

Greenwich & Bexley Area  
Health Authority

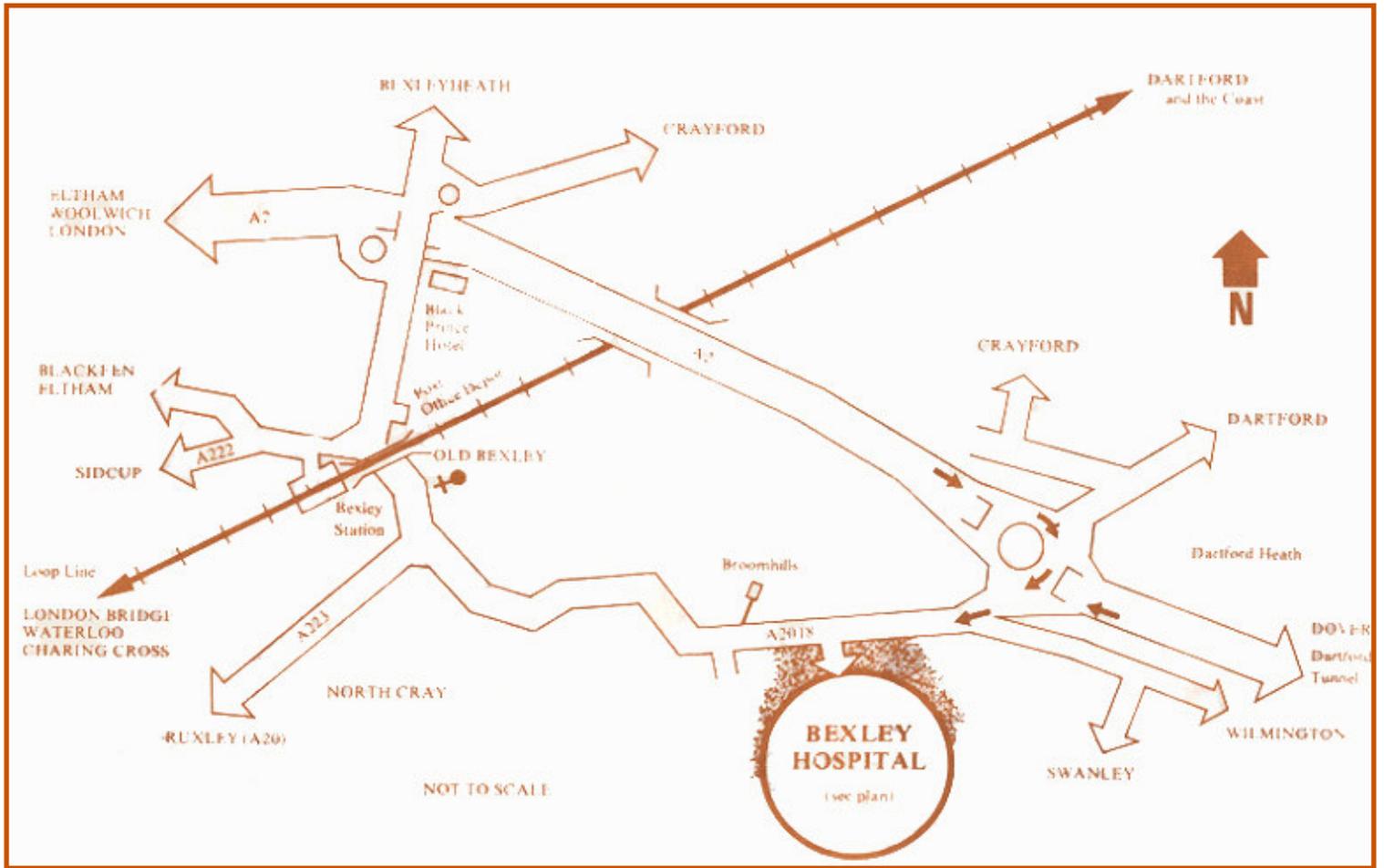
Bexley Health District

# BEXLEY HOSPITAL



***GUIDE BOOK***





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# Welcome to Bexley

**Bexley Hospital, Old Bexley Lane, Bexley, Kent  
DA5 2BW, Telephone Crayford 526282**

Administrator: S. H. Dunmall, F.H.A

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## INTRODUCTION

The hospital is situated in extensive grounds on the edge of Dartford Heath. It provides a modern psychiatric service for the population of parts of the London Boroughs of Bexley, Greenwich, Lewisham and Southwark, as in-patients in the hospital and out-patients at clinics at general hospitals. The following notes are designed to provide you and your relatives with information which will help you to derive the maximum benefit from your stay. Some of the notes are in a sequence related to the progress of your treatment, others are general information. We start with:

## ADMISSION

**What to bring.** Toilet requisites, night wear, dressing gown, slippers and, because most of the time you will be up and about, day clothes including outer garments – enough for immediate needs. Everything should be clearly marked. If your relatives bring in additional clothing they should ensure that this is marked, and inform the ward staff of what has been brought in and likewise of anything that has been taken away. You should bring in only enough money for day-to-day use. If it is necessary for you to bring in a large sum it should be paid into the Patients' Bank.

In accordance with the advice of the Secretary of State for Social Services the Management cannot accept responsibility for loss or damage to property belonging to patients except for valuables handed over for safe-keeping.
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Patients are not allowed to keep motor vehicles in the hospital grounds. The hospital has no facilities for the storage of furniture, musical instruments, electrical equipment etc. (see entry under Social Work).

## TRAVEL DIRECTIONS

The map on p.2 shows access to the hospital by road and rail. London Country (green) buses Nos. 400 and 401 (from Belvedere to Sevenoaks via Bexley, Dartford, Farningham and Eynsford) stop outside the hospital and on Sunday afternoons there are journeys by London Transport (red) No. 124 buses to the hospital from Grove Park via Eltham and Bexley.

*Arrival →*

## **ARRIVAL**

If possible, you should come to the hospital with a relative or friend. If a time for arrival has been given you should do your best to keep to it. The map on p. 6-7 together with signposting in grounds gives a guide to the location of the wards but if in doubt ask at the Enquiry Desk in the Administrative building.

On arrival at the ward you will be welcomed by a nurse, introduced to the ward and then details of your address, next of kin, religion, etc. recorded. You will then be asked to change into night clothes and a doctor will give you a physical examination – tell him or her about medicines, allergies, special diets and anything else you think he should know about you.

Any medicine, pills or tablets that you have been taking should be handed to the nursing staff: any medication needed during your stay will be prescribed by the doctor. The nurses will tell you about mealtimes and any special arrangements and rules that apply to the ward.

## **PENSIONS AND BENEFITS**

If you have a pension or are entitled to benefits from the Department of Health and Social Security, arrangements can be made to help you with claims and payments – ask the nurse in charge. There is no charge for any part of the treatment received in hospital but state pensions and benefits are reduced according to circumstances if you stay in hospital is prolonged.

## **MEDICAL CERTIFICATES**

Medical statements (formerly certificates) for Social Security purposes are obtainable on request.

## **STAFF**

**Nurses:** The nurse in charge of the ward is the Ward Sister or if it is a man, Charge Nurse. They are assisted by Staff Nurses, Enrolled Nurses (SEN), Student Nurses, Pupil Nurses and Nursing Assistants. Nowadays women and men nurses train together and work side by side on all wards.

**Doctors:** Your treatment will be under the overall charge of a Consultant Psychiatrist and you are likely to have met him or her before admission. The assistants to Consultant are Senior Registrars, Registrars, Senior House Officers and Clinical Assistants.

## **WARD TEAMS**

Nowadays treatment is carried out by a team of doctors, nurses and other professions including psychologists, occupational therapists, social workers and an outline of their work is given in later paragraphs. Other staff you will see in the ward are domestics who do the cleaning, porters delivering goods and other

stores, and maybe maintenance staff. You are also likely to meet voluntary workers.

## **VISITING**

The policy is that visiting as desired is encouraged within the hospital and as the arrangements vary for different wards you should ask the nurse in charge.

## **PROBLEMS**

### **(Social Work)**

If you have immediate personal problems regarding family, housing, job, finance, safety of larger items of property such as furniture, appliances and vehicles, and care of animals, a qualified social worker will do everything possible to help you with them and later may be able to assist in your return to the community by provision of appropriate local resources.

## **SHOPPING**

There is a hospital shop run by the Friends of Bexley Hospital which sells a wide range of sweets, toiletry, cosmetics, cigarettes and tobacco, clothing and fancy goods.

## **MAIL**

Incoming mail should be addressed to you c/o Ward ..... Bexley Hospital, Old Bexley Lane, Bexley, Kent DA5 2BW. Outgoing mail is collected at 12 noon and 4.00 pm from a posting box in the main entrance hall and from the ward. Stamps may be purchased from a machine outside the hospital shop.

## **TELEPHONE**

Enquiries by relatives and friends may be made through the hospital switchboard Crayford (code 29 from London) 526282. Most admission wards have a coin box telephone, which is available for patients to make calls and there is a public call box (see hospital plan). There are no facilities for patients to receive telephone calls, as this may be disruptive to their treatment programme.

## **CHAPLAINS**

Each ward is visited by one of the hospital's three chaplains. They are Church of England, Free Church and Roman Catholic and if you wish to see the one of your own faith, this will be arranged, as will be visits of ministers of other faiths if required.

## **CHURCH**

Regular services are conducted by the Chaplains in the hospital Church. There are also meetings and films on religious themes. Details of services and meetings are posted in the wards.

## **GETTING BETTER (Rehabilitation Bureau)**

Activity is usually an important aid to recovery and this is co-ordinated by the Rehabilitation Bureau (Rehab). The patient's need is assessed and a programme of activity is suggested. The programme may include occupational therapy; work in wards and departments, for which payments are made; work in the Industrial Rehabilitation Unit on jobs for industry with payments related to output.

## **RECREATION**

There are facilities for many indoor and outdoor sports, a weekly cinema and other entertainments, details of which are published throughout the hospital.

## **SOCIAL**

The Heather Club is the patients' social centre where dances, dance instruction, whist drives, socials and bingo are held.

## **OCCUPATIONAL THERAPY (OT)**

This department, under the supervision of professional Occupational Therapists, is involved in the assessment of patients' needs in order to help them to become as independent as possible and return to the community. The OT will advise on your treatment and rehabilitation programme, which may be carried out in the ward or in a department.

As far as possible appropriate activities will be offered to help you over your particular problems, whether they be social domestic, or those of returning to work.

Activities include: carpentry, metalwork, printing, art, pottery, dressmaking, cookery, shorthand and typing, crafts, talks, discussions, beauty and personal care, educational groups and recreational groups.

Occupational therapy may be a very important part of your treatment, which will be recommended by your doctor.

## **PSYCHOLOGY**

As mentioned earlier most ward teams include psychologists. Psychologists specialise in helping people to find ways of tackling many kinds of personal problems and social difficulties: they do not deal with medical

aspects of patient care. They are concerned with developing practical means of helping people to learn how to cope with the problems and stresses with which they are faced.

## **GENERAL TREATMENT**

The services of a dental surgeon, an optician, an audiometrician, physiotherapists, chiropodists are provided and the hospital has its own x-ray department. Visiting specialists are available for consultation.

### **DRIVING LICENCE**

The Department of Health and Social Security wishes to remind patients of one of the conditions under which driving licences are issued by the Department of the Environment.

“If you hold a driving licence, remember that you are required to notify the Licensing Authority as soon as you become aware that you are suffering from any disability which is likely to last for more than 3 months and which is, or which may become, likely to affect your ability to drive. If you are in any doubt about whether you should notify the Licensing Authority, consult your doctor. If you hold a red book licence you should notify the Licensing Authority by sending details of your disability to the Medical Adviser to the Local Taxation Officer in whose area you permanently reside. If you hold a green licence you should tell the Drivers’ Medical Branch, Driver and Vehicle Licensing Centre, Longview Road, Swansea SA99 1AT. Notifying the Licensing Authority does not necessarily mean that your licence will be withdrawn, but simply that the Authority can review the situation”.

## **LIBRARY**

The hospital library is open every weekday and the librarian will help you in choice of reading.

## **HAIRDRESSING**

There is a ladies’ hairdressing salon and a barber’s shop – they are shown on the plan pp.6-7. Some facilities are provided on wards.

## **GIFTS**

Hospital authorities are able to receive gifts, donations and legacies. The Hospital Administrator will be pleased to advise on specific matters.

Apart from small tokens such as flowers or sweets, gifts should not be offered to members of the staff.

## **ELECTORAL REGISTRATION**

If you are in hospital at the qualifying date for Electoral Registration (usually in October) you should be included in the return for your home address. Should you be in hospital at the time of a local or general election, where possible, arrangements will be made for you to vote in your home constituency.

## **MENTAL HEALTH ACT**

Most patients are “informal” which means they are free to leave the hospital at any time. If you are detained under sections 26 or 60 of the Mental Health Act, 1959, you have certain rights, in particular to make application to the Mental Health Review Tribunal. You and your nearest relative will receive a leaflet about this and further information including the effect of detention under other sections of the Act may be obtained from the Hospital Administrator’s office.

## **VOLUNTARY HELP**

Much valuable help is provided by volunteers but more is needed and the Voluntary Help Organiser invites all caring people to offer their services to help patients whilst they are still in hospital and to follow this up by visiting them after they have been discharged back to their own homes, to hostels or to group homes; or by joining the Voluntary Car Service.

Goodwill and common sense is all that is needed by volunteers but usually use can be found for any special skills that may be available.

The Voluntary Help Organiser will be glad to arrange to discuss any offers of help and to organise introductions to suitable wards and departments.

If you are grateful for the help you, members of your family or your friends have had, why don’t you show your gratitude to the hospital by joining our enthusiastic band of volunteers?

## **FRIENDS**

In addition to running the Hospital Shop, the Friends of Bexley Hospital provide many amenities for patients such as coach outings, radio and TV, beauty culture, furniture and equipment for special projects, which are financed from various fund raising activities, subscriptions and donations. If you would like to help in any way, please write to the Secretary, c/o the Hospital Administrator.

## **HISTORICAL**

Bexley Hospital, opened in 1898, was built by the London County Council on part of the Baldwyns estate. The house “Baldwyns” still stands, is now known as the “Mansion” and is the headquarters of the Occupational Therapy Department. It was the home of the Minet family and, immediately before the building of the hospital, was leased to Sir Hiram Maxim who built a steam driven flying machine, which briefly “flew” in the grounds in 1894.

The hospital became part of the National Health Service in 1948 and was under the control of the Bexley Hospital Management Committee until 1974 when, under the Health Service Reorganisation, it became the responsibility of the Greenwich and Bexley Area Health Authority within the Bexley Health District.

## **SUGGESTIONS AND COMPLAINTS**

We hope as much as you do that the service we provide will help you to get better as quickly and happily as possible and your views on the care we provide can be very useful in planning improvements. So if you have any suggestions or complaints please do not hesitate to let us know, the Ward Sister or Charge Nurse will generally be the right person to speak to. If in doubt, ask to speak to the senior nurse on duty.

Very often he or she will be able to reassure you or sort out any worries you may have straightaway. If not, and if you want a complaint investigated, the senior nurse on duty will record it in writing and see that it is investigated. If you prefer, you can write to the District Administrator of the Area Health Authority at Marlow House, Station Road, Sidcup, Kent, who will be pleased to arrange for somebody to talk with you, if you wish, and to have your complaint investigated. It will be helpful if you have any suggestions or complaints to make them as quickly as possible so that they can be looked into without delay.

If you have had the complaint investigated but are not satisfied with the explanation you have been given, you can, if you wish, seek the advice of the local Community Health Council on what you can do next. The address of the local Community Health Council is 11a Upton Road, Bexley Heath. If you have already not done so, you can put the complaint in writing to the District Administrator asking the Area Health Authority to investigate the matter. The Community Health Council can help you with this if you are not sure how to go about it. If you have already had the matter looked into by the health authority and are not satisfied, it may be possible for you to have the matter investigated by the Health Service Commissioner (the Health Service Ombudsman).

There is a leaflet, which tells you about the kinds of things the Commissioner can investigate and how to put your complaint to him. If you want to see the leaflet ask the Senior Nurse on duty to get you one. Your Community Health Council also has copies. You can, if you wish, also write to your local Member of Parliament asking him to take up your complaint.

What did you think about Bexley Hospital?

We would be very interested to know what you thought of the hospital and its services. It would be appreciated if, at the end of your stay, you would complete this questionnaire and send it to the Hospital Administrator.

Were you satisfied with your admission to hospital?

Did you find the hospital physically comfortable e.g. your ward, bed, food?

Did you feel your problem was really understood by the staff?

Were you kept informed about your treatment while in hospital?

Did the social and recreational activities meet your needs?

Were any regular arrangements made for you to talk about your problems with a member of the staff, either by yourself or together with other patients? (e.g. individual therapy sessions, ward meetings, groups etc)

Apart from any regular arrangements, did you have enough opportunity to speak to members of staff about your personal problems, anxieties and treatment?

Did you receive the right sort of help in rehabilitation and preparation for discharge?

Please comment on any matter not covered above

Name

Ward (s)