

Reduce noise from mobile phones

It is recognised that patients use their mobile phones whilst in hospital and for some this is an important part of keeping in touch with loved ones. If you do use your phone there are a few things you can do to reduce the risk of disturbing your fellow patients:

- Only make or receive calls during visiting hours. If you receive calls outside of these hours please ensure you do so outside of the ward area
- Please ensure your mobile is set to 'silent' or 'airplane mode' and use text messaging where possible to reduce disturbance
- If you need to speak at length, please ask a member of the nursing team whether there is somewhere private for you to go

How are we doing?

We are constantly looking at ways we can improve the care and services we provide to our patients and their families. You can help us by completing your Friends and Family Test survey which you will receive at the end of your stay with us. We use this information to inform important changes in the organisation and to monitor how satisfied our patients are with the service they receive.

Useful websites

www.nhs.uk

www.northamptongeneral.nhs.uk

Other information

Northampton General Hospital operates a smoke-free policy. This means that smoking is not allowed anywhere on the Trust site, this includes all buildings, grounds and car parks.

Leaflets, information, advice and support on giving up smoking and on nicotine replacement therapy are available from the local Stop Smoking helpline on 0845 6013116, the free national helpline on 0300 123 1044, email: smokefree@nhft.nhs.uk and pharmacies.

Car parking at Northampton General Hospital is extremely limited and it is essential to arrive early, allowing ample time for parking. You may find it more convenient to be dropped off and collected.

This information can be provided in other languages and formats upon request including Braille, audio cassette and CD. Please contact (01604) 523442 or the Patient Advice & Liaison Service (PALS) on (01604) 545784, email: pals@ngh.nhs.uk

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Tips to help you rest and sleep in hospital



Providing
the **Best**
Possible
Care

Rest and sleep in hospital

Some patients find it difficult to rest and sleep in hospital. Having other people around, noise from patients or noise from machines on the ward can make it very difficult to relax.

Being in hospital can be very daunting and you may have worries about your care, treatment or things that are happening at home. You may need some additional information or reassurance that will make you feel less worried.

If you have any worries or concerns, please discuss them with a member of staff. If you need more support than this, or need to speak to someone specific, this can be arranged, so please don't be afraid to ask.

If you are struggling to rest or sleep please let the nursing staff know as they may be able to help. There are some suggestions on the following page that you may wish to try to help you relax.

If light or noise is disturbing you ask the nursing staff for a Sleep Well Kit. The kit contains an eye mask and a set of earplugs and is yours to keep. Please take them home with you and bring them back in if you have a hospital stay in the future.

Top Tips for relaxation

- Ask for a milky drink. These are known to aid relaxation and sleep
- Avoid drinks containing caffeine i.e. Cola, Diet Cola, Tea and Coffee. Caffeine is a stimulant so will be more likely to keep you awake
- Make sure you are not too hot or too cold. Nursing staff can provide extra blankets if needed, or remove them if you are too hot
- Make sure you are comfortable. If you are unwell or have had surgery it can be difficult to find a comfortable position. Please ask the nursing staff if you need assistance
- Try to use the toilet before you settle down for the night
- If you are in pain please ask the nursing staff for pain relief
- Read for a while, listen to some relaxing music through headphones (the radio is free on the bedside TV and headphones are provided) or try some relaxation exercises and breathing



Respect other patients need to rest and sleep

Rest and sleep is such an important part of recovery so please be considerate of your fellow patients by adhering to the following:

When the main lights are turned out please turn your TV off or use the headphones provided. If you do not have a set of headphones, please ask a member of the nursing team.

Some patients like to listen to music to relax, please make sure you use headphones and the volume is reasonable so as to not disturb those around you.

Please talk quietly to other patients at night time. Talking with staff and other patients can help you to relax and make your stay a little more pleasant. If you are chatting to staff or patients, remember there may be others who are trying to rest or sleep.

Please remember to turn your mobile phone off so it doesn't disturb you, or those around you. If you do not want to turn it off, then please set it to 'silent'.

Please keep noise and movement during the night to a minimum. If you need assistance to get to the bathroom or to find something from your bedside locker. Please ask a member of staff to help.

If you have to leave the ward for any reason during the night please wear soft soled shoes and ensure the ward door does not bang shut.