

## Contact details

New Epsom and Ewell Community Hospital  
Horton Lane, West Park, Epsom, Surrey KT19 8PB  
T: 01372 734 834

## Ward services

The following services are available on the ward:

- Weekly hairdressing service
- 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 New Epsom and Ewell Community Hospital will be discussed with you (and ideally also your family) 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 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



# New Epsom and Ewell 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 the New Epsom and Ewell Community Hospital (NEECH)

We are an enthusiastic multi-disciplinary team dedicated to your rehabilitation and helping you to make the best possible recovery. They are also skilled in providing palliative and end of life care, and have close links with the Princess Alice Hospice.

## NEECH offers:

- Inpatient beds in single sex accommodation
- 4 beds for neuro patients
- 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. It may include regular sessions in the therapy area, group exercises or a programme of exercises for you to practice.

## Occupational therapy

The occupational therapist will help you to become as independent as possible. They help you manage every day activities such as personal care, and preparing hot drinks and meals.

On discharge, the occupational therapist may issue equipment 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 support if you need help on discharge from hospital. During your stay they can give advice and information on benefits available to patients and carers.

## Nursing team

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

## Medical staff

A local GP practice provides medical staffing Monday to Friday. Evening and weekend cover is provided by the out of hours service; Harmoni.

## During your stay

**Clothes and toiletries:** during your stay 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 so ask relatives or carers to provide you with 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 you wish to use on the ward, please inform the nursing team so a safety check can be done; this includes mobile phone chargers.

## Visiting times

You can visit any time after 9.30am until 8pm, although we do ask people not to visit during meal times (12.30am-1.30pm and 5.30pm-6.30pm) as we operate 'protected meal times' to enable patients to eat well.

It may be possible for your family or friends to take you out from time to time, but this must be planned in advance, with permission from the doctor. Please inform the nursing team if you wish to arrange this.

## Telephone enquires

We request patients nominate one member of their family to make enquiries. The ward telephone number is: **01372 734 845**.

There is also a handheld phone that relatives can call and we can bring the phone to you; the number is: **01372 734 846**. 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 arrange a family meeting to discuss your discharge with the team.