Patient information

Sheldon Unit
The Sheldon is located on the ground floor of West Heath hospital. It is a 20 bedded unit with four bays each of which have four beds, with a further four side rooms.

Our vision is to provide optimum End of Life Care, meeting the needs of both you and your family with a dignified and respectful approach. Sheldon Unit aim to ensure that you are comfortable, your needs being met through a tailored care plan provided by a registered nurse supported by General Practitioner.

We provide care within a safe environment where best practice is promoted by a team of dedicated nursing staff, healthcare assistants, domestics, medical and administrative staff.

Sheldon Unit has a dedicated nursing team who provide 24hr care for patients who require End of Life Care.
**Where is West Heath Hospital?**

West Heath Hospital,
Rednal Road,
West Heath, B38 8HR

Telephone number: 0121 466 6950

**What are the visiting hours?**

Open visiting, your family and friends can visit anytime.

**Your Stay**

We ask you not to bring valuables or large amounts of money. We have a system of logging any items you do have and a small amount of space in a safe in our Finance Department if you have to bring cash in. If you want to keep cash or valuables with you, we will ask you to sign a disclaimer form.

**What do I need to bring with me?**

Washing items i.e. soap flannel, hand and bath towels, tooth brush, tooth paste, shaving equipment, night and day attire. If you use continence aids please bring them with you. Please bring any small personal memorable items which may bring you some joy.
Will my close family be able to visit before I go there?
Yes we recommend relatives do visit. They just have to phone to inform us they are coming and we will gladly show them around.

Will I see a doctor?
Yes, you will see a doctor on the day you are admitted. He will ask you questions and prescribe you all your necessary medication. After that you will be seen if and when your symptoms need reviewing.

Laundry
We cannot launder clothes, so please make arrangements with family or friends to do this for you.
Catering and Housekeeping information
All your meals and drinks will be provided and we will do our utmost to meet any special dietary needs you may have, whether health or culture related. You will be asked about these when you are admitted.

Mealtimes are at similar times each day - these are:

**Breakfast** - served between 8:30am and 9:30am
A choice of cereals, (including porridge), cooked breakfast, toast and drinks.

**Lunch** - served at 12:30pm
The lunch menu includes choice of two cooked meals, a sandwich, and a pudding.

**Supper** - served between 17:00pm and 18:00pm
The supper menu includes a cooked meal and a pudding. Visitors are permitted at any time, your visitors may be with you when your meal arrives - unfortunately we are not able to provide meals for visitors, but the following facility is available:

Poppies Eatery restaurant on the hospital site open Monday to Friday 8:00am -13:30pm.

**Garden**
The garden is open to patients and visitors. It is possible to move around in the garden in a wheelchair.

**Telephone**
You may bring in and use your own mobile phone. We would ask you, however, to bear in mind you may be near other patients and visitors so please use your mobile with consideration.
### Televisions

Individual televisions are available for all patients.

### Post

To make it easier for staff to ensure any incoming post reaches you, please ask friends and relatives to address letters and cards with your first and last names. Please ask them to mark all post as ‘Private and Confidential’ to prevent it being opened.
Any concerns or recommendations please contact the Clinical Team Leader or Matron in the first instance, or patient experience.

**Telephone number:** 0800 917 2855

**Address:** Moseley Hall Hospital, Patient Experience, The Lodge, Alcester Rd, Moseley, B13 8JL.

Sheldon Unit welcomes donations of appreciation, as part of Birmingham Community Healthcare NHS Foundation Trust’s Charitable Fund.

Funds will be used to improve patients’ environment within the Sheldon Unit.