National Hospital for Neurology and Neurosurgery

Preparing for your stay
Sir William Gowers Unit
If you would like this document in another language or format, or require the services of an interpreter, contact us on 01494 601 480. We will do our best to meet your needs.

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This booklet has been written by the team at the Sir William Gowers Unit. The aim of this booklet is to prepare you for your admission. It will tell you what we do, what to bring and what to expect during your stay with us. It will also give you important information about what we expect from you whilst you are a patient here.

Please read this booklet and if you are unsure about anything you have read here or have any questions about your stay, do not hesitate to contact us on 01494 601 480. Please show this booklet to your family or carers and visitors so they can also understand how the centre is run.

**About the Sir William Gowers Unit**

SWGU is a specialised assessment and treatment centre for people with epilepsy and non-epileptic attack disorder.

The ward is part of The National Hospital for Neurology and Neurosurgery (NHNN) and the University College London Hospitals (UCLH) Foundation Trust. The unit is run with the Charity Epilepsy Society who employ some of the staff. Patients come to the unit from the UK and overseas.
Getting to the SWGU

Please see map for directions. If you are driving or for detailed directions go to

http://www.epilepsysociety.org.uk/Contact

Public transport

Train - To Gerrards Cross/ High Wycomb from Marylebone, London. The journey takes about 20 minutes on the train.

A Taxi Rank is available for the remainder of your journey to SWGU (about three miles).

Tube - To Amersham or Chalfont & Latimer, Metropolitan Line.

A Taxi Rank is available for the remainder of your journey to SWGU (about five miles).

Taxi’s are available at all local stations.

For travel advice, contact Transport for London


For national journey planning

http://www.transportdirect.info
What facilities are available?

- The unit accommodates both men and women. However, you will not share a room, bathroom or toilet with someone of the opposite sex. It is not possible to allocate a room number or type of room before your admission.
- Toilets are located in the day room, outside the dining room and near the bedrooms. All toilets are wheelchair accessible and large enough for those needing supervision or assistance.
- There is a large day room with two televisions, a pool table, puzzles, art, Wii games and a sensory room.
- Hand gel is located outside the doors of all communal areas.
- Patients are only allowed to cook under the supervision of the Occupational Therapist.
- Laundry facilities are available.
- There is a coffee shop on-site and a shop and post office in the village. Please ask a member of staff if you would like to go to the shop, post office or to go for a walk as you will need to be accompanied. This is often more convenient in the afternoons as there may be more staff on hand to go with you.
An interpreter service is available. Some staff can communicate in makaton.

Two hoists are available for patients who require lifting.

There is a large whirlpool bath available—but must only be used with assistance and under supervision.

What to bring with you

✓ Your admission letter and completed forms;
✓ Your current contact, next of kin and GP details;
✓ Your glasses, hearing aids (and spare batteries), dentures (with labelled container) and any mobility aids, wheelchair or other specialist medical equipment;
✓ All your current medication (anti-epileptic drugs and any other medication you take). Our pharmacy carries a limited number of medications and ordering can take 48 hours;
✓ Your benefits books (or benefits entitlement letter) if you want to reclaim your travel costs;
✓ Enough clothes for several days, including night wear, slippers, a dressing gown, an outdoor coat and shoes;
✓ Laundry detergent;
✓ During the summer, you may want to bring sunglasses,
sun hat and sun cream;

☑ Towels and wash bag with your usual toiletries (such as toothbrush and toothpaste, hair brush, flannel, soap, sanitary items and shaving foam). We only allow safety razors and electric razors. Hair conditioner is essential to remove EEG electrode glue.

Rooms have a single wardrobe and several small drawers to keep your belongings in. We are unable to store large suitcases; however you should keep a small suitcase with you in case you need to be transferred to another building or hospital.

**Electrical items**

Small electrical items such as a hairdryer, shaver or personal stereo (with headphones) are permitted but they must be checked by our electricians before use. MP3 players do not need to be checked. There is no computer available, but you can bring a laptop and dongle to connect to the internet. Please ask before using a laptop or personal DVD player. TV’s are not permitted.

**Safety and security of your belongings**

Although the hospital does all it can to keep the hospital as safe and as secure as possible, please note that the hospital will not be liable for any personal property loss or
theft if the item has not been handed in for safe keeping to staff. Please do not bring valuable items or large amounts of cash into the hospital.

Safe storage areas are provided in rooms and you should keep all your valuables locked in these. We can only investigate the loss of valuables if you keep them in the secure storage area. Please bring £5 deposit for keys; this will be refunded when you leave.

Keep your property safe and label your belongings with your name. We only keep items left behind for six months. You will need to arrange collection of any items left behind.

Preparing for your stay
You will be sent some forms to complete with your admission letter. Bring your completed forms with you when you come to the centre. One of the forms will need to be signed by your GP.

We also need three passport photos of you (for our records).

The Healthcare Travel Costs Scheme gives financial help to people who receive benefits such as Income Support or
Jobseeker's Allowance. We will send you information about the scheme before your admission.

**When you arrive**

Your admission letter will tell you what time to arrive. On arrival, report to reception in the main research unit to be admitted. We will show you to your bed area and around the centre and introduce you to your nurse and key worker. All staff wear an identity badge with their name and job title. This should be visible at all times, if you cannot see someone’s badge please ask to see it.

**Your admission medical and health assessments**

You will be seen by a doctor (called a senior house officer) for your admission medical. This usually takes around two hours. Please bring someone with you such as a relative who knows you well. They will need to stay for this assessment.

The nursing team will then help you to settle in and complete some health assessment forms with you.
**Your assessment**

People come to the centre for assessment because their diagnosis is not clear or their seizures are difficult to control with medicines. The main reasons are:

- pre-surgical assessment (before surgery);
- post-surgical assessment (after surgery);
- video telemetry (simultaneous EEG and video);
- ambulatory telemetry (EEG where you can move around);
  - or medication optimisation (finding the best medication).

At the centre you will have specialist tests and scans to:

- understand your condition;
- consider the best treatment for you;
- help you to manage your condition in your everyday life.

**During your assessment**

You may see many different specialists, such as:

- your consultant and a senior house officer (SHO);
- EEG and MRI technicians;
- a psychologist and psychiatrist;
- a social worker and occupational therapist.

They will work together, looking at your medical, social and psychological needs so you get the treatment that best suits you.
Observation

- During the assessment you will be observed by staff. This is important because it helps us to record and classify your seizures, monitor your drug treatment and put care plans in place.

- We will also assess your needs to help you be as independent as possible when you return home. For this reason, we ask you not to leave the centre unless you are with a member of staff. Staff will take you to all of your appointments.

- Night checks are carried out by the staff every 15 to 30 minutes. This means you may be disturbed when staff enter your room, if you leave your bedroom lamp on, the staff will not disturb you. Before you go to sleep make sure your call bell is within easy reach.

- There is audio (sound) monitoring in the bedrooms. This is for your safety in case you have a seizure while on your own in the bedrooms. Please be aware that staff will be able to hear what you say in the bedrooms.

- There is also video and photographic observation in the four video telemetry rooms. Camcorders are also used throughout the centre. We will talk to you about this and ask you to sign a consent form to show that you understand that
this is a standard part of the assessment process.

**EEGs and MRI’s**

During your first week you will have several appointments (tests). These may include an EEG electroencephalogram) and MRI (magnetic resonance imaging).

An MRI is a type of scan. Unlike x-rays however, MRI uses a powerful magnet (and not radiation) to produce detailed images of the body. Because of this, MRI cannot be used for people with metal implants, pacemakers, vagus nerve stimulators or any other metal fragments in their body. If you have any of these or are not sure, please let us know as soon as possible. Please remove all body piercing before having an MRI.

**Video telemetry**

We may ask you to have video telemetry during your stay. Video telemetry uses a video camera to record you throughout the day and night whilst a portable EEG monitors your brain activity. This means that if you have a seizure we can compare your brain’s electrical activity with what is happening to your body. This can help identify the type of seizure you are having and the most appropriate treatment.
We will also ask for your written consent before having video telemetry. This gives permission to hospital and centre staff to view your video recordings. Not everyone will have a seizure while having video telemetry.

**What to expect during video telemetry**

- You will stay in a special bedroom with a video camera on the ceiling in front of the bed. It will record constantly and you might hear it moving as it focuses on your position in the room. This bedroom has its own en suite bathroom. You will not be videoed in the bathroom so you will have complete privacy. However, your EEG will still be recording.
- You will stay in the room for the duration of the video telemetry. Your meals will be brought to your room.
- You are not allowed to smoke in the room, please ask if you need a nicotine patch.
- You can use a mobile phone, laptop or iPad.
- Wear clothes that button up the front such as a shirt or cardigan (rather than ones you take off over your head) to make it easier to get changed whilst the EEG wires are in place.
- Do not use any hair products (such as hair gel or spray) before the telemetry as this makes the electrodes hard to
Hair extensions should be removed for patients requiring EEG.

- You can have visitors but make sure that they do not block the view of the camera.
- TV, DVD and CD players are available. You can bring your own DVDs and CDs. A Wii is also available, please ask your nurse.
- A nurse will watch the camera images at all times and will be able to hear you. When the EEG technicians review the recordings from the camera they will be able to hear what you are saying.
- If the results are helpful with your diagnosis and treatment they will be kept on your file. If not, they will be destroyed.

**What to do if someone has a seizure**

It is very likely that you will see other people having seizures during your stay.

**Please do not intervene when someone has a seizure.**

Our staff are trained in managing seizures and in first aid. If you see someone having a seizure and there is no member of staff present, please call for help immediately. There is
an emergency bell in the day room. You may be asked to leave the room or area where someone is having a seizure.

**Visitors and visiting hours**

Visiting times are Monday to Friday from 12noon to 9pm and Saturday and Sunday from 10am to 9pm. All visitors are required to sign the visitor’s book on arrival. Let your visitors know when your appointments are booked so they do not miss you.

Admissions office staff can provide information on local bed and breakfast accommodation for your visitors. Please be aware that visitors are required to pay for their accommodation.

Meals for visitors can be provided at a cost. Please speak to the housekeeper to arrange visitor’s meals.

Visitors are required to wash their hands or use the gel provided on entering and leaving the ward area. Your visitors should not sit or place coats or other items on the beds, sit on patient chairs or use the patient toilets.

Please note that former patients at the centre will not be allowed back to visit you during your stay.
Visitors with colds, flu, diarrhoea and vomiting and other infectious illnesses should stay away until they are well.

Weekend leave
Weekend leave is usually from two pm Friday to nine pm Sunday. Where possible, weekend leave should be approved at multidisciplinary team meetings (MDT) held on Tuesdays. You will also need to discuss this with your consultant. We ask that you do not take weekend leave during the first seven days of your assessment, or if you are in the process of medication changes. If you are going on weekend leave you will need to be accompanied from the centre by someone who knows how to look after you if you need help. We are not able to cover your travel expenses for weekend leave.

On the unit
Nurses and doctors
You will have a team of nurses who will be responsible for coordinating your care. You may also see a specialist nurse for additional support. You will be under the care of a named consultant, who will be in charge of your treatment.
You will be seen by one (or more) of the doctors in your consultant’s team.

**Medications**

Medications are stored in cabinets by your bedside. Self administration of medicines is not permitted as the registered nurses need to monitor any changes or side effects very carefully.

**Pregnancy**

If there is a possibility you could be pregnant it is important to tell your doctor.

**Your room**

Please keep your bedroom area tidy. Return dirty crockery to the kitchen and used bed linen to the laundry basket. Clean bed linen is available from the laundry cupboard.

**Please note**

- Male patients and visitors (other than husbands or partners) must not enter rooms in the female corridor without a chaperone; and
- Female patients and visitors (other than wives or partners) must not enter rooms in the male corridor without a chaperone.
Meals and snacks

The centre has a protected meal time policy. This means you should not be disturbed during your meal (between 12.30 and one pm). Meals times are:

Breakfast - 8am to 9am Monday to Friday & 8am to 10am at weekends - Cereals, toast, fruit and yoghurt are available. You can bring your own cereal if you prefer.

Lunch - 12.30 – Hot and cold food, vegetarian options and a selection of desserts.

Tea - 5.30pm - Hot and cold food including vegetarian options.

The housekeeper can tell you more about the food available. We offer healthy food options and cater for special diets such as allergies, or medical or religious requirements. Please let us know at least seven days before your admission if you have any special requirements.

- Fresh fruit is always available in the dining room.
- Food or drinks can be kept in the fridge in the dining room.
- Do not bring any uncooked food that requires heating.
- Do not take hot food into the bedrooms. If you have take-away food, please eat this in the dining room. Patients and
visitors are not allowed in the main kitchen.

**Drinks**

We recommend that you drink at least seven glasses of fluid daily unless there is a medical reason why you should not. Cold drinks are always available in the dining room and water is kept by your bedside. Hot drinks are available in the dining room at meal times and in the day room. Please do not take hot drinks into the bedrooms.

**Exercise**

Exercise is very important. Weather permitting staff will escort you to the local shops if you are not involved in medication changes. Exercise classes are also available two days per week.

**Smoking**

Smoking is not permitted on trust property or grounds. Patients, visitors and staff must not smoke in or near the centre. Anyone found smoking in or near the centre will be asked to leave. Smoking will set off the fire alarm and puts other patients and staff at risk. There is a designated area outside the centre where smoking is permitted. If you want to smoke, you must be accompanied by a member of staff
and you should dispose of any ash and cigarette butts in the bin provided. This will not be emptied or cleaned by staff.

You will be asked to sign a safety checklist when you are admitted. You might also like to talk to your doctor about smoking alternatives, such as nicotine patches, before you come in. Matches and lighters are not permitted and any matches or lighters found will be confiscated.

**Alcohol and non-prescription drugs**

Alcohol and non-prescription drugs are not permitted on the grounds of the hospital and if you are found to have drugs or alcohol you will be removed from the centre.

**Clothing**

Please do not wear night clothes outside of the bedrooms and wear shoes or slippers at all times in the unit.

**Infection control**

We are working hard to fight infection and we ask all our patients and visitors to help. The most effective way of preventing the spread of infection is by good hand hygiene. This may be by hand washing or by using the hand gel.

**Flowers**

Flowers are not permitted on the ward.
**Laundry facilities**

Washing machines are available between seven and ten am and seven and ten pm. They can only be used with supervision.

**Phones and mobiles**

There is a pay phone in reception for making and receiving calls. The number is 📞 01494 601 430. Anyone may answer the phone so your callers will need to ask for you.

Mobile phones are permitted and use is at the discretion of the ward sister. They will ask people to stop using their mobile phone if it is disturbing others. You are not allowed to use your mobile for making calls during the night or at ‘quiet times’. You can use your phone for text messaging at these times but it must be set to silent mode to avoid disturbing others. Your mobile should be turned off or switched to silent mode by 11pm. Switch off your mobile when you are on the ward, attending appointments and in the consultation rooms and treatment areas (such as EEG and MRI).

**Specimens and blood tests**

You may be asked to give blood samples and other specimens to help us understand your condition and
manage your treatment. No specimens such as blood or tissue will be used for research without your consent.

**Your health records**

To ensure you get the best care possible we keep confidential information about your health and other details such as your name, address, date of birth and GP details. We observe our legal and professional duties when we process this information. If you would like to know how your information will be used and protected by UCLH, please refer to the UCLH leaflet, ‘How information about you will be used by UCLH’. If you would like to view your medical records please ask your nurse to arrange this for you. If you wish to have a copy of your records please be aware that there is a charge.

**Daily routine**

We maintain a regular routine in the centre. This helps everyone to keep their appointments.

- Medication rounds are at set times, which means you might take your medication at a different time than you are used to at home.
- Please be ready and in the dining room for breakfast by 8am.
After breakfast there are recreational activities, including TV and games, there is also a relaxation room with calming music and lighting available. The afternoon is normally for relaxation and activities. You may also have visitors during the afternoon. After tea there is time for relaxation or activities.

We ask that you prepare for bed by 11pm. Please speak to the staff if you want to stay up later, this may be possible if it does not disturb others.

**Meeting other people**

We want you to feel relaxed and comfortable during your stay. These guidelines are intended to ensure that consideration is shown to all patients on the ward.

During your stay you will meet people from different backgrounds and with different experiences. You may make new friends while you are with us. However, coming for assessment can be a difficult or unsettling experience and you may not get on with everyone you meet. Also, the staff will not be monitoring you 24/7 unless your condition warrants this. The aim of the Centre is to support your activities of daily living and enhance your life skills to promote your independence.
Please:

- respect everyone’s privacy and personal space;
- be courteous when playing music or games.

Anyone who behaves in an unacceptable or anti-social manner will be asked to leave the centre immediately.

This includes:

- anyone who takes illegal substances or alcohol;
- anyone who is physically or verbally aggressive or intimidating, including racial or sexual harassment and anyone who is physically intimate with another person.

We will ask you to sign a form to say that you have read this booklet. Anyone not following these guidelines will be asked to leave.

There are members of staff on duty at all times. If you have any concerns during your stay, please talk to a member of staff.

**Other services**

The following services are also available:

- an optician
- a hairdresser
- a chiropodist
- taxis
- an emergency dentist (off-site)

Please ask the staff if you would like to use these services, be aware there is a charge.

**Going home**

You will be given an information folder on discharge from the unit. Please make sure you:

- have had all of your appointments;
- arrange transport home by 12 noon the day before;
- have any tablets you need;
- return your storage area key and get your deposit back;
- pack all of your belongings;
- tell reception when you are leaving the centre.

An electronic discharge letter will be sent to your GP, followed by a detailed letter around two weeks later. You will also receive a copy of this letter.

If you have been diagnosed with Non-epilepsy Attack Disorders (NEAD) leaflets with more information are
available for you to take home. Websites on NEAD are also available.

Medical alert bracelets are available from the social workers for patients diagnosed with epilepsy.

**When making plans to go home, you should consider:**

- Will you need help with meals or daily activities?
- Will you need someone to stay with you or prepare your home for your return?
- Will you need to be collected from the centre or require hospital transport? (Only patients who qualify are eligible for hospital transport)
- Does your home need adapting to meet your needs? Will you or your carer be able to manage?
- Will you have housing problems on or soon after discharge?
- Will you require the help of Social Services?

**Before you leave the unit:**

- Leave your contact details with the ward administrator.
- Ask your nurse for any medical certificates you may need.
- Collect money or valuables given for safekeeping.
Before you leave the unit, make sure you have:

- Your medicines (you should also know how to take them, what they are for and how to store them).
- Details of care required from other health professionals – such as practice nurse or district nurse.
- Understood your agreed care plan.
- Information about potential lifestyle changes with appropriate written advice to help you.
- Details of follow up appointments.
- Advice about when you can expect to return to work.
- Contact details of your Community Nurse Specialists or local medical services should you have any worries or concerns.
- All the information your family requires to look after you.

After admission

For advice after your admission please go to your GP or your local Accident and Emergency Department depending on how serious your condition is at the time.

For general health information and advice contact NHS Direct on ☏️0845 46 47 or 🌐www.nhsdirect.nhs.uk.
Other information

Teaching and research

UCL Hospitals is a teaching Trust and you may be asked if medical or nursing students can observe or assist with your care. We are also a major centre for medical research. If you are interested in taking part in research projects, ask the person who is caring for you. If you do not wish to take part in teaching of students or research, please tell us when you arrive. Not taking part in teaching or research will not affect your care.

Zero Tolerance Policy

Harassment, threats or actual violence against our staff from patients or visitors will not be tolerated and action will be taken over incidents of unacceptable behaviour.

Equality and diversity

Our staff are committed to ensuring the rights, dignity and cultural values of our patients are respected. We will ensure that no person receives less favourable treatment on the grounds of age, disability, gender, religion and belief or sexual orientation.

The Patient Advice and Liaison Service (PALS)

Provide a personal contact point to assist patients, relatives
and carers. PALS can also help resolve issues or concerns that you may have with any of the hospital services. Please call or email to arrange to speak to the PALS officer:

☎ 020 344 83237 or ℹ️ pals@uclh.nhs.uk

**Patient feedback**

We welcome your feedback and your comments will be used to monitor and improve the service we provide. Please complete a patient satisfaction survey or comment card before you leave to tell us about your stay.

If you are unhappy with any part of your experience here please speak to the ward sister, charge nurse or matron.

You can also contact PALS directly or ask a member of staff to do this for you.

If you would like a formal investigation into a complaint, please contact;
Chief Executive
250 Euston Road
London
NW1 2PG

All complaints will be dealt with promptly and you will be kept informed of all actions taken.
Where can I get more information?

The Epilepsy Society provides a range of services for people with epilepsy.

Epilepsy Information Services ☎ 01494 601 392.
Epilepsy Society Confidential Helpline ☎ 01494 601 400 (national call rate).

Opening hours: Monday, Tuesday, Thursday and Friday, 9am to 4pm, Wednesday 9am - 8pm.

网站地图 www.epilepsysociety.org.uk

Epilepsy Society is the working name of The National Society for Epilepsy registered charity no. 206186

For information about Non Epileptic Attack Disorder

NEAD Trust
57 Burton Street
Hillsborough
Sheffield
S6 2HH

http://www.neadtrust.co.uk/information.html
Contact details

Sir William Gowers Unit
Chesham Lane
Chalfont St Peter
Buckinghamshire SL9 0RJ
Direct line: 01494 601 300
Switchboard: 01494 601 300
Fax: 01494 875 945
Email: www.epilepsysociety.org.uk
Website: www.uclh.nhs.uk