

## Contact details

Dorking Community Hospital  
Horsham Road, Dorking, Surrey RH4 2AA  
Tel: 01306 646 200

## Ward services

The following services are available on the ward:

- Hairdressing
- Chair exercise group – ask physiotherapist for details.

## Outpatient appointments and procedures

You can attend outpatient appointments while you are an inpatient. Attending these is unlikely to delay your discharge home.

## Your discharge

Your discharge from Dorking Hospital will be discussed with you at an early stage.

If you require any further therapy, services or support, these will be arranged by a member of the ward team. If the team caring for you decides that you are well enough to be discharged and a suitable placement has not been identified by you or your family, a choice of two placements will be offered to you and a discharge will be arranged.

You will be given approximately seven days of medication on discharge. Your GP will be informed of your discharge arrangements. You will receive a copy of this along with relevant contact details you may need.

CSH Surrey will contact you within two to three days of your discharge to ask the **NHS Friends and Family Test** question: 'How likely would you be to recommend the ward to your friends and family if they were to need similar care or treatment?'. The FFT is one of the ways we listen to your feedback to help us improve our services. You can also complete the FFT on-line on the service pages of the website: [www.cshsurrey.co.uk](http://www.cshsurrey.co.uk).

## Need to contact the service?

Please see the Contact details section of this leaflet.

## Your experiences

CSH Surrey is committed to putting people first and continually improving services through listening and responding to feedback. To share your experiences, please:

Call: 020 8394 3846/43

Email: [CSH.Feedback@nhs.net](mailto:CSH.Feedback@nhs.net)

Or write to the Head Office address below.

## Large print, audio format or another language

Call 020 8394 3846/43

or email [CSH.Communications@nhs.net](mailto:CSH.Communications@nhs.net)

to receive this information in large print, audio format or another language.

## General enquiries

Visit [www.cshsurrey.co.uk](http://www.cshsurrey.co.uk) for information and contact details for all other CSH Surrey services.

### A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.



CSH Surrey, Head Office  
Ewell Court Clinic, Ewell Court Avenue  
Ewell, Epsom, KT19 0DZ

Company registered number 5700920



# Dorking Community Hospital

Information for patients,  
carers and relatives

## Better healthcare together

CSH Surrey, providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in the heart of Surrey since 2006.

## Welcome to Dorking Hospital

We are an enthusiastic multi-disciplinary team dedicated to your rehabilitation, who will help you to achieve the best possible recovery.

Our staff are also skilled in providing palliative and end of life care, and have close links with both St Catherine's and Princess Alice Hospices.

Dorking Hospital offers the following facilities:

- In-patient beds in single sex accommodation
- A dining/day room
- Therapy services, eg physiotherapy.

## Your rehabilitation

Following an initial assessment, our team will plan your rehabilitation with you. We will set goals with you to guide and monitor your progress throughout your rehabilitation.

## Physiotherapy

Physiotherapy aims to improve your physical mobility and help you become as independent as possible.

This may include regular sessions in the therapy area, group exercises or a programme of exercises for you to practise by yourself.

## Occupational therapy

The occupational therapist will help you to become as independent as possible by working as part of the wider team. They help you manage every day activities such as personal care, and preparing hot drinks and meals.

The occupational therapist may issue equipment on discharge, for you to use at home, to assist you with, for example, getting in/out of bed or on/off the toilet.

## Care manager

If required, the care manager (formerly known as social worker) will provide assistance if you need help on discharge from hospital. During your stay they can also give advice and information on benefits available to patients and carers.

## Nursing staff

Our nursing staff provide 24 hour care and support to you and your relatives. They will re-enforce the skills that you have been taught by other members of the team such as washing, dressing and walking. The nurses will also assist with any problems you may experience with your continence, wound healing, medication and diet.

## Medical staff

A local GP practice provides medical staffing on Monday to Friday. Evening and weekend cover is provided by Harmoni.

## During your stay

### *Clothes and toiletries*

During your stay in hospital you are encouraged to wear your own clothes. This allows you to practice dressing and promotes independence. We are unable to provide a personal laundry service and ask relatives/carers to take responsibility for washing and providing clean clothes. We also ask that you provide your own toiletries.

### *Catering and cleaning*

G4S works with CSH Surrey to provide a high standard of cleaning and nutritious food.

### *Valuables*

Please ensure that all valuables are sent home with family and friends. If you have any electrical equipment that you wish to use on the ward, please inform the nursing staff so that the hospital maintenance team can make a safety check; this includes mobile phone chargers.

## Visiting times

Visiting is from 9.30am - 8.00pm daily. We have protected meal times between 12.30pm - 1.30pm and 5.15pm - 6.15pm, and we ask visitors to avoid these times.

If your family are unable to visit during these times, then please speak to the nurse in charge to make alternative arrangements. It may be possible for your family or friends to take you away from the ward but this will need to be planned in advance, with permission from the doctor. Please inform the nursing staff in advance if you wish to do this.

## Telephone enquires

We request that you nominate one member of your family to make enquiries. The ward telephone number is: **01306 646 259**. Many patients now prefer to bring in their mobile phones, which are permitted on the ward.

## Communication

Sharing of information is essential for good communication. With your permission we will be happy to address any concerns you or your family have. If required, we can attend a family meeting to allow discussion with the team regarding your discharge from hospital.