

**OPERATIONAL POLICY FOR THE ROYAL VICTORIA BUILDING
WESTERN GENERAL HOSPITAL**



Royal Victoria Building
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1 INTRODUCTION

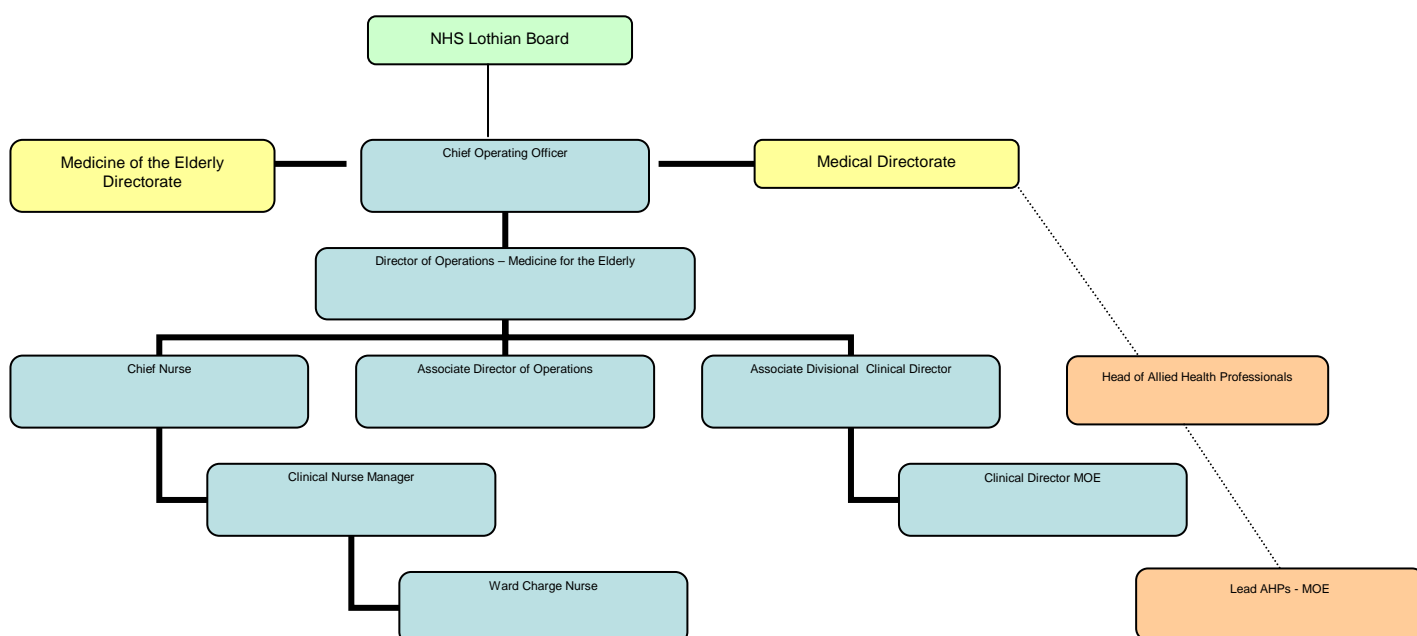
1.1 Purpose of the Operational Policy

This document describes methods of operation of the services and the management of the facilities provided within **Royal Victoria Building** on the Western General Hospital site.

The clinical services that are provided within the Royal Victoria Building are:

- medical assessment and rehabilitation for in patients and out-patients aged over 65 living in North Edinburgh and South Queensferry – Ward 70 – 73
- stroke rehabilitation – Ward 74
- rheumatology and dermatology in-patient and out-patient services – Ward 75

1.2 Management Structure -



Chief Operating Officer	Jackie Sansbury
Director of Operations (MOE)	Tim Montgomery
Associated Director of Operations	Tracey McKigen
Chief Nurse (Medicine of Elderly)	Anne Ovens
Head of AHP	Robert Packham
Clinical Director	Dr Peter Lefevre
Clinical Nurse Manager (MOE)	Pat Wynne
Clinical Nurse Manager (Rh & D)	Lynn Jackson
Clinical Lead (MOE)	Dr C Maguire

2 THE ROYAL VICTORIA BUILDING ACCOMMODATION

Lower Ground Floor

- Admissions entrance
- Assessment and Rehab Centre (ARC)
- Occupational Therapy ADL suite
- Regeneration Kitchen
- Social Work Offices
- AHP Equipment Store
- Access to courtyard garden
- External Disposal Hold

Ground Floor

South Wing

- Main Entrance and Public Toilets
- Aroma Coffee Bar
- Ward 71

North Wing

- Ward 70
- Physio Gym
- Patient Assessment Kitchen

1st Floor

South Wing

- Ward 73
- Medical administration offices
- Registrars office
- Consultant's offices (4)
- Staff rest room

North Wing

- Ward 72
- Physio Gym
- Patient Assessment bedroom
- Patient Assessment bathroom
- Link Bridge to Anne Ferguson Building -1st floor

2nd Floor

South Wing

- Ward 75 Rheumatology and Dermatology in-patient and Day Treatment Unit
- Clinical Management offices
- Clinical Nurse Manager's office
- Consultant office (1)
- Seminar Room (50 people)
- Staff rest room

North Wing

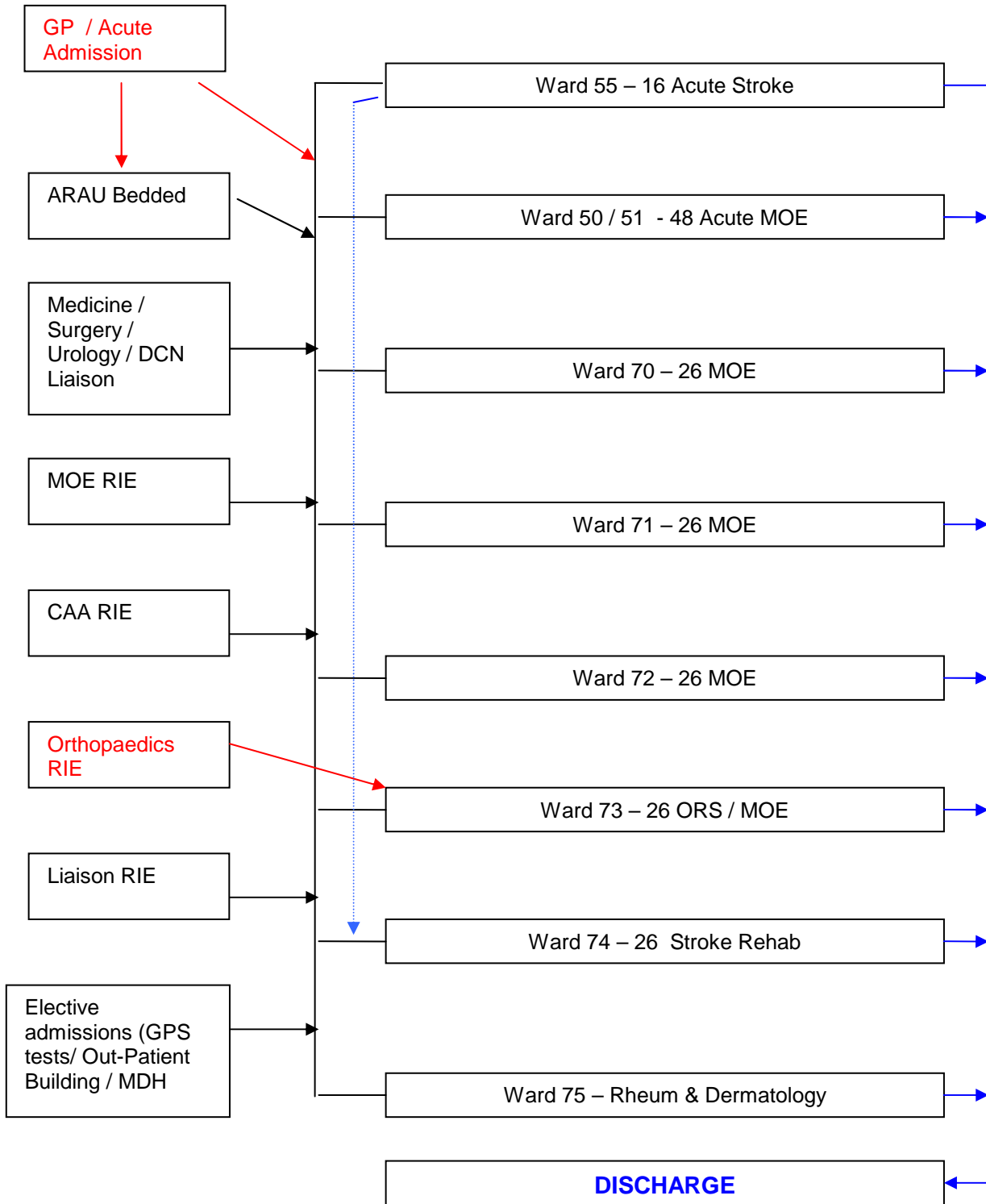
- Ward 74
- Physio Gym
- Patient Assessment Kitchen

3 Service Delivery

Ward Function and Lead Consultant

Ward	Beds		Lead Consultant
Wd 50 & 51 (AFB)	48	Acute Medicine for the Elderly	Dr Macdonald, Dr Elder, Dr Keir and Dr Maguire
Wd 55 (AFB)	16	Acute Stroke services	Prof Dennis Dr Keir
Wd 70 (RVB)	26	Medicine for the Elderly	Dr Elder
Wd 71 (RVB)	26	Medicine for the Elderly	Professor Starr
Wd 72 (RVB)	26	Medicine for the Elderly	Dr Cowell
Wd 73 (RVB)	26	Orthopaedic Rehab Service + Medicine for the Elderly	Dr Anderson
Wd 74 (RVB)	26	Stroke Rehabilitation & Medicine for the Elderly	Professor Dennis & Dr Keir
Wd 75 (RVB)	17	Rheumatology & Dermatology Inpatient and Day Treatment Centre	Dr N Mackay Dr D Mackay

4 Admission and discharge flow



5 Access

5.1 The **Royal Victoria Building** at the Western General Hospital is accessed by:

- Main entrance – ground floor
- Link bridge – 1st floor from Anne Ferguson Building
- Assessment and Rehab Centre- lower ground floor.
- Patient admissions entrance – lower ground floor

5.2 **Bus service:**

There is a public bus stop on Porterfield Road, bus service 38 stops at this stop. Buses 24, 29, 37, 42, 47, 47X and 129 have bus stops on Crewe Road South. Real time bus information is available on the communication screens throughout the building.

NHS Lothian staff shuttle bus stop is on Porterfield Road

5.3 **Parking:**

Public and disabled car parking, motor bike and bicycle parking is situated within the decked car park, Car Park 1, entering off Porterfield Road.

Disabled parking is also provided within the car park out side the Alexander Donald Building and across Porterfield Road from the Main Entrance of the Royal Victoria Building next to the Medical Molecular Research Building.

There is a drop off zone with a time limit of 10 minutes in the car park directly opposite the Main Entrance and a zebra crossing to the building. This is to allow visitors who require assistance to gain near access to the building.

Staff car parking permits for the WGH site are available and allocated using a merit points system. These are re-allocated each year.

5.4 **All deliveries** will arrive at the delivery point in the west of the Anne Ferguson Building and be delivered by the procurement and catering staff through the link bridge at 1st floor level.

5.5 **Pedestrians**

Pedestrians accessing the Royal Victoria Building from the decked car park will enter through the Anne Ferguson Building on the first floor through the link bridge. Access to the Royal Victoria Building from the car parks is clearly sign-posted to guide the public by a safe route so that road crossing is avoided except in controlled areas.

People arriving by foot or by the public bus service will access the building through the Main Entrance.

5.6 A **Public Help Information Phone** is situated inside the Main Entrance area with a list of ward phone and the admissions office numbers.

5.7 **Assessment and Rehab Centre (ARC)**

Scottish Ambulance Service and Social Work patient transport services deliver patients to the ARC entrance on the lower ground floor. Patients can be dropped off at ARC in private cars or park their own vehicles in Car Park 1.

5.8 *In-Patient Admissions*

Patient admissions from home or other hospitals will be transported through the Lower Ground Floor Ambulance Entrance in the North Wing of the Royal Victoria Building. Patients will not be admitted through the Main Entrance to the building as there is no drop off zone in this area. Wheelchairs are available at the Main Entrance area and at the Ambulance Entrance stored in the recess under the stairs.

5.9 *Discharged Patients*

Patients who are being discharged by ambulance transport will either be picked up from the Discharge Lounge which is situated in the Anne Ferguson Building or taken from the ward to the ambulance access entrance in the lower ground floor.

6 General Management / Security

6.1 Operational Responsibility

The Clinical Nurse Manager is responsible for the management of the MOE and Stroke services within the Western General Hospital which includes the organisation and delivery of nursing care. Out of hours a Nurse Manager will carry Bleep 8100 to respond to clinical and service issues.

6.2 Clinical incidents and complaints

All clinical incidents should be reported as per Divisional procedure. Complaints should be responded to immediately by the Clinical Nurse Manager in conjunction with the relevant Charge Nurse if appropriate.

6.3 Keys -There is a suite of Royal Victoria Building keys which is held by the on-call nurse for the building. This will include a master key to allow access to all parts of the building.

Master keys are also held by:

- Security
- Estates
- Nurse Manager
- Domestic Services

Shared offices, Domestic Services Rooms and Disposal Holds have digilocks which are opened using the universal numerical code – number **C1650X**

6.4 Bed Management

The acute services Capacity Team undertake the overall bed management of the Royal Victoria Building beds. This will be carried out in liaison with the RVB Bed Facilitator. GPs who are looking for advice or a direct admission will contact the Bed Facilitator on Bleep 6013.

6.5 Out of Hours Services (20.00 – 07.00)

Out of hours functions are co-ordinated by the Bleep 8100 and the following on call services can be requested through this number:

- Senior Manager
- Chaplains on call services (each ward has phone numbers)
- Estates and facilities services
- Imaging services – 24 hr service, based in ARU
- Physiotherapist

6.6 The Seminar Room (2nd Floor) accommodates 50 persons and has networked IT facilities. The room can be booked for meetings and educational events through the Clinical Management Office (Ext – 59000).

6.7 RoamAlert

The MOE wards are fitted with the 'RoamAlert System'. A risk assessment is completed on patients who are perceived as being at risk of wandering off the ward. They are fitted with a

'RoamAlert' wristband. When they walk through the ward exit an alarm will sound at the main staff base in the centre of the ward. This alerts staff to the patient's movement.

6.8 Ward access

There is one entrance to each ward. This door remains unlocked during the day but will be locked after the visitors leave in the evening. A video-entry buzzer system will be used after this time with a screen at all the staff bases.

There are additional fire exit doors at each end of the ward. These doors are bolted with break tubes and are alarmed locally to signal to staff that they have been used. If the alarm sounds there is a set of emergency keys in the key box on each to reset the alarm.

Ward 75 – Rheumatology and Dermatology have separate in-patient and out-patient entrances.

The Royal Victoria Building will be locked down at 20.30hrs by the Security Staff in accordance with the Western General Hospital security policy. The link bridge will be the point of access after that throughout the night from the main hospital and Anne Ferguson Building. The building will be opened at 06.45.

PLEASE NOTE:

In the event of the CPR team being called to the building the member of staff who has made the 2222 phone call will release the hospital front door and ward doors by pressing the **red door release button** which is placed at each of the staff bases on the ward. The doors will relock automatically after 15 minutes. This red button must be reset by the ward staff after event with a key which is on the ward emergency keys which are kept in the ward key cupboard.

6.9 Security Alarm Response

All main open areas and ward entrances are covered using fixed and dome cameras with wide lenses. The information is viewed and saved on hard drive in the central security in the Anne Ferguson Building. If there is an incident that requires investigation the information can be recalled by time and place.

Security support is called via the bleep 8115 followed by a call to Bleep 8100 (site manager) to assist with any incidents.

6.10 Fire precautions

The Royal Victoria Building has a specific Fire Strategy issued by NHS Lothian Fire Dept. and each area has an Emergency Fire Action Plan and all staff should be made aware of this as part of their induction to the area.

All staff will undertake mandatory fire training once a year.

6.11 IT

Multi Functional Devices which can print, fax, scan and photocopy are situated in the Clinical Management Offices (2nd Floor), the Medical Administration Office (1st Floor), and the Social Work Office and ARC (LGF). These are securely operated through a PIN Number control. The 'Follow You Print' system allows staff to use any machine in the building at an appropriate time to print. Desktop computers with Intranet connection are situated at each work base and offices. These are operated using the 'Sunray' system. The e.Health Department will issue each member of staff with a personal IT ID card for use on this system.

TRAK printers are available throughout the Building.

The Royal Victoria Building is covered by Wireless connection to the NHS Lothian IT system and bedside data input is facilitated by PCs on IT carts and Mobile Clinical Assistant tablets (MCA). These can be used with key board and mouse when docked in the docking station at the staff bases.

7.1 Clinical Support Services

7.1.1 Pneumatic Tube System

The WGH pneumatic tube system is available in each ward. This links to the clinical labs within the Western General Hospital and to the Pharmacy Department. Operating instructions for the Pneumatic Tube system are included in the Ward Manual. Code 2244 is used to open the pod store of the system.

7.1.2 Laboratories

Haematology, Biochemistry, Microbiology and Pathology services are available on the Western General Hospital site. Specimens will be delivered to the laboratories through a pneumatic tube system with the exception of **Blood gases and Blood Cultures should not be delivered to the labs via the pneumatic tube system** as this can damage their integrity. A porter should be bleeped and asked to take these specimens direct to the labs. A specimen tray will also be held in the central staff base as in the event of a pneumatic tube system breakdown clinical specimens will be collected and delivered to the appropriate laboratory. If additional tests are to be requested on a sample already in the Lab an 'Add On' form can be sent to the lab via the pneumatic tube system. Laboratory results are reported through the TRAK IT system accessible through networked computers.

7.1.3 Imaging services

The Imaging Department is situated in the 1st floor of the Out-patient building. This is accessed through lifts and the link to the Anne Ferguson Building. Patients who cannot use a wheelchair will be transported in their beds via FM lifts.

A mobile x-ray machine and CR Reader is stored in the LGF X-ray store.

7.2 Non-clinical Support Services

7.2.1 Procurement

Ward and office supplies are ordered using the PECOS ordering system. Supplies are delivered weekly from the National Procurement Centre.

All deliveries arrive at the delivery point at the west end of the Anne Ferguson Building and are then distributed to the wards and departments through the link bridge.

Sterile services are provided by the **Central Sterile Supply Department (CSSD)** at the RIE. The Ward Clerkess will make transport arrangements for equipment that requires to be sterilised at the RIE.

7.2.2 Disposal of waste

There is a waste collection from the ward disposal holds 3 times per day. Clean bins are taken to the ward from the Royal Victoria Building lower ground floor disposal hold. The full bin is removed from the ward disposal hold and replaced with the empty bin. The full bin is then transported in the FM lift to the lower ground floor and held in the disposal hold. These bins will be uplifted at 07.30 approx.

- **Clinical waste** (orange bags) - the bag should be swan necked and sealed using a ratchet type clinical waste tag. On use, these bags should also be marked with the date and name of generating ward/department, hospital, health centre/clinic using a marker pen.

Sharps containers should be correctly sealed, dated and identified.

- **Household waste** (clear bags) - closed securely. There is no need to date these bags.

All waste must be segregated and placed into the appropriate container within the disposal holds attached to the wards to await uplift. These containers must not be overfilled.

- Clinical waste - yellow bins
- Household waste – black bins
- Dirty linen – cages
- Recycling bin

7.2.3 Linen Services

Hospital bed linen is laundered at St John's Hospital, Livingston.

Dirty linen is put separately into linen bags and tied up by the ward staff and placed in the linen cage in the ward disposal hold. Infected / soiled linen is placed in a water-soluble polythene bag and then placed in a red linen bag. All linen bags are labelled with date, time ward and ID of person who tied the bag in accordance with the Laundry Toolbox Policy. Linen for laundering is collected by portering services. The handling and transportation of all linen will comply with NHS Lothian's Infection Control Policy to minimise the risk of cross contamination.

Clean bed linen is delivered daily by Lothian Linen Services. There is stock control of all flat linen required for ward and clinical areas. A trolley exchange system for the delivery of laundry is operated.

Laundry Services shall provide the following items to the service and an adequate supply to meet the day to day and emergency demands of the hospital:

- Sheets
- Pillowcases
- Towels
- Blankets or duvet covers
- Bed covers
- Emergency Nightwear

Ward linen is used to supply AHP rehabilitation areas as required.

7.2.4 Uniform & Sewing Room Service

Staff Uniforms, with the exception of AHPs, are supplied from the sewing room in the basement of the Alexander Donald Building. AHP uniforms are supplied by the department procurement system.

Patients' Personal Clothing will be marked by the staff in the Uniform/Sewing Room. Sewing staff also will carry out minor repairs to Patients' Personal Clothing.

Marking of Patients' Clothing

- Patients Personal Clothing is listed for marking by the ward nursing staff
- Placed in a clear bag with SEWING ROOM marked on the bag
- The bags are collected from the wards and taken to the sewing room for marking once a day by the sewing room staff. The sewing room is situated in the basement of the Alexander Donald Building
- Once marked the clothes are returned to the wards by the sewing room staff

7.2.5 Catering

The Ward Clerk or nurses estimate ward requirements from a 3-week menu cycle and fax these orders to the kitchen weekly.

Meals are delivered in food regeneration trolleys which have been processed in the Royal Victoria Building kitchen. Meals are delivered to the wards at :

- Breakfast08.30
- Lunch.....12.30
- Supper..... 17.00

It is the responsibility of the portering staff to plug in and switch on the food trolley on delivery to the ward. There is a plug with a breaker button outside the ward kitchen which must be used for these trolleys.

Nursing staff serve the meals according to individual patient's choice. Good practice is to serve the meals to the patients within 15 minutes of the trolley arriving on the wards.

The domestic staff remove the dirty plates on completion of the meal. The dirty plates are washed in the ward kitchens.

All left over food from the patients will be returned in a sealed container on top of the regeneration trolleys to the kitchen in the Royal Victoria Building once the meals are completed. Waste food will be disposed of in the hospital kitchen through a waste disposal unit.

Special diets e.g. therapeutic, texture modified are available and will be prepared within the Royal Victoria Building kitchen

All deliveries for the Royal Victoria Building kitchen will be through the delivery point at the west of the Anne Ferguson Building. The kitchen porter will collect these deliveries.

7.2.6 Domestic services

NHS Lothian Domestic Services give 12 hour cover from 07.30 to 19.30. Access for cleaning is agreed to ensure minimum disruption to the hospital activity. The service is consistent and flexible and provided 7 days per week. Domestic Supervisor is contacted through the bleep system (bleep 8127). Their responsibilities include:

- cleaning of all rooms, unless specified otherwise, to the frequency recommended by the National Cleaning Specification and the local Cleaning Matrix.
- delivering hot and cold beverages to the patients
- assisting with meal delivery in setting up for patients' meals
- clearing away the meals
- washing up in the ward kitchen
- ordering dry stores for the ward kitchen
- ordering and supplying soap, hand towels, toilet rolls and household waste bags
- changing and laundering of curtains
- terminal clean of bedrooms that have been occupied by an infectious patient
- responding to urgent requests for spills

The NHS Lothian Domestic Services are responsible for cleaning to agreed standards the following elements, except where specifically excluded by NHS Lothian:

- All internal glass surfaces to extended hand height.

- All floors, including skirting and architraves, pipes and ducting; (including lifts and stairways) and the high dusting (with appropriate high dusting tool) of reachable, accessible walls and ceilings
- All sanitary ware, including replenishments of disposables.
- All furniture, soft furnishings, fixtures and fittings, including doors, except where specifically excluded.
- All internal aspects of fire exit stairwells and entrance and exits.
- Electrical fixtures and appliances, except medical and computer equipment.
- Kitchen/Pantry fixtures, fittings and appliances; internally and externally (except where specifically excluded).
- General odour control and tidiness of public areas.
- Accessible ducts, grills and vents.
- Emptying of household waste bins

7.2.7 Porter Service

The portering service provides 24 hour service. All portering duties will be utilised from the WGH pool at night. All out of hours calls will be answered by the night shift supervisor and a porter will be allocated the task. (Bleep – 8116)

- **Patient Movement**

When a patient movement is requested from the ward the porter will arrive on the ward with a patient wheelchair.

- **Mail & Specimens**

Mail will be delivered and lifted from the wards and office areas once a day. A mail tray is held at the central staff base within the ward.

A specimen tray will also be held in the central staff base as in the event of a pneumatic tube system breakdown clinical specimens will be collected manually and delivered to the appropriate laboratory. **Blood gases and Blood Cultures should not be delivered to the labs via the pneumatic tube system** as this can damage their integrity, therefore a porter would be bleeped and asked to take these specimens direct to the labs.

- **Pharmacy Porter**

Drugs are delivered to the wards by the dedicated pharmacy porter. They also collect the 2 weekly drug stock top up orders from the wards.

- **Meal delivery**

Regeneration meal trolleys will be taken from the kitchen in the lower ground floor of the Royal Victoria Building to the wards. The porter who delivers the trolley to the ward will plug in the trolley within the kitchen to maintain temperature. The regeneration trolleys are returned to the kitchen with the left over food in a sealed container for disposal once the meals are completed and cleared.

- **Bottled Gases**

The portering staff will transport and change bottled gas cylinders as required logged via a call to the Portering Dept. There is piped oxygen to all bed-heads, therefore only small oxygen cylinders, cylinders of compressed air or Entonox will be required to be supplied from a central store area on the Western General Hospital site.

- **Trolley & Wheelchairs**

Cleaning of the communal wheelchairs and trolleys is the responsibility of the portering service. This will be carried out centrally in an area where they can be washed and dried. Ward wheelchairs will be cleaned by the ward staff.

- **Removal of the Deceased**

The ward staff will phone the porters office and arrange for the removal of a deceased patient. The porters will bring the mortuary trolley to the ward and notify the staff of their presence.

The body will be removed and taken to the mortuary in the LGF of the Ann Ferguson Building. There is a Bereavement Suite in this area and if the next of kin wish to view the body the nursing staff will phone the porters office and make arrangements for the body to be viewed. The nursing staff will accompany the next of kin to the Bereavement Suite.

- **Removal of Waste**

The waste from the wards and DSRs is placed in the disposal holds at each ward and one in the LGF. Each disposal hold has a digilock with the same code number as the DSR digilocks. The clinical and domestic waste will be removed at least twice a day and taken to the large external disposal hold in the LGF. Clean domestic and clinical waste bins will be replaced in the ward disposal holds.

7.2.8 Laundry Services

Patients are offered the services of the patients' Laundry only if they are not able to send their clothing home for washing. The patient's clothes are washed in a laundrette within the NHS Lothian Laundry at St John's Hospital

- All Patients' Personal Laundry items will be marked with the patient's name and ward before being sent to the laundry. This is the responsibility of the ward nursing staff.
- Individual patients' clothing for laundering is placed in a white bag marked 'Patients Clothing'. These bags are placed in specific green laundry boxes for despatch to the St John's Laundry. These are held in the ward disposal hold and uplifted by the porters Monday to Friday. There is no personal laundry service at the weekends.
- Soiled clothing is bagged in an alginate bags prior to being placed in the white bag.
- Patients clothes for HOME WASH should be placed in a white bag in the patients locker. If these clothes are soiled they should be placed in a HOME WASH alginate bag which contains instructions on how to wash at home.

Bed linen for laundering is tied up in laundry bags and delivered to the ward disposal hold where it is uplifted by the portering staff and taken to the delivery point in the Anne Ferguson Building, from there is taken to the laundry at St John's Hospital for processing.

7.2.9 Health Records

The process for patients health records is now moving towards a paperless system using the WiFi systems in the RVB. This procedure will be introduced over the 6 months following the transfer of service but currently the process for the management of Health Records is as follows.

Patients arriving at ARAU - notes will be obtained by ARAU staff as currently for patients attending ARAU.

Patients admitted to the RVB through ARAU and from other wards within NHS Lothian will be accompanied by their health records and if RVH notes required, these will be retrieved by ward clerkess.

Patients admitted directly from home – the ward clerk will contact Health Records department and collect the notes or the Medical Secretary with the patient's details who will then supply the notes to the ward.

On discharge the documentation not held electronically will require to be scanned and returned to Health Records following dictation of the discharge summary. The ward doctor will dictate the discharge letter and the notes and take to the medical secretary for typing. The letter is signed by the doctor and the notes returned to Health Records by the secretary.

7.2.10 Chaplaincy

- A Spiritual Centre is situated in the South Corridor at the Oncology Entrance to the hospital. This area is for use by staff, patients and public. The chaplaincy service is available 24 hrs per day, 7 days per week. Contact numbers for different religious denominations are available on each ward / department.

7.2.11 Volunteers

The volunteer service is managed by NHS Lothian Volunteers managers. Volunteers work side-by-side with paid staff, complementing and adding value to their work. Volunteers can add a personal touch, which can make a positive difference to the patient/service user experience. Volunteers can help shape the way the service is developed and delivered and this can be achieved through volunteers participating in patient focus and public involvement activities.

The Royal Victoria Building is supported by the **RVH League of Friends** who fund raise to buy equipment for the patients and the wards. They hold a Fair twice a year in the Reception area of the RVB. They also assist with the patients' library service.

Voluntary Organisations can hold meetings in the Seminar room which they book through the booking system by contacting Nursing Administration.

7.2.12 Library facilities and shop

There is a volunteer's library service to the patients weekly. Talking books are available from the Library.

A WRVS shop is situated in the ground floor of the Anne Ferguson Building.

8 STAFF FACILITIES

8.1 Changing rooms

Facilities for staff changing and showering are in the basement of the **Alexander Donald Building**. Staff will change into uniforms in the staff changing facilities provided. Shared secure bag lockers are provided in the ward area. Staff toilet facilities are available throughout the building.

Should a member of staff's uniform become contaminated throughout the process of delivering care they should go to the staff changing facilities in the Alexander Donald Building to have a shower and change into a clean uniform which will be issued from the linen room or out of hours by the domestic supervisor.

8.2 The Locker Facilities within the Staff changing area in the Alexander Donald Building

1. Small Personal lockers which are allocated on an individual basis.
2. Larger "Time Share" lockers. These are not personal but are used on a time share basis i.e. by one person for the duration of their shift and then by someone else on the next shift.

"Time Share" Lockers

You will be issued with a swipe card for the use of these machines. ANY available "time share" locker can be used.

Tokens to enable you to use the "time share" lockers will be held in the token dispensing machines on the wall outside the changing rooms and will be dispensed by using your swipe card.

To secure the door - place a token in the slot on the inside of the door, turn and remove the key.

On completion of your shift simply insert the key to open and remove all your belongings.

NOTE : Once the locker is open you will be unable to secure it again as your token swipe card only issues one token every 15 hours. Therefore you must ensure all belongings you require for your shift are with you before you secure the "time share" locker door. If a second token was required for any reason this should be obtained via the domestic services office or out of hours the domestic supervisor.

Personal Lockers

All personal lockers are allocated and registered on a personal basis. You will be issued with a key which you will then be responsible for until you no longer require the locker.

Lost Keys

Lost keys should be reported immediately to the Domestic Services Admin Office. There will be a £10.00 charge for replacement keys.

Return of Keys

If you leave employment at the Western General Hospital, or feel you no longer require locker facilities please return your swipe card and personal locker key to the Domestic Services Admin Office to allow re-use of this locker. Remember to empty your locker prior to leaving the Hospital.

8.3 Dining facilities

Staff will take their meal breaks away from their area of work to ensure rest is taken from the working environment.

The staff dining room is located in the centre of the hospital and accessed through the link bridge and the Out-patient Building. The seven day service will include the provision of breakfast, lunch and supper at times to accommodate the working rotas / shift patterns of all staff groups. A reduced service at the weekend will reflect requirement, with a vending service to facilitate out of hours provision.

There are WRVS coffee/sandwich bars in the ground floor of the Anne Ferguson Building and the Out-patient Building.

Aroma Coffee Room is for staff and public use and is located within the main entrance of the Royal Victoria Building. This will operate from 07.30 – 17.30 daily and serve light snacks and beverages. There is vending in this area for out of hours.

8.4 Staff rooms

There are 2 staff rest rooms situated on the 1st and 2nd floor available for all staff in the Royal Victoria Building. There are facilities to make hot drinks and wash up cups etc. A refrigerator will be available –all food must be removed at the end of the week as **the domestic service will clear and clean this weekly on a Friday evening between 17.00 and 20.00.**

8.5 Hospitality

The Catering Service will provide food and beverages as requested for meetings or functions as is currently provided within the Western General Hospital site.

Hospitality Order Forms will be obtained from the Catering Services Department. Orders will only be processed if approved by an authorised signature and accompanied by an appropriate financial code for cross-charging, submitted at least 48 hours in advance.

8.6 Occupational Health Services

Occupational Health and Safety is part of the Human Resources Directorate of NHS Lothian. Its headquarters are at Morelands, Astley Ainslie Hospital.

The following are the services combined under Occupational Health and Safety. There is an OH Department on the Western General Hospital site.

- Health and Safety – Ian Wilson, Head of Health and Safety
- Manual Handling - Penny Docherty, Head of Manual Handling
- Occupational Health, Senior Occupational Health Managers: Deborah McMichael, John McCann, Norma Williamson
- Staff Physiotherapy - Amanda Jones, Head of Staff Physiotherapy
- Staff Counselling

8.7 Staff Physiotherapy Service

The staff physiotherapy service is available to all staff working for NHS Lothian. Treatment is given at the Western General Hospital and telephone advice is also given. To arrange an appointment staff should phone Ext 31303 Mon/Tues/Thurs/Fri 11.15am - 12.15pm.

8.8 Smoking

NHS Lothian is committed to providing a safe and healthy environment for all users of its premises including staff, patients and visitors. Scottish Government Legislation "Smoking, Health and Social Care (Scotland) Act (2005)" has been developed to promote health, reduce risk and protect all users of its premises from the harmful effects of second-hand smoke. **Therefore this building will be smoke free and no smoking will be permitted within the building or in any external space associated with the building.**

9 EDUCATION AND TRAINING

The Seminar Room within the Royal Victoria Building is available for meetings and education sessions. It has an IT and projection systems for presentations. This room is subject to a booking system which is managed by the nursing administration staff. This room is also available to for other bookings such as meetings of voluntary sector organisations or general health and social care management meetings. This room may be booked through the Clinical Management Office – Ext 59000

10 COMMUNICATIONS

- 10.1 Telephones are provided at every desk space within the building. A telephone directory is available on the Intranet or by calling 61111

(<http://intranet.lothian.scot.nhs.uk/NHSLOTHIAN/CORPORATE/A-Z/Pages/default.aspx>)

Some useful numbers within the Royal Victoria Building are:

Ward 50	33383	Ward 55	33555
Ward 51	33551	Assessment and Rehab Centre (ARC)	59151
Ward 70	59070	Nurse Manager	59001
Ward 71	59071	Bed Manager	Bleep 6012
Ward 72	59072	Social Work	59124
Ward 73	59073	Kitchen	59162
Ward 74	59074	Clinical Management & Nursing Administration	59000
Ward 75	59075	Medical Administration	59100

- 10.2 Patients and visitors may use mobile phones as long as this does not impinge on other people within the building.

- 10.3 The staff bleep system operates by dialling 110 and following instructions

- 10.4 All patients' rooms and therapy areas have staff to staff, patient to staff and emergency call buttons. **Nurse Presence** buttons are installed on the patient's bed head and this should be activated on entering the room. This illuminates a green light in the corridor outside the room. This allows staff to locate other staff when they require assistance.

10.5 Each patient's room has Freeview TV and radio, controlled from the bed head trunking, with speakers in the trunking and earphones. 'Red Dot Radio', the local hospital radio is also available through this system.

Please note if the TV has been inactive for 6 hours it requires to be turned on by a remote control, these are kept at the staff bases

10.6 All clocks will be maintained by the Estates Department

10.7 Personal attack alarms are available for lone workers and can be applied for through the Clinical Nurse Manager.

10.8 There are two portable induction loop available for communication with patients and relatives which is stored in the Clinical Management Office. There are induction loops within the lifts.

11 ESTATES MANAGEMENT

All Estates Management is managed by NHS Lothian's Estates Department this includes infrastructure maintenance, minor works and additional works including:

- plumbing,
- joinery
- electrical
- mechanical
- gardens and external spaces
- roads which are not adopted by CEC
- washing of external glass

All requests for Estates services are made through the Estates Helpdesk (**Telltale Ext - 33333**). Each request is given an ID number and dealt with within a standard set time. Emergency repairs required out of hours must be approved by the person carrying bleep 100 on the WGH site.

The emergency generator is tested every month. Emergency lighting is in all main rooms and corridors.

Fire alarms are tested weekly on Thursday

Legionella prevention – The Royal Victoria Building has a 'Kemper' system installed which automatically flushes the water system to prevent colonisation of stagnant water. This therefore precludes the clinical / estates staff from having to flush unused water appliances.

Emergency repairs required out of hours must be approved by duty Senior Nurse Bleep

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