister, Charge Nurse or deputy.

### 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, Care Team Leaders burgundy and Health Care Assistants grey. The hospital undertakes frequent training with staff of all grades. We also provide placements for student nurses and therapists as part of their educational programme.

### THERAPY

The Hospital employs experienced therapy staff who work closely with the nurses and doctors. They include physiotherapists, occupational therapist, speech and language therapist, dietitian and psychologist. Treatment is provided in therapy rooms with specialised equipment, in the Hydrotherapy Pool or in your room.

### THE LIVING ROOM AND GROUNDS

The Living Room, being a large open space, is ideal for activities such as art, cookery, games and music. It is possible to arrange parties and similar functions there. Nearby a Sensory Room, equipped with latest technology, is used for assessment, treatment or relaxation. The outside space at the centre of the

building has a sunny terrace on the upper level and a Senses Garden below with a water feature between the two. There is also a wheelchair trail in the woodland close by.

### 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 two vehicles that have been adapted for transporting people in wheelchairs. They are available for group and individual use. We ask people for a contribution to the cost of outings.

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 may be arranged for individuals.

### VOLUNTEERS

The hospital benefits greatly from volunteers' work. All volunteers are carefully selected and take part in training sessions. If you wish to make any arrangements with regards to volunteers, please speak to the Ward Sister, Charge Nurse or deputy.

### OTHER CLINICAL SERVICES

Some services are specifically arranged for patients but are not provided by Holy Cross Hospital. They include radiology and pathology and transport to other hospitals. There may be separate charges for these and other services including Chiropody, Dentistry and Hairdressing.

### CATERING

The Head Chefs lead a team that works closely with clinical 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.

### HOUSEKEEPING AND MAINTENANCE

We aim to take care of our buildings, furniture and equipment and this is assured by our Housekeeping and Caretaking teams. If you have any concerns about any aspect, please speak to the Ward Sister, Charge Nurse or deputy.