



Welcome to KIMS Hospital

Your room guide

Please do not remove from room

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Section 1: Welcome



Welcome to KIMS Hospital

We are delighted you have chosen to receive your treatment with us.

At KIMS Hospital, our patients are at the heart of everything we do. We work hard to provide you with the best possible care during your stay with us.

We know that coming into hospital can be a daunting experience. We hope that the information in this guide will give you peace of mind whilst you are here at KIMS Hospital.

It is important to us that you are fully involved with your care at every stage.

If you have any questions or concerns during your stay, please just speak to a member of the team who will be happy to help.

With best wishes,

Jackie Groom

Chief Nurse, KIMS Hospital



Section 2:

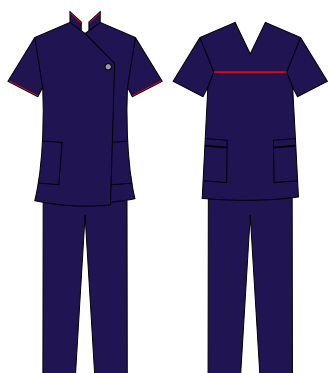
The team looking after you



Our aim is to provide you with safe, outstanding quality care during your stay. All of our teams work together as one, along with your consultant, to ensure you receive the best possible care at KIMS Hospital.

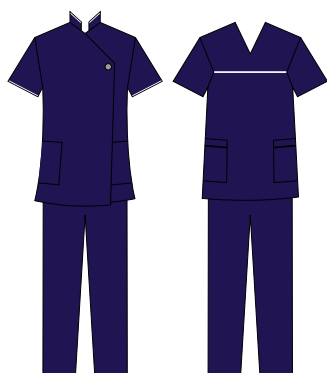
Everyone wears a name badge, along with varied uniforms (detailed below) to help you recognise their specific roles. If you are not clear on who the team member is please feel free to ask them to introduce themselves.

The team caring for you during your stay



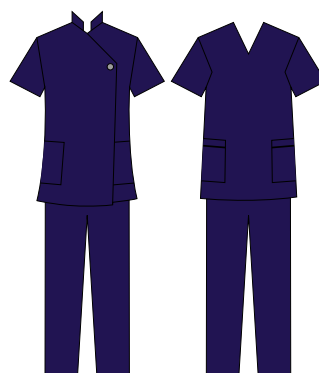
Deputy Chief Nurse

Our deputy chief nurse provides effective clinical leadership and support within the hospital.



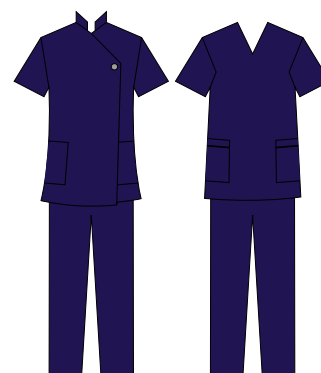
Clinical Manager

Our clinical manager is responsible for leading our hospital wards and overseeing the day-to-day management.



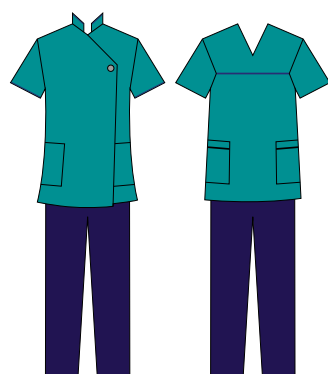
Sister / Charge Nurse

A more experienced qualified nurse who leads clinical teams ensuring high quality patient care is delivered.



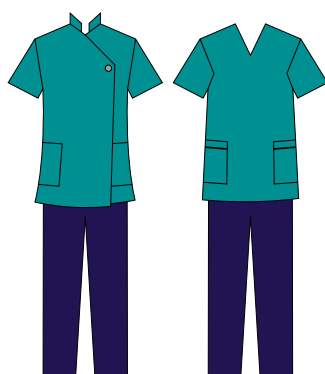
Specialist Nurse

Our experienced qualified specialist nurses specialise in a specific clinical area to ensure best practice.



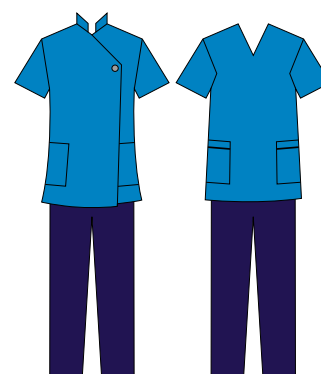
Senior Staff Nurse

Our qualified senior nurses lead the nursing team and care for you during your stay.



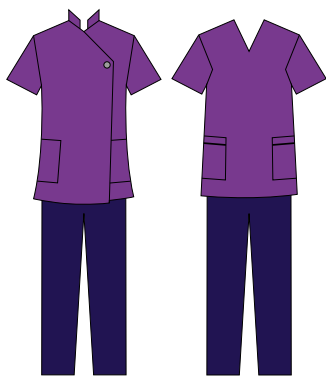
Staff Nurse

Our qualified nurses deliver personal care to each patient during your stay at hospital.



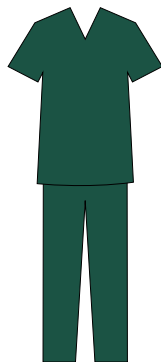
Healthcare Assistant (HCA)

Our HCAs work alongside the nursing team to carry out a wide range of duties to care for and support you and your visitors.



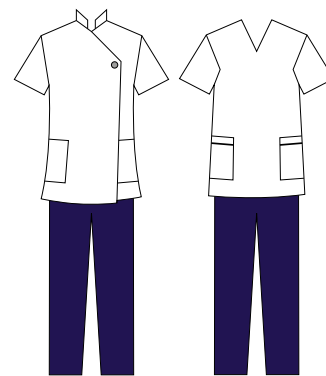
Imaging & Diagnostics, Pharmacy and Physiologist Team

These are teams of healthcare professionals, who specialise in their area of expertise to assess, treat and support you throughout your journey.



Resident Medical Officers (RMO)

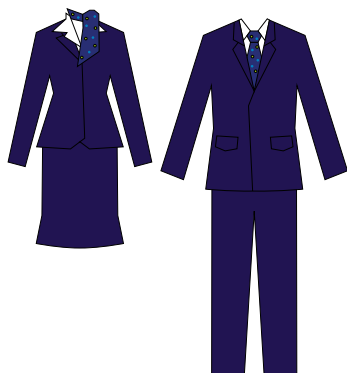
An RMO is a qualified doctor who works closely with your consultant and is available at all times to assess and deliver appropriate care to you if required.



Inpatient Physiotherapists

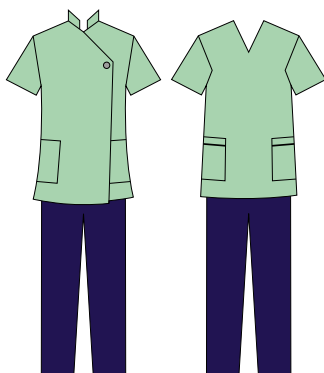
Your physio will assist you with a rehabilitation programme after your illness, surgery or injury. This will be tailor-made to your needs.

The team supporting you and your visitors



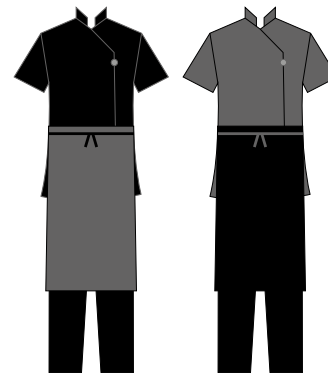
Administrative Teams

Our administrative teams work in a variety of non-clinical departments to support you and our clinical teams.



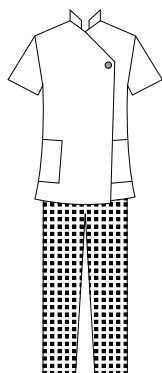
Housekeeping Team

Our housekeepers work hard to adhere to our infection control standards and ensure the hospital is clean and comfortable.



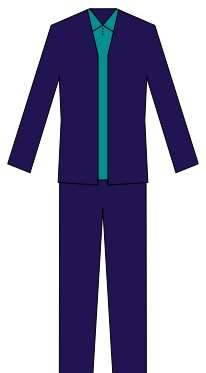
Ward Host/Hostess

Our ward host/hostess' assist in the preparation of all our patient food services and deliver food and drink to you and your visitors.



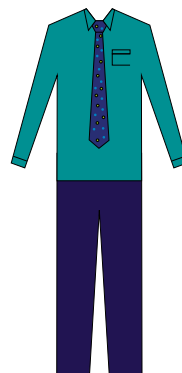
Catering Team

Our catering team provide you with nutritious food to help aid your recovery.



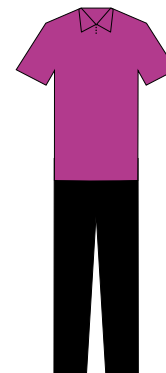
Facilities Team

Our hard-working facilities team ensure the hospital and grounds are safe, maintained and working to a high standard.



Portering Team

Our dedicated team of porters accompany patients around the hospital to ensure your journey remains smooth.



KIMS Hospital Angels

Our Angels are volunteers who can provide you with non-clinical help and assistance.

Section 3:

Patient care



Your comfort

We believe that care and treatment are most effective when you are in a calm and relaxed environment.

We put the care of our patients at the heart of everything we do. Our staff are focused on working together as one team to deliver the best possible care.

Your care

At KIMS Hospital, we hand over information about your care and treatment at your bedside. This means that in the morning and evening, your nursing team will hand over your care with you present. This gives you the opportunity to meet your new team who will be caring for you. We believe this is the best way to hand over information as it gives you the opportunity to ask any questions and voice any concerns you may have.

Extra requirements

If you require any additional observations following your treatment, it may be necessary to care for you in our Enhanced Care facility, located on Nickleby Ward.

If you require cardiac intervention, you will have your procedure in the interventional suite.

After your treatment

Following your treatment, one of our nursing team will collect you from Recovery and settle you back into your room. Your observations, which include blood pressure, will be checked regularly for the first few hours and at approximately 2am to monitor your recovery and ensure you remain comfortable.

The nursing team will ask you to monitor how much you have to drink and will measure your urine output for 24 hours following treatment to ensure you are drinking enough.

KIMS Hospital Angels

KIMS Hospital Angels are members of the local community who volunteer at the Hospital. They are here to help and assist you while you are a patient with us.

You can identify them by their purple polo shirts. They are very happy to help you with any tasks such as filling in non-clinical forms. They are an additional member of our friendly team who can provide you with information and help your stay to be a comfortable one.

Infection control

No patient should acquire an infection from an intervention undertaken at KIMS Hospital.

We take the management and control of infection seriously, and are fully committed to providing our staff with the best clinical skills and practice to help minimise the risk of infection.

We train all our teams on infection control measures and KIMS Hospital employs a full time dedicated Infection Control Specialist Nurse who works with both staff and patients to help minimise the risks associated with healthcare delivery.

To help minimise the risks of infection we ask that you:

- Clean your hands regularly with soap and water, hand wipes or alcohol hand sanitiser before meals and after using the toilet
- Avoid touching any wounds, drips, catheters or other medical devices
- Remind visitors that they should clean their hands when entering and leaving the clinical areas using the available alcohol hand sanitisers
- Remind visitors that they should not visit the hospital if they have been experiencing diarrhoea and/or vomiting
- In line with other healthcare providers we conduct screening of some patients (especially surgery) for MRSA (Methicillin-resistant Staphylococcus aureus). You will usually be advised of this prior to admission. However, in some cases this will take place on the day of your admission. Please ask your nursing team if you have any concerns, a leaflet on this process will be given to you

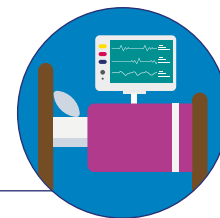
On our wards and in hospital departments, you will find additional information on some infection control issues such as MRSA (Methicillin-resistant Staphylococcus aureus), MSSA (Methicillin-sensitive Staphylococcus aureus) and C.diff (Clostridium difficile). If you have any queries, please speak to your nurse who will be able to help.

Please feel free to challenge our team and consultants if you are unsure of whether they have washed their hands before attending to you. Our team will not be offended if they are challenged.



Section 4:

Room information



As part of the room orientation, your porter will explain to you how you can adjust your bed, show you where and how to use the call bell system and how to use the remote control for the television.

Call bell

Each room has a call bell that can be used to gain the attention of the nursing team whilst in your room. We would like you to use this bell whenever you require assistance – day or night. We are always happy to help, to ensure your stay is as comfortable as possible.

Phones and internet

There is a telephone in your room, which is free to use.

Mobile phones can be used however, you may be asked to turn off your phone should it interfere with medical equipment or be disruptive to others.

Free WiFi is available throughout the hospital for all guests. Please use the following details to access this: Username: KIMS-Guest Password: Wireless2015

Smoking

KIMS Hospital is smoke-free. Patients and visitors are not permitted to smoke anywhere on our hospital premises, including the grounds and gardens.

Television

There is a television in your room with Freeview channels. If you require any help using the television or the remote control, please feel free to ask one of the team for assistance.

Valuables

Your valuables can be stored in the lockable draw found in your bedside cabinet.

Please note: KIMS Hospital cannot be held responsible for any loss or damage to property brought into the hospital.

Visitors

There are no restrictions on visiting hours for inpatients. However, we would ask you to be respectful during early mornings and late evenings when other patients may be sleeping.

Children are welcome to visit; but we would ask that there is an adult to supervise them at all times. We recommend that very young children, especially those that have not been immunised, do not visit our wards or departments, unless attending for a consultation.

Finally, if your visitors have been experiencing diarrhoea and/or vomiting, please ask them to refrain from visiting the hospital until they have been symptom free for 48 hours.

Section 5:

Meal information



Eating well helps you to recover, and we want you to benefit as much as possible from the food that you eat while staying at KIMS Hospital.

Each day you will be able to choose a delicious breakfast, lunch and three-course dinner. All of which will be served in the comfort of your room.

We cater for all dietary requirements including:

- Bariatric
- Diabetic
- Gluten free
- Lactose free
- Halal
- Kosher
- Vegetarian
- Vegan

All of our meals are skilfully prepared and cooked with care and attention to detail, using locally sourced ingredients.

If you have a request for dishes not shown on the menu, please let our catering team know, they will be happy to discuss this with you.

Meal times

Meal times vary from ward to ward, however the approximate times are:

- Breakfast: 07:30 – 08:30
- Lunch: 12:00 – 13:00
- Dinner: 18:00 – 19:00

Our kitchen closes at 19:30 however, we are pleased to be able to offer a selection of sandwiches, teas and coffees after this time.

Visitors

Your visitors are welcome to dine with you and can choose from a range of our dishes. A visitor menu will be provided and orders taken via your host/hostess. There will be a charge for this service. For more information on payment, please speak to a host/hostess.

For the full range of dishes to be available, we would appreciate visitors' orders for lunch by 11am and for dinner by 4pm.

The Coffee Pod in the reception area is open from 8am to 6pm on weekdays and provides a calm setting for visitors to enjoy a freshly brewed coffee and some light refreshments. Should you require any assistance, our teams will be happy to help you.



5 star food hygiene rating from the Food Standards Agency.





Section 6:

When you leave



On your day of discharge, you can expect to leave your room between 10-11am. However, if we feel there is a medical reason as to why this departure time should be later, one of your nursing team will discuss this with you. If you require a later departure time, please speak to a member of your nursing team as soon as possible and we will do all we can to assist.

At the time of discharge, your nurse will go through everything with you and check you have received all of the relevant information and paperwork, including how you can contact us following discharge, should you need to do so.

Please let one of the team know if you require a Fitness for Work certificate.



Section 7:

Compliments, comments & complaints



We are committed to providing you with a high quality service, and want to ensure that every patient has a positive journey. We therefore welcome all feedback from our patients and visitors.

Patient questionnaire

In your room, you will find a copy of our Patient Questionnaire. We would appreciate it if you could spend a few minutes completing this as it helps show us where we are delivering a good service, and can highlight where improvements could be made. If you prefer, an online version is available at: hwasurveying.co.uk/KIMS_Inpatient

We use an external company to analyse our questionnaires, and your rights to anonymity are fully covered by the General Data Protection Regulation (GDPR) and Data Protection Law. No personal information will be released to any other party. The company provide us with regular reports, which are shared with all staff to highlight areas of good practice, and where changes can be made to enhance our service provision.

Comments and complaints

Your opinions and comments are important to us, and will be treated in confidence. If you have any concerns whilst you are in the hospital, we would encourage you to raise this with the Nurse in Charge or Department Manager in the first instance, as it may be something we can resolve at the time.

You can also write to the hospital with the details of your concerns once you have been discharged, for us to investigate. This can be completed as below:



Website: kims.org.uk/feedback



Email: complaints@kims.org.uk



Letter: Chief Nurse, KIMS Hospital, Newnham Court Way,
Weaving, Kent, ME14 5FT

Our Comments and Complaints patient information leaflets are available in all departments. Please ask a member of the team if you would like to take one away with you. A copy of our Complaints Policy is also available on request.

Being open and honest

At KIMS Hospital, our staff are committed to delivering the highest standards of healthcare and support to patients and their families. We provide safe and effective care to many thousands of people every year but sometimes, despite our best efforts, things can go wrong.

When a patient is harmed as a result of a mistake or error in their care, we believe that they, their family or those who care for them, should receive an apology, be kept fully informed as to what has happened, have their questions answered and know what is being done in response. This is part of our commitment to be open and honest, under the Duty of Candour Regulation set by the Care Quality Commission. If you have any questions about this, please pick up one of our information leaflets or ask the Nurse in Charge or Department Manager.

Fair Processing Privacy Notice

Your privacy is of the utmost importance to us. Our aim is to give full transparency on how we collect, use and share your personal information.

To find out more about why and how we process data in relation to patient care, you can read our Fair Processing Privacy Notice. A copy of this can be found on our website:

kims.org.uk/fair-processing-privacy-notice

Section 8:

About KIMS Hospital



KIMS Hospital is the largest independent hospital in Kent providing prompt, safe, quality care for our patients.

We provide the best possible care for you at every stage, from diagnosis to recovery. Our dedicated nursing teams will be with you every step of the way, and your expert consultant will ensure your treatment options are fully discussed with you.

Our state-of-the-art facilities and innovative technology support a wide range of specialist services.

Our facilities include:

- 72 en-suite bedrooms
- 20 day case beds
- 17 consultation/examination rooms and 6 outpatient treatment rooms
- 5 integrated operating theatres
- 1 endoscopy suite
- Enhanced care facility
- Comprehensive diagnostic and imaging suite, including MRI and CT
- Physical Therapy department with a gym area
- Blood test service including histology, microbiology and blood sciences, providing prompt results

The only independent hospital in Kent to provide:

- Interventional cardiology services
- Nuclear medicine

We work with leading consultants and dedicated nursing teams to ensure you will get the right diagnosis and treatment.

Our services include:

- Breast Surgery
- Cardiology & Interventional Cardiology
- Cosmetic & Plastic Surgery
- Dermatology
- Ear, Nose & Throat (ENT)
- Gastroenterology
- General Medicine
- General Surgery
- Gynaecology
- Interventional Radiology
- Medical & Surgical Admissions
- Neurology
- Neurophysiology
- Neurosurgery
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedics
- Paediatrics
- Pain Management
- Psychiatry & Counselling
- Respiratory Medicine
- Rheumatology
- Sport Medicine
- Vascular & Vein Surgery
- Weight Loss Surgery

You can access prompt care at KIMS Hospital in the following ways:

Self-pay

If you are not covered by medical insurance, you can choose to pay for your own treatment. Once you have seen a consultant and your treatment is agreed, we can provide a full quotation and explanation of the costs included. We will ensure a fixed-price guarantee for your care and that there are no hidden costs, giving you peace of mind and allowing you to focus on getting better.

Finance options are available; please speak to a member of our team to find out more.

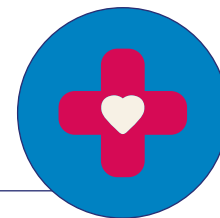
Medical insurance

We are approved by all major medical insurance companies. If you wish to use your medical insurance at KIMS Hospital, please contact your insurer directly to gain an authorisation code.

Some services are also available to NHS patients. Please speak to your GP.

Section 9:

The Care Quality Commission



KIMS Hospital is regulated and inspected by the Care Quality Commission (CQC) under the Health & Social Care Act (2008).

Copies of the report can also be obtained from the regulatory body website as indicated below:

www.cqc.org.uk

Address:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161



A copy of the KIMS Hospital most recent CQC inspection report is available on request. If you wish to view this or would like to request a copy, please contact the Chief Operating Officer.



Contacts



Mr Simon James

Chief Executive Officer

KIMS Hospital, Newnham Court Way, Maidstone, Kent ME14 5FT

Mrs Jackie Groom

Chief Nurse

KIMS Hospital, Newnham Court Way, Maidstone, Kent ME14 5FT

Mr Marcus Whiteley

Chief Operating Officer

KIMS Hospital, Newnham Court Way, Maidstone, Kent ME14 5FT

Other useful contacts

Switchboard	7500
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Copperfield Ward	7545
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Nickleby Ward	7555
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Havisham Ward	7565
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Dickens Ward	7574
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Diagnostics & Imaging Department	7640
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Billing Department	8110
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