Putting new wards in the picture

They say a picture is worth a thousand words so at a recent Member event we could have written an encyclopaedia on what a ward of the future should or should not look like.

An array of Members - including staff, patients, visitors, carers, representatives of local community groups and partner organisations - recently put pictures and words in to action to help The Rotherham NHS Foundation Trust shape its wards of the future.

Using a range of creative exercises and group activities the Members shared their views and opinions at the Future Ward Engagement event. The aim of the day was to gather precious ideas about what a modern hospital ward should look like. The attendees worked hard but had great fun using photographs and images to define what was good, bad and sometimes even ugly and used this work to develop ‘a look and feel’ that appealed to them. It also illustrated that what was ‘good’ to one person was someone else’s ‘bad’ so the need for some compromise became clear.

There were lots of pictures, felt tip pens, flipcharts, sticky stuff and inspiration used in the 5 hour session and the outcome was a really valuable set of views and ideas to feed in to the formal project brief and the kick off meeting for the project which took place the following week.

The Mayor of Rotherham, Cllr Rose McNeely, showed her support and actively took part in the workshop which was a real example of how actions speak louder than words. An example of topics discussed included the advantages and disadvantages of single en-suite rooms versus smaller bays, the provision of appropriate lighting and even discussions about how visitors should be welcomed on wards.

We would like to say a very big thank you to everyone that took the time to express their thoughts on the day. The information gathered will help to further inform the future development of Rotherham Hospital.
Following the Government’s spending review announcements in the latter part of 2010, political pundits and commentators across the country have been analysing and debating what it all means for the economy, for public services and for the ordinary man and woman in the street. The public sector will see unprecedented cuts in spending and whilst the NHS is said to be protected, many are still wrestling with whether the 0.1% increase in budget each year over the next four years represents a real rise or a cut.

The impact of the spending review on the NHS as a whole and on local health services cannot be underestimated. Brian James, Chief Executive of The Rotherham NHS Foundation Trust (TRFT) shares his opinions and thoughts on the spending review, what it means for the NHS and the challenges ahead for TRFT, in his opinion.

**Q What are the biggest challenges facing the NHS?**

**A** Without doubt I think that the biggest challenge facing the NHS is managing increasing demand with shrinking resources as the Government seeks to resolve the National debt within a single term of Parliament.

Demand for NHS services is increasing as the elderly population rises and NHS costs are increasing at a faster rate than normal inflation, but budgets are at best static. The NHS as a whole is going to have to reduce or absorb costs by between £15 billion and £20 billion over the next four years just to stand still. Steep cuts in Council budgets and other measures will place severe pressure on those receiving welfare and those who rely on social care, and this is also likely to place increased pressure on health services beyond those already identified; the NHS is certainly going to have to do much more for much less.

**Q What does this mean at a local level and how does it affect the Trust?**

**A** Well, we are definitely going to have to do things differently in order to substantially reduce our costs, whilst doing everything in our power to maintain the quality of care we provide to patients, and that means change.

We will have to rethink where and how we deliver services, streamline processes, substantially improve utilisation, reduce waste and variation, seek to harness the benefits of information technology, and seize the opportunities presented by our planned merger with Community Health Services to do things differently, more economically and more efficiently.

It will mean thinking differently about how and where we deliver treatment and care. For example we know from our analysis of patients admitted as emergencies that not all patients we admit really require acute care, but the correct level of care or support that they actually need may not be readily available or easily accessible in the community, so as a result we end up admitting them. We need to work with the Primary Care Trust, GPs, our Community Services and the Council to improve the way our combined services respond to patients in need, so as to secure the best outcome for them, in the most appropriate location.

Care within a hospital should be reserved for those who really need specialist treatment and care. Where we can safely and effectively treat and care for people within the community, then I believe we should do so.

**Q What would that mean for the hospital and for staff?**

**A** If you put all these things together, then ultimately it would mean a smaller hospital providing specialised care to those for whom treatment at home or in the community is not an option. It would mean more of our specialists working in the community, in patients’ homes, alongside GPs, and in outpatient clinics located in the community. It would alter not only where staff work but also how they work. I can see many staff in future working in both hospital and community settings, wherever it makes most sense to deliver the service to the patient, and consequently staff are likely to need to develop new and blended skills.

It will mean fewer staff, deployed in ways that maximise their skills, with significant time released through the application of information technology that really helps them to do their job, reducing the current burden of bureaucracy, and giving them more time to focus on clinical care.

Whilst our merger with the Community opens up new opportunities to do things differently, there remains however, much that we need to do inside the Hospital to improve processes, to make them more efficient, to improve utilisation and reduce variation, and this must be our immediate focus over the next few months.
Q: What does the financial picture look like for the Trust?

A: Over the last five years we have worked hard to develop and grow the Trust to deliver quality services and strengthen our financial position. We have worked hard to put patient care at the heart of everything we do and we are now a nationally recognised, award winning, highly rated organisation which ended the last financial year with a healthy surplus of £2.9 million.

This is a reflection of our continued high performance, careful management of resources and commitment to improving the quality of care we deliver.

However we have certainly felt the impact of a number of measures introduced by Government to bear down on costs in the acute sector, and in common with many other Trusts we are experiencing significantly greater financial pressure than in previous years.

For example, the ‘cap’ placed on emergency admissions (we are now only paid 30% of the tariff for all emergency admissions above the number treated in 2008/9) does not meet the costs we are incurring looking after these patients, so we are making a loss. There are several other new mechanisms introduced to reduce NHS costs which are having a similar impact.

So for the first time in three years the Trust’s financial position has been deteriorating. Our costs have been rising faster than our income. By September we were £1.8m behind our financial plan and we have had to call on the reserves we worked hard to build in previous years, in order to support us through this difficult period. However we cannot depend on those reserves because if we carry on as we are, eventually they will run out.

The Trust introduced measures in October to help bring the financial position back on track, but it will not be easy to recover and maintain the financial position this year, so we must plan now to reverse this position.

Q: How much will the Trust have to save?

A: Every year we have sought to improve productivity by 5% across all hospital budgets, but improvements at this level are not going to be enough or even possible. Like the rest of the NHS we are facing financially tough times and there is no prospect of increasing our income significantly given the Government’s actions to reduce public sector expenditure.

To maintain current services and to enable us to develop local healthcare I believe we are going to have to look to reduce costs over the next three years by 15% to 20%, and all of that will have to be achieved through greater efficiency.

Q: How will the Trust achieve these savings?

A: It will not be easy. We will have to look at all costs; we will have to make tough decisions; and we will need to do things differently. We have to eliminate waste, wasteful activity and variation where we can, and maximise the utilisation of our clinical resources.

With almost 3,500 staff and around 70% of our budget allocated to salaries and wages it is inevitable that we will have to look at how we can make savings on our pay bill. If 15% savings were to come from the pay bill alone, this would potentially have a serious impact on staff numbers over the next few years. Quite a lot of this could be achieved by natural turnover, and we have for the past year or so been filling many posts on a temporary basis so as to protect as many substantive posts as possible, and this will help, but I cannot rule out the need for further redundancies at this stage. We have to consider all options, however difficult it may be.

That said we have made investments that will help us become more efficient in the longer term. The introduction of our Electronic Patient Record system will help us realise some of the savings we need to make. This system will allow the collection and storing of a patient’s clinical and administrative information in a secure computer record, and facilitate the introduction of more efficient systems and processes associated with direct clinical care. Clinicians will have access to all the information they need about a patient at the touch of a button. It will significantly reduce the time spent on administration, and release more time for care; and over time it will significantly reduce the costs associated with managing paper records which are very significant.

We also intend to use our planned merger with Rotherham Community Health Service to see how we can best deliver better care more efficiently, both within a hospital and community setting.

Q: How do you think the Trust should address the challenges ahead?

A: Innovation is the answer. I am not just talking about investing in state of the art equipment or using new technology; of course that can help. The real innovation needs to be in our thinking. We need to dare to be different and be prepared to consider ideas that take us beyond our current ways of working.

Whilst we should do all we can to protect frontline services to patients it does not mean we have to protect the way we do things. We need to do all we can to maintain and improve the care we give but we will have to change the way we work. An example of this may be exploring what economies can be achieved by more collaborative working with other health providers and indeed the Council, for example by identifying how we can offer services jointly.

Q: What is your assessment of the future?

A: The first thing to recognise is that The Rotherham NHS Foundation Trust has achieved more, performed better and is better prepared for the future than just about any other NHS organisation I can think of; so our starting position is good. Yes, the challenges will be significant, but we have an excellent team of talented people, a clear vision and strategy for the future which is progressing well, the support of our Members and those who represent them (our Governors) and every reason to be confident that we will not simply endure, but with the support of our staff and our public, we will thrive.

We must all however accept that change is inevitable. Carrying on doing the same as we do now will without doubt leave us increasingly exposed and vulnerable. We must take control of our own destiny, and in doing so I believe we will come out of these difficult times a stronger and more robust organisation than ever.
Join our Reader Panel today

Dear Members, we need your help.
This is a plea to anyone who enjoys reading, to anyone who has a keen eye for detail or anyone who thinks they can improve the quality of patient information we provide in the Trust.
Patient and public information is vitally important to the safety and experience of all our patients and provides additional support to families and carers too. We provide tailored patient information to explain treatments and care and to highlight risks, benefits and alternatives.
With hundreds of patient information leaflets in the Trust we are always working hard with the leaflet authors to ensure everything is reviewed and up-to-date and provides information of the highest quality.

Whilst we have a Patient Information Group which is responsible for making sure our information is quality assured, it is always really useful to have another pair of eyes to review our work.
This is where you come in. If you would be interested in joining a Readers Panel to help make sure our Patient Information is the best it can be, we would welcome your help.
This would involve a few hours once every two months to proof read Patient Information and add any contributions that you feel patients might need to know.
If you are interested please contact Patient Information on 01709 304281 for more information or just to sign up!

Battling winter bugs

Like much of the Country, the hospital has seen a significant amount of flu like illness this winter. This is not unusual for the time of year, but combined with the frosty conditions, ice and snow it has made for a challenging time for staff.
As always our team of staff have done a wonderful job to keep services running despite the freezing weather conditions and winter bugs.
We would like to remind our Members not to visit A&E with coughs, colds and flu as they are caused by viruses and are not treatable with antibiotics.
The advice to anyone suffering from these ailments is to stay home, keep warm, drink plenty of water and use over-the-counter remedies containing paracetemol.
If you are in a higher risk group, your symptoms show no signs of improvement after five days or are getting worse, then you should contact NHS Direct or your GP practice by telephone. Please don’t attend Accident and Emergency or the Walk-in Centre unless it is an emergency or you are told to do so by a healthcare professional. Please help us to stop the spread of flu.

For more information about flu, please visit www.nhs.uk/flu
We asked, you said, we did

A huge thank you to all our Members who responded to our recent survey about our magazine...

You may recall we wanted to find out if ‘Your Choice’ really was your choice when it came to reading material? Our Communications and Involvement Team certainly hoped our magazine was just what our Members wanted but in the true spirit of gathering public opinion we thought we had better find out for sure!

And it appears that it is; judging by the many compliments we received too.

- 27% of people found the articles very interesting, 62.5% found them mostly interesting and only 7 people actually said the articles were boring!

- 78% said that it wouldn’t be acceptable to stop promoting adverts in the magazine as the inevitable increase in cost would not be an acceptable use of NHS resources.

- 70% of people said that they read the entire magazine and 17.5% read about half of it.

- 82% said they preferred to receive news and information via a Newsletter/Magazine whilst 5.5% said the website & email was a preferred option.

If you are happy to receive future information electronically rather than having a paper version kindly email foundation.trust@rothgen.nhs.uk and let us know.

Things you would like to see less of:
- Less of statistics about the hospital
- Less of the self-congratulatory pieces

Things you would like to see more of:
- More patient stories, comments & experiences
- Hospital life, behind the scenes staff stories and “a day in the life of”

In 2011, we will only be printing one magazine instead of the usual two editions. Many Members felt we could use the money allocated to the second edition to provide ‘other member events’ or more ‘getting involved opportunities’ but sadly they didn’t expand on their ideas! So please, tell us...

What would you like from your membership?

What events exactly you would like us to hold?

In the first instance, either write, telephone or email Lorraine and share your thoughts. Together, we can make membership more meaningful to more Members!
We offer 24-hour Dementia and Mental Health Care for the elderly. Both Residential and Nursing Care. We have 81 single en-suite bedrooms.

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Welcome to Nightingale EMI Residential Care Home
Nightingale EMI Residential Care Home is purpose built home that provides high quality care for elderly and EMI residents.
Nether Lane, Ecclesfield, Sheffield S35 9ZX Telephone: 0114 257 1281

Private residential and EMI home for older people
We strive to ensure that our residents live their lives to the full, not just adding years to their life but more importantly, life to their years.

To advertise in this publication please call the sale team on 01909 478822
We believe we can build healthier futures together. As Members of the Trust we really value your feedback and your involvement and would welcome your input to shape our future priorities.

We are currently thinking about our priorities for 2011/2012 and are broadly thinking about:

- Medicine Management (i.e. the way we dispense/manage drugs)
- A&E re-configuration and recruitment of staff
- Reduction in re-admission rates
- Improved pathway for patients with Chronic Obstructive Pulmonary Disorder (COPD)
- Improved pathway for patients with Fractured Neck of Femur pathway
- Improved pathway for patients at End of Life
- Improved pathway for patients suffering from Dementia

If you would like to be involved in defining our quality priorities for 2011/2012 please call us on 01709 307800 or email us at lorraine.brinnen@rothgen.nhs.uk

There will be different opportunities to contribute, depending on how much or how little you want to get involved, so please don’t hesitate to get in touch.

Rotherham Hospital
Your Health, Your Life, Your Choice, Our Passion
The Trust’s Chief of Hospital Matthew Lowry said: “We would like to thank all visitors to the hospital for their patience and understanding whilst these works were being carried out. It’s wonderful to see all the hard work come to fruition and the results are definitely worthwhile, as thousands of people will now benefit from the improved facilities on a daily basis, including patients, visitors, staff and all those who regularly use our hospital.”

Over the past year the hospital main entrance has undergone a major redevelopment to provide better, safer and easier access to the hospital and its services, for patients and visitors. The improvements include a safer pedestrian crossing and an extended main entrance and reception area, including the new ‘community corner’. The new main entrance also provides access to a new health information area, new enlarged public toilets, a baby changing room and separate baby feeding room, increased visibility and access to the Outpatients department and enhanced drop-off facilities for patients.

The redevelopment of the main entrance is part of The Rotherham NHS Foundation Trust’s ‘Healthcare of Tomorrow’ programme, which is focused on transforming and upgrading services and facilities across the hospital.
The ‘Healthcare of Tomorrow’ programme has already delivered the new purpose-built Theatre Admissions Unit (TAU) and two brand new state-of-the-art operating theatres, which opened in February and March last year.

In addition, the hospital has also benefitted from improved pharmacy facilities, an ultra-green combined heat, light and power plant enhancements have been made to patient areas to improve their dignity and to meet same sex accommodation requirements.

Future schemes include the first of our ‘Future Wards’, combining the latest technology and architectural design to improve patient experience, patient dignity and respect with improved facilities for patients and visitors.

The Hospital welcomes Whiston Brass Band (top), Leapfrog Nursery (right) and Rotherham Minster Choir (far right).
Registered Nursing and Homecare Agency

Temporary nurses and care staff are a vital part of the care workforce. Ace 24hr are CQC registered to provide care at home. Ace 24hrs offers a bespoke service providing quality qualified staff and home care providers. All our staff are trained and qualified.

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Britannic Chambers, 8a Carlton Road, Worksop, Notts. S80 1PH Tel: 01909 478822
How can I have a say about my local hospital?

The Council of Governors’ Meetings for 2011 are...

Wednesday 13 April 2011
Wednesday 13 July 2011
Wednesday 14 September 2011

All Members are welcome to come along and share their views with us. Meetings start at 5.00pm and venue details can be obtained from Dawn Stewart, Corporate Governance Manager on 01709 307022.

Things you may already know about 2011...

2011 is the...

- International Year of Forests
- Year of the Bat
- Chinese Year of the Rabbit
- Year Pantone announced that Honeysuckle would be its chosen “Colour of the Year”
- 100th year anniversary since Marie Curie won her 2nd Nobel Prize in recognition of her pioneering work in the field of radioactivity
- European Year of Volunteering

If your New Year’s Resolution is to get more involved with your local hospital, then telephone Jo Farey, Voluntary Services Co-ordinator on 01709 304329 and explore how to take your ‘first footing’ into a new & exciting experience.

Who’s listening? We’re listening!

Make your voice heard… and that of your friends, family and neighbours!

Hospital Governors are vital to help represent the Trust’s patients, service users, staff and general public and directly challenge the Board of Directors about the Trust’s performance.

If you would like to help represent our patients, the people of Rotherham and be directly involved in YOUR hospital then please contact Lorraine Brinnen on 01709 307800 for more information.

You can make a difference.

News in Brief

Merger with Rotherham Community Health Services approved by Board

Over the last few months there have been extensive talks taking place between the Trust’s Board of Directors, NHS Rotherham and Rotherham Community Health Services (RCHS) about plans to deliver care for the people of Rotherham.

An agreement with RCHS has been reached for the transfer of children and young people’s, staying healthy, planned care and long term conditions services to the Trust. All these agreements are subject to final negotiations and ratification by the NHS Rotherham Board and the Trust’s Board of Directors.

The Department of Health and the NHS Yorkshire and the Humber have approved these plans, as has the Cooperation and Competition Panel. We are awaiting approval from Monitor, but we do not anticipate any difficulty with this being given.

We are therefore ready to begin the final stages of this process, so the new arrangements can all be in place by 1 April 2011.
Fair’s Fayre

Here’s the intrepid Involvement Team duo Lorraine Brinnen, Community Involvement Manager and Tracy Williams, Hospital Charity Development Officer out in the community. They were supporting the Fair’s Fayre event at Magna Science Park on 30 October 2010; it was organised by Rotherham Metropolitan Borough Council (RMBC) to showcase both community partnerships and the various services that are available to people with disabilities and their carers in Rotherham. A splendid day indeed, well attended and the Daleks even made a guest appearance. To add a further element of fun to this half term gathering, the duo decorated their stall with a Halloween theme, which certainly proved very popular with the kids! Coming into hospital can be a scary experience, anxieties often run high and merely not sleeping in your own bed can often be unsettling for people. Empowering patients to have greater “choice and control” around their healthcare needs is the rationale behind recent NHS guidance and certainly at the very heart of Rotherham Hospital’s Patient & Public Involvement Strategy.

Greater choice and joint decision making should mean that no decision is made about patients without them. We would be interested to hear your views on what support you feel is still needed in order to make shared healthcare decisions a reality for everyone. If this sounds like something you would wish to get involved in then please telephone Lorraine in the first instance on 01709 307800.

Rotherham Hospital’s Charitable Heart

Rotherham Hospital Charity is a charity like any other. It exists for the sole benefit of patients of Rotherham Hospital. Have you ever wondered what happened to donations made to Rotherham Hospital Charity or wanted to know more about what the charity does? Here, Tracy Williams answers your questions frankly and honestly.

Does it operate like any other charity? Yes. We are registered with the Charity Commission and our registration number is 1054407. Please check us out on the internet to see what we are all about. We exist to enhance the care and experience of patients and visitors to the hospital to provide benefits that the NHS would not otherwise fund.

Who is responsible for looking after the charitable funds? The hospital has a Charitable Funds Committee. It is responsible for ensuring the money is spent efficiently and effectively and monitors all spend requests. There are strict rules about what charitable monies can be spent on.

Do the monies all go into ‘one pot’? Yes. All funds donated go to Rotherham Hospital Charity. There is only one charitable account but the funds are available for every department in the Trust to make requests from for the benefit of all patients. When funds are available, all appropriate requests are approved.

Can I specify where I want my donation to go? Yes. You can make specific requests in writing and we will honour them but as all departments have access to all unrestricted funds all reasonable requests are approved. It is always a good idea to ask us what we really need. This makes sure your generous donation is spent in priority areas.

How much will be spent in the coming year? We are proud of the fact that the charity intends to spend and invest around £500,000 in 2010/2011 and will provide clear benefits for our patients.

What has charitable funds provided? From a Gamma Scanner to non-slip slippers for the elderly, no item is too big or small to be considered. Here are a few examples:

Children’s activity packs.
Interactive games for rehabilitation patients.
Fish tank in A&E.
Various TV & audio equipment for wards and waiting areas.
Comfort packs for relatives.
Toys & games for the Children’s Ward.

How can I help? It is all about having fun for a good cause. We are always happy to get involved in events that are organised for the benefit of the hospital. It could be anything from hosting a coffee morning to organising a sporting activity, running a marathon or climbing a mountain. All support is greatly accepted and appreciated.

For more information and ways to donate please contact Tracy Williams on 01709 307589 or email tracy.williams@rothgen.nhs.uk

With your donation we can make a real difference together
Volunteers scoop top community award

‘Communication Partners’ have won a prestigious Rotherham Community Achievement Award.

Communication Partners provide a lifeline to adults with conditions like Aphasia caused by brain damage, often following a stroke, which can make it difficult for people to speak or write.

“The Communications Partners volunteers do an amazing job and it’s great that they have been recognised with a Community Achievement Award,” says Kerry Rogers, Director of Corporate Affairs and Company Secretary at The Rotherham NHS Foundation Trust. “This project is a true community partnership with Rotherham Community Health Services (RCHS). All the volunteers for the project are selected and recruited by the Trust as part of its own dedicated Volunteer Service and RCHS train and supervise them. The value of the support the project provides cannot be underestimated. Being understood is taken for granted by most of us but for some people, communicating is a real struggle. This team gives people vital support and can provide a lifetime for people who find it difficult to communicate.”

Hosted by Voluntary Action Rotherham, the annual awards celebrate the hard work and dedication of volunteers and the contribution they make to the local community.

Susan Seddon, Speech and Language Support Worker from RCHS is part of the Communication Partners team and says: “I’m really pleased the project has received this award it means a lot to all of us. The role of a Communications Partner is rewarding in itself but to be recognised in this way is great.

“All Communications Partners are ‘paired up’ with patients to provide vital one-on-one support to help them get their confidence back and feel more secure when they talk to people. People are visited in their own homes and volunteers use different methods of communication like gestures, symbols, signs, pictures or facial expressions. This scheme really does help people and many volunteers see their partner grow in confidence and an increased willingness to explore new ways of communicating which is a great result.”

The Communications Partners project has been running for over 12 months. Through this scheme more than 25 volunteers provide support to 35 patients.

For more information about becoming a Communication Partner contact the Voluntary Services Department at Rotherham Hospital, on 01709 304329.

Katie Beck has been a Volunteer providing a beverage trolley service since February 2009. She also gets involved with fundraising and has helped out at our community fun day as well as within the hospital.

Katie is a keen swimmer and is pictured here with her gold, silver and bronze medals for relay, breast and back stroke.

She is also aspiring to be part of the Special Olympics swimming team.

‘Two princes’ doing just fine thanks to SCBU

Three boys born twelve weeks early are thriving thanks to Rotherham Hospital’s Special Care Baby Unit (SCBU).

William James Clark and Henry Thomas Clark came into the world on 14th October 2010, twelve weeks before their due date of 10th January 2011. Weighing just 2lb 7oz and 2lb 4oz respectively, the tiny babies were taken straight to SCBU as being so small they required specialist help and treatment.

Proud parents Katy and Richard Clark, from Thurcroft, Rotherham, were naturally delighted yet understandably anxious when the twins were born early. Katy told us: “On 10th October I came into the hospital as I wasn’t feeling very well. When the nurses realised that I would be giving birth early, they gave me special drugs to help strengthen the babies’ lungs. 48 hours later I went into premature labour and gave birth naturally to two beautiful twin boys!

“They were placed in incubators and later, once well enough, into a ‘double heated cot’ specially created for twins. The babies didn’t need to be ventilated, partly due to the specialist drugs I had just before they were born, but were put on oxygen or CPAP (non-invasive ventilation). Their feeding is improving and they are continuing to grow at a healthy rate; at 36 weeks just before leaving to go home William weighed 4lb 10oz and Henry weighed 4lb 5oz.”

Katy told us of her experience at SCBU: “Like any new parents we were overjoyed when our twins arrived but because they were so early we were obviously very concerned that they would be OK. I have to say that SCBU have been amazing and along with all the other parents here we are really grateful for the dedication and care they have given to our babies.”

SCBU offers support to parents too, as Katy explains: “One of the many great things about SCBU is that they provide what I like to call ‘training for mums’. They teach you how to feed, dress, bathe and generally care for your baby.

They’re also on hand to offer advice and support at a very difficult time.

“We finally brought the twins home on Christmas Eve which was the best present we could ask for! We’re so happy to have our babies home at last and we know the support from SCBU will really help us.”

By pure coincidence, the twins share their names with two royal princes (as Prince Harry was christened Prince Henry), and Katy tells us: “This wasn’t intentional, but the twins are definitely my two princes!”
Strafford Fabrications specialising nationwide in the manufacture and installation of high quality staircases and handrail systems for domestic and commercial projects.

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We welcome enquiries from members of the public as well as architects and developers and will be pleased to advise on any queries you may have.
The Queens Care Centre is situated centrally in Maltby.

This modern purpose built care home that has 70 beds providing residential and dementia care, 90% of our bedrooms are en-suite with TV, telephone and internet facilities available if required. We have 5 lounges plus library/home cinema, separate large dining room with servery hatch. All our staff are fully trained to level NVQ2 and level NVQ3, with many years of care experience. We are currently working towards the Gold Standard Framework.
Patients and visitors to Rotherham Hospital can now benefit from the new and improved health information service in the main entrance, which recently opened to the public.

The service provides free health information, advice and guidance for patients, carers and the general public. Having access to quality, up-to-date information is extremely important for patients, their families and carers as it enables them to make choices about their treatment, care and lifestyles. It helps them to know and understand more about their condition, how to manage it and provides advice on specific issues which may be affected by their condition, such as work, family life and daily living.

Jayne Sinclair is the Trust’s Health Information Officer. She says: “Our health information service provides quality, up-to-date information on a wide range of health conditions, including patient information produced by the Trust as well as information produced by leading health charities, such as the British Heart Foundation and Diabetes UK.”

“The new health information area is fantastic, very modern and up-to-date. The open-plan area is more visible to visitors and it is very bright and welcoming. Having the extra space means we are much more accessible to those with limited mobility so we will be able to help even more people.”

People wanting to use the service can simply call in for basic information or they can book appointments in advance for more in-depth enquiries. Jayne added: “When you have queries about your health and you are looking for answers or advice it can be very daunting when you are faced with all the information that is out there. We want to offer people a friendly and reassuring service which helps them be better informed. The service is open to everyone; patients, staff and visitors alike. Staff are welcome to use the service to get information on behalf of patients or refer patients to the service. Alongside the regular service we will also be working with volunteers and staff on awareness-raising events and health campaigns like breast cancer awareness week.”

The new area, which also incorporates the Rotherham NHS Stop Smoking Service for the hospital, marked the first phase of the redevelopment of the main entrance, which has been designed to create easier access to the hospital and its services. The NHS Stop Smoking Service provides advice and support to hospital visitors and patients who wish to give up smoking, with advisors available 9am – 5pm, Monday to Friday.

Staff and visitors to the hospital can call in to the Health Information area or can make an appointment by calling 01709 307190 (ext 7110). To contact the Stop Smoking Service call 01709 369257 (ext 7110).

STOP PRESS Community Corner coming soon Are you a member of a local community group? Do you have something of interest to share with our patients and visitors? Then talk to us about our new Community Corner. If you are interested in finding out more, please call Lorraine on 01709 307800.