

# Our guide for inpatients

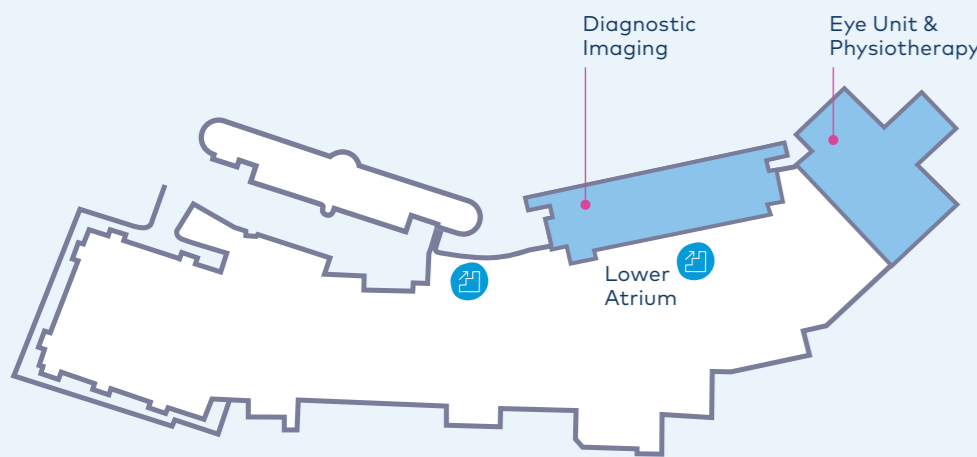


You're  
in safe  
hands

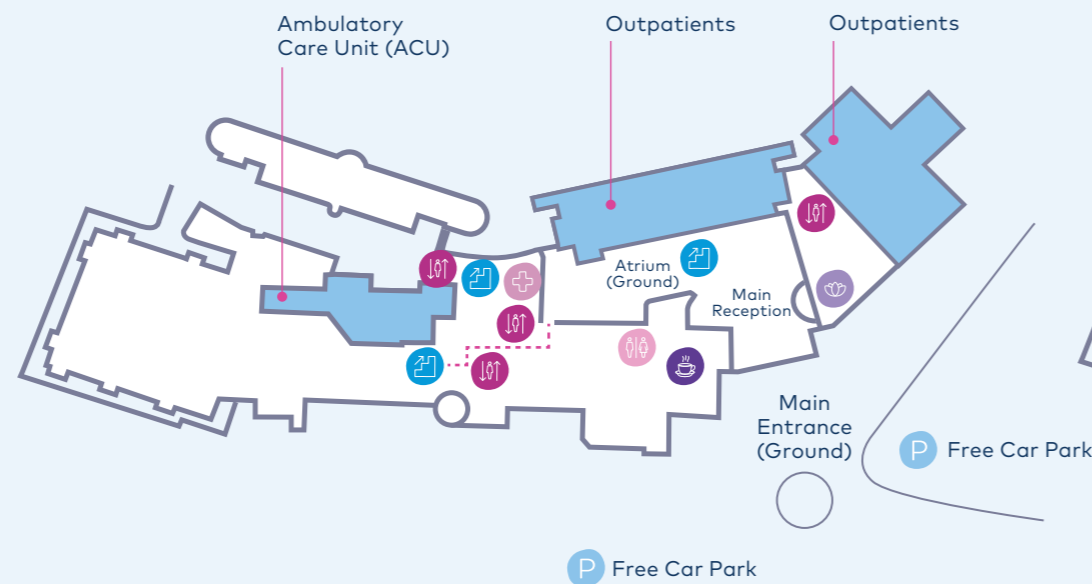
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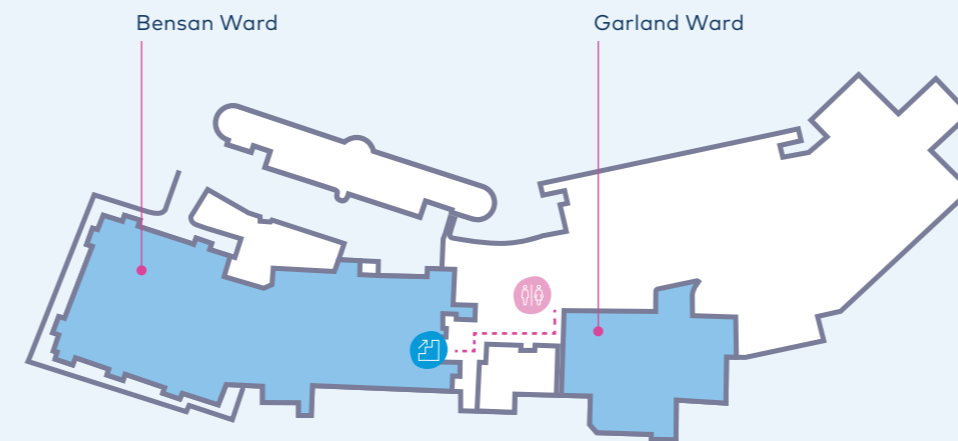
## LG – Lower ground floor



## G – Ground floor



## 1 – First floor



### Map key



## A warm welcome

Care and comfort for every moment of your time with us.

We understand that requiring hospital care can be an anxious time for you. To help put your mind at rest, this booklet lets you know what you can expect when you come to Benenden Hospital and gives you all the information you need to prepare for your visit.

If after reading this booklet you still have a few questions then please give us a call. Our friendly and professional team members are well trained to talk about sensitive medical conditions without confusing you with medical jargon. They will do everything they can to make you comfortable throughout your time with us. We all look forward to meeting you soon.

Fast track access



## Before you leave home

### Your special requirements

If you have any special requirements such as the need for an interpreter, a sign language specialist or information in alternative formats, please let us know as soon as possible. If you have any particular dietary needs, mobility difficulties or if you require a chaperone during your visit, please call us on 01580 240 333.

### Preparing for your admission

If you develop any health problems before your admission, please contact your GP regarding whether it would be suitable for your surgery to take place at this time. If your GP advises you to cancel your hospital visit please contact us on 01580 240 333.

Before you leave home please have a bath or shower. Please also remove any nail varnish and false nails, jewellery and body piercings. If this is not possible please contact the Admissions Department on 01580 587 489 for further guidance. Please remember to wear loose fitting, comfortable clothing.

## What should I bring?

We want you to feel as comfortable as possible during your stay so we advise you to bring the following with you:

- Any specimens that you've been asked to provide such as a urine sample
- Any medicines that you are currently taking either on prescription, over the counter, herbal or homeopathic remedies or any medicines that you only take when you need to, such as indigestion tablets or painkillers. It is important that you bring all medicines in their original packaging. Please note that we don't routinely provide over the counter medicine such as paracetamol and ibuprofen
- Your nightclothes, a dressing gown, slippers and comfortable clothing including shoes for wearing indoors and outdoors. We provide towels so you don't need to bring any with you
- Toiletries, tissues, wet wipes and sanitary towels if appropriate. You may also wish to bring something to read
- The name and telephone number of a relative or friend who will be driving you home after your operation
- Chargeable devices: Please ensure that you charge your device using a manufacturer recognised charger during your stay

## On your arrival



On your arrival, please go to main reception.

- On arrival at reception our friendly team will direct you to the appropriate area
- The consultant performing your operation will come to talk to you before your surgery and make sure you fully understand your planned procedure, including any risks that may be involved
- Your anaesthetist will then examine you and check that the required tests, including blood tests, have been carried out. You will be able to ask them about the anaesthetic procedure. On occasion you may be anaesthetised by another member of the anaesthetic team
- After your operation the nursing staff will be there to look after you through your recovery and answer any questions you have
- If you need any further information or you are unsure of what happens next, please just ask us. We're here to help



### Clean and safe

We do everything we can to fight the bugs that cause infection.

We encourage patients and visitors to regularly use the hand gel provided during their time at the hospital.

# Following your operation

## Day case patient

When you arrive at Benenden Hospital your nurse will give you an approximate discharge time so that you can arrange in good time for a friend or relative to drive you home. Please ensure that you arrange your transport home after your procedure.

It is important that you make arrangements for someone to be with you overnight once you've returned home following your procedure, otherwise your operation will have to be cancelled.

## Overnight stay patient

On the day of your discharge, please ensure that you make the necessary arrangements to be collected at the time your nurse has advised you, so that we can prepare the room for further patients. If this is not possible, please discuss this with the nurse as soon as possible.

## At home

- You may feel drowsy and in some discomfort following your procedure. Occasionally an anaesthetic and/or combination of drugs can make you feel tired, dizzy or nauseous for 24 hours
- Depending on the type of procedure, we advise you not to drive, ride a bike, drink alcohol, take sleeping tablets, operate machinery, make important decisions or sign any legal documents for 24 hours. Your consultant or nurse will provide you with more specific details during your stay
- If you live alone please make arrangements for someone to stay with you overnight and look after you the following day
- Please do not return to work that day. Your nurse will advise you how long you need to stay off work

# Places to relax

## The Pavilion

The Pavilion serves hot and cold snacks, and hot drinks between 8.00am to 5.00pm Monday to Friday and 8.30am to 3.00pm on Saturday. We serve hot food between 8.00am to 4.00pm Monday to Friday and 8.30am to 2.30pm on Saturday. The Pavilion is closed on Sundays and Bank Holidays. Visitors and staff can also purchase food from the ward or use the beverage and vending machines in the lower atrium.

## Vending machines

You'll find our vending machines dispensing cold drinks and confectionery in the lower atrium.

## The grounds

Patients and visitors can enjoy our extensive grounds and private woodland.

## Quiet room

A quiet room is available for your physical, spiritual and religious needs.

If you wish to meet with a chaplain during your stay, you can arrange this through our ward staff.

Our Hospital Chapel, St Margaret's, is open for private prayer and can be found along the road, west of the main car park.

# We welcome your feedback



Your comments help us to continue improving our services. It's great to know we're doing a good job, but we also need to know if there's an opportunity for us to do better. You can provide feedback during your stay to the nurses, via the hospital website and in writing.

If you have a serious concern, please talk to the senior nurse on the ward to see if it can be quickly resolved. If you feel that it has not been resolved to your satisfaction, please ask for a leaflet giving advice on what to do next.

# Your questions answered

## Q. What are the hospital visiting hours?

A. Visitors are welcome to visit you on the ward during visiting hours, 1pm - 8pm, however on the day of your operation, visits may be restricted or at the discretion of the Senior Nurse on duty. Visitors are also requested to report to nursing staff when they arrive. Children are allowed to visit by prior arrangement with the Senior Nurse on duty, but we ask that they do not disturb other patients.

## Q. Will I be safe from bugs such as MRSA?

A. We do everything we can to ensure a safe, clean environment. As a result, we haven't had a serious case of infection, Bacteraemia or Septicaemia related to MRSA or C Diff (as defined by the Department of Health) since 2002. We encourage patients and visitors to use the hand gel provided. Our high-tech theatres have strict controls in place to reduce the risk of infection, including pre-admission screening, extensive training for our own cleaning teams, and we have a designated Director with special responsibilities for infection and prevention control.

## Q. Can family and friends contact the hospital?

A. We ask that enquiries are made by your next of kin, who can then pass on information to the rest of your family and friends. We also ask that when they phone they tell us your full name and their relationship to you. If you do not wish us to give information to enquirers, please inform your Senior Nurse and/or named nurse. All incoming mail and parcels should clearly state your full name and ward and be addressed to: Benenden Hospital Trust, Goddard's Green Road, Benenden, Cranbrook, Kent TN17 4AX.

## Q. Will I be able to use my mobile phone?

A. Patients and visitors are welcome to use mobile phones whilst at the hospital unless directed not to by a member of staff. If you need to charge your device please ensure that you use a genuine charger which is made and licenced for use with your product.

## Q. Is there a smoking area outside the hospital?

A. If you wish to smoke or vape, there are designated smoking shelters on the site. For everyone's comfort and safety, we ask patients and visitors not to smoke or vape anywhere else. Our no smoking policy is in accordance with the law.

## Q. What information will I be given?

A. We provide a range of information leaflets to help keep you informed. We aim to give patients relevant information at the time it's needed – either before admission, during treatment or post treatment. If you feel you need more information, please just ask. All of our leaflets can be provided in Braille upon request.

## Q. Will I be allowed to see my health records?

A. Yes. When you're in our hospital you're more than welcome to look at your own health records. Once you have left the hospital, you can apply to see them by writing to our Health Records Department. If your record has been added to in the last 40 days then access is free, if not there is a small admin charge.

## Q. Can I see the Care Quality Commission's inspection report?

A. Yes, you'll find it online at [www.cqc.org.uk](http://www.cqc.org.uk)

## Q. Can I bring my pet if their identification book is provided?

A. We ask that our patients do not bring any pets into the hospital. However, assisted dogs are welcome if you provide their identification book.



# How to get here

## Directions by road

### From London

- Take M20 towards Folkestone and leave at junction 8, following the signposts for A20 and Leeds Castle
- At the roundabout take the exit onto the B2163 to Leeds village
- Follow B2163 for 3.5 miles to the crossroads and then turn left onto A274 signposted to Sutton Valence, Headcorn and Biddenden
- Stay on A274 to Biddenden. Follow directions 'from Biddenden'

### From M25

- Leave M25 at junction 5, following signposts for A21 and Hastings
- Continue on the A21 until 5 miles past the Pembury turn off and then take a left turn onto A262 signposted Goudhurst, Cranbrook, Ashford

- Continue on A262 to Biddenden. At the T-junction turn right onto A274 for Tenterden. Follow directions 'from Biddenden'.

### From Ashford

- Take the A28 towards Tenterden following it to just after High Halden
- Take the A262 towards Headcorn and follow until on a sharp right hand bend Benenden Hospital is sign posted to the left. (Benenden Rd)
- Follow directions to the hospital

### From Hastings

- Follow the A28 north towards Tenterden
- At Rolvenden turn left towards Benenden village on the B2086
- Drive into Benenden village until you reach a crossroads. Turn right in to New Pond Rd and then right in to Goddard's Green Road following the sign posts to the hospital

### From Biddenden

- On the A274 about 0.5 miles from Biddenden, take the right turn on a sharp left-hand bend. The hospital is signposted from this junction
- Follow road to the Castletons Oak crossroads and go straight across. Continue on this road for a further 0.5 miles until you reach the hospital

## Parking

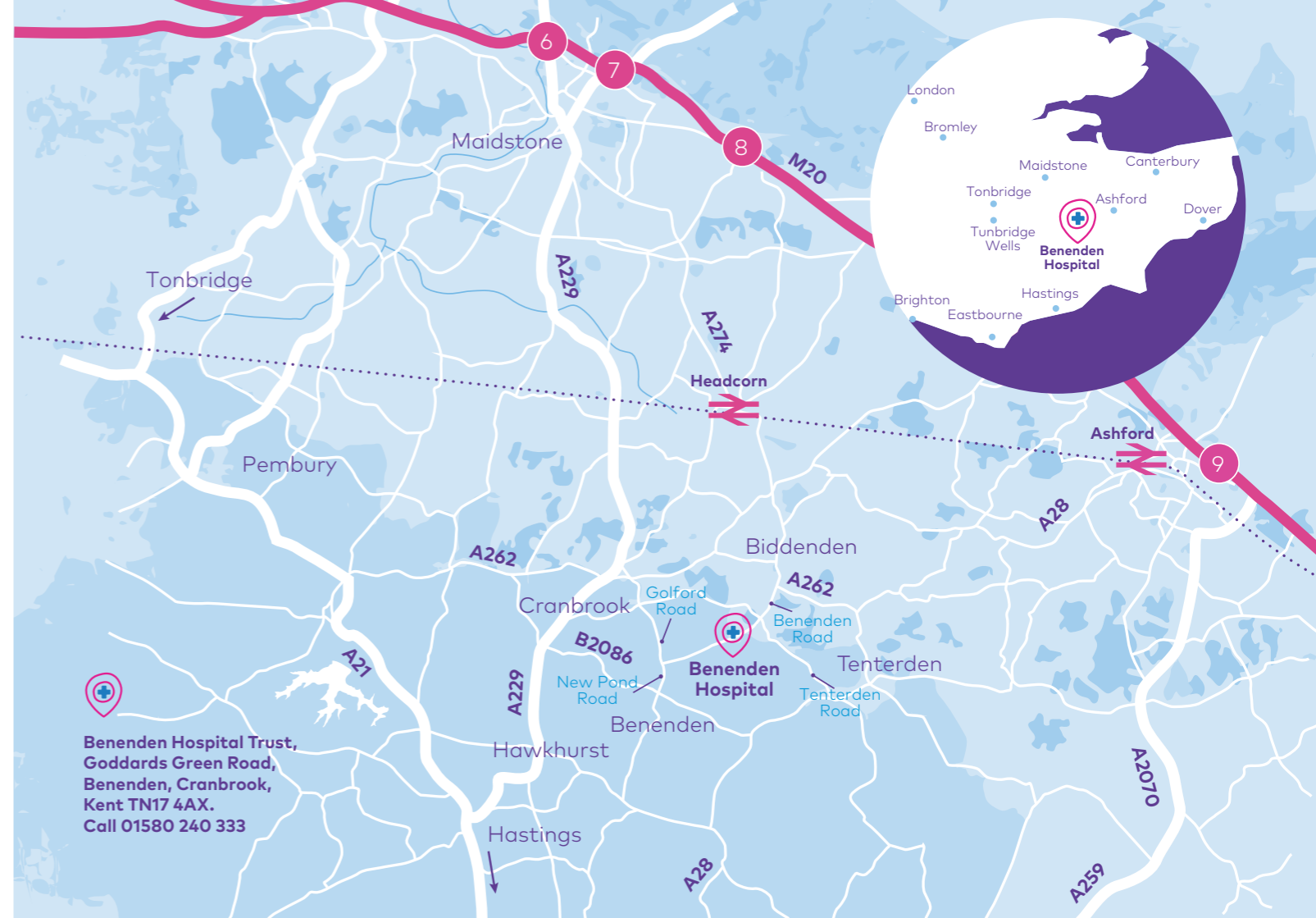
Parking is free in any one of the car parks at Benenden Hospital. You will find the main car parks adjacent to, and opposite, the hospital building.

There are disabled parking spaces within the hospital car parks.

## Directions by rail

The closest train station is in Headcorn which is 20 minutes drive away from our hospital.

**Please note:** Satellite Navigation users are asked to use the postcode TN17 4AT. This will ensure that you are directed to the main entrance of the hospital. Benenden Hospital, Goddard's Green Road, East End, Cranbrook.





**For more information give us a call**

 **01580 240 333**

 **[www.benendenhospital.org.uk](http://www.benendenhospital.org.uk)**

The Benenden Hospital Trust is a company limited by guarantee.

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