



Patient & Family Guide
2022

Restorative Care Unit (RCU)

Sutherland Harris
Memorial Hospital



www.nshealth.ca

Contents

What should I bring to the RCU?.....	1
Accommodations	3
Meals.....	4
Visiting hours.....	4
Phone.....	4
TV	5
WiFi and computer.....	5
Recreation	5
Passes	6
Smoking.....	6
Infection control.....	6
Laundry.....	7
Hairdressing	7
General health	8
Pets	8
Your health care team	8
Your rights and responsibilities.....	12
Fall and injury prevention.....	14
Why am I at risk of falling?	14
Ways to stay safe	14

Restorative Care Unit

The Restorative Care Unit (RCU) at the Sutherland Harris Memorial Hospital safely helps patients and their families reach their highest level of independent living. When you are admitted to the hospital, your care team will start to work with you and your family to plan for your discharge. We believe that with teaching, encouragement, and co-operation, you can safely reach your highest level of independence.

To be admitted to the unit:

- › you must be referred by a health care provider. There is an application process.
- › you must agree to take part in the program to the best of your ability.

What should I bring to the RCU?

You must dress in your regular clothes during the day, so you will need several outfits.

Clothing

Your clothes should be casual, washable, and loose. For example:

- › Comfortable, loose-fitting pants
- › T-shirts

- › Sweaters
- › Supportive footwear, such as flat shoes with enclosed heels. Shoes with rubber soles and laces are best.
- › Underwear
- › Bras
- › Pyjamas
- › Socks

Laundry facilities are not available onsite. **Your soiled laundry must be picked up once a week.** Choose someone (like a family member) to do this every week.

Personal items

Personal items are not provided by the RCU. You must bring any items you would usually use at home, as they are needed for therapy. For example:

- › Toothbrush
- › Toothpaste
- › Deodorant (unscented)
- › Comb/brush
- › Soap (optional, unscented)
- › Shampoo (unscented)
- › Eyeglasses/contact lenses and a case to store them in

- › Dentures/denture cleaner/fixing agents, if you have them
- › Moisturizer
- › Shaver
- › CPAP machine, if you have one

Valuables

- Do not bring valuables to the hospital with you. Nova Scotia Health staff are not responsible for the loss of any item.
- You are responsible for your belongings. Staff will not store or lock up your valuables.
- Any personal items left on the RCU will be thrown away within a week of discharge.

Accommodations

- Most of the rooms on the unit have 2 beds. There are single rooms for patients who are on isolation precautions.
- You may be moved to another room to accommodate other patients, as needed.
- There is a lounge and a dining room with a kitchenette on the unit.
- Each room has a washroom with a toilet and a sink. There is one tub and shower room for the unit.

- There is a sitting area at the end of each hallway.

Meals

Meals are served at the following times:

- › Breakfast: 7:45 a.m.
 - › Lunch: 11:45 a.m.
 - › Supper: 4:45 p.m.
- Breakfast is served in your room, but you are expected to go to the dining room for lunch and supper. This promotes movement and socialization, which is an important part of your rehabilitation.

Visiting hours

When you are admitted, please ask staff about visiting hours.

Phone

- There is a free phone at each bedside. The phone number is posted at the bedside.
- Local calls are free. Dial 7 before the phone number. You cannot make long distance calls from these phones.

TV

There is a TV in the lounge for all patients to share. This promotes socialization and adds to a home-like setting. TVs are not allowed in patient rooms unless you are on isolation precautions.

WiFi and computer

The RCU has free WiFi and there is a computer in the common room/dining area for all patients to share.

Recreation

Patients may be invited to attend entertainment and events in the Veterans' Unit. There is a calendar of events posted on the fridge.

Activities include:

- › Card games
- › Bingo
- › Musical guests
- › Church services

Please tell your nurse if you would like to attend events in the Veterans' Unit.

Passes

You must have a health care provider's approval for day, overnight, and weekend passes. You must also sign a Temporary Leave of Absence Form before leaving the unit.

Smoking

- Smoking is not allowed anywhere on Nova Scotia Health property.
- There are stop-smoking products available. Please ask your nurse for more information.

Infection control

- If you are transferred from a hospital outside of Pictou County, you will be placed on isolation precautions for 24 hours (1 day).
- Staff in all departments follow provincial guidelines to make sure that food, equipment, and living spaces are clean and safe for patient use.
- **If you were told you are on isolation precautions**, you cannot put food items from your room in the patient fridge. Items can only be put in the fridge if they have not been in contact with you or your room.

- **Washing your hands often** is the most important way to prevent the spread of infection.
- Hand sanitizer is available throughout the RCU.
- Family and friends with communicable infections should not visit the RCU while they are infectious.

Laundry

Laundry is not available onsite. Soiled clothes will be put in a plastic bag in your closet to be taken home and washed. Please ask your visitors to check for laundry often.

Hairdressing

- You must pay for hairdressing services. Prices are posted in the hairdresser's area.
- The hairdresser visits weekly, usually on Tuesdays. You are welcome to use the service, or arrange for your own hairdresser to visit and use the facilities (except on Tuesdays).
- You can pay the hairdresser directly, or leave a sealed, addressed envelope in the locked box in the hairdresser's area.

General health

- Your family/friends are responsible for bringing you to and from appointments, if they are able to do so safely.
- Flu shots are offered in the fall.
- Foot care is available at a cost. Ask your nurse for more information.

Pets

Pets are not allowed.

Your health care team

Nurses

- Nurses are available 24 hours a day to answer questions or address concerns.
- Our nurses know that each patient is unique and treat all patients with respect.
- Nurses will help you to reach your highest level of self-care and promote your independence.

Doctors

- In the RCU, you will be under the care of a site doctor. You can contact them through the nursing station.
- Specialists will be consulted, if needed.

Speech Language Pathologist (SLP)

- SLPs help to treat and support people who have trouble communicating, and eating, drinking, or swallowing.
- An SLP is available once a week on request.
- SLPs help with swallowing assessments.

Physiotherapist

- The goal of physiotherapy is to help you reach and keep up your highest level of physical functioning. This may include the use of walking aids, such as a walker or cane.
- The physiotherapist will work with you to help overcome problems such as limb (arm or leg) movement and strength, balance issues, and trouble with general body movement and walking.
- Everyone admitted to the RCU for rehabilitation will receive physiotherapy.

- You are expected to take part in movement and transfer practice with staff each day. This includes going to the dining area for lunch and supper, and a group exercise class that is offered 5 days a week.
- When you are discharged from the RCU, you may need followup at your local outpatient clinic. Our physiotherapist will refer you.

Occupational Therapist

- The goal of occupational therapy is to prevent disability and to promote, restore, or keep up activities of daily living (washing, dressing, preparing meals).
- You will have an occupational therapy assessment. After your morning hygiene routine, you will wash, dress, and practice sitting on your own. Staff will supervise, if needed.
- Services may include:
 - › prescribing a customized wheelchair for seating and positioning.
 - › making devices to help with independent living.
 - › cognitive (thinking) and perceptual (awareness) assessment and retraining.
 - › hand assessment and therapy.

- › helping to improve and restore self-care.
- › helping with activities of daily living.
- › home assessment for accessibility.

Social Worker

The social worker is available to:

- › help with discharge planning to your home or another community setting.
- › give information about private and provincial continuing care services.
- › arrange and help with discharge planning meetings for you and your support people.
- › arrange for services you may need from outside agencies when you are discharged.

Dietitian

- The dietitian works with members of your health care team to offer meals to meet your needs.
- Tell the dietary team and nursing staff if you have any food allergies or intolerances, such as celiac disease or lactose intolerance.

- If you have special needs (like trouble with swallowing or chewing) or other nutritional concerns, the dietitian will meet with you and your family to give nutrition care and education.
- If visitors bring you food, please tell the nurse. Cold snacks must be labelled with your name and stored in the dining room fridge.
- We encourage visitors to make themselves at home and use the kitchenette. Please keep this area clean.

Your rights and responsibilities

You have the right to:

- › be taken care of in a safe environment.
- › receive respectful care that recognizes your personal dignity.
- › privacy and confidentiality.
- › be involved in decisions about your health care.
- › accept or refuse medical care after being made aware of the medical consequences of your decision.
- › be kept informed of your diagnosis and prognosis by your health care provider in terms that you can understand.

- › work with staff to resolve any complaints you may have.
- › expect and receive assistance during illness or emergency.
- › expect that the health care you receive is kept current through education.

You have the responsibility to:

- › be considerate of the rights of other patients and staff.
- › take part in your rehabilitation care plan.
- › cooperate with your health care provider and other staff involved with your treatment.
- › give your health care team your complete and up to date health record.
- › tell your health care team about any changes in your condition.
- › respect hospital property and the property of other patients.

For more information, ask for the pamphlet:
Your Rights and Responsibilities:

- › www.nshealth.ca/sites/nshealth.ca/files/patientinformation/1842.pdf

Fall and injury prevention

Falls are the most common cause of hip fractures among frail and older adults.

Why am I at risk of falling?

You may be at a higher risk of falling if you:

- › have recently had an illness or surgery.
- › wear slippers or footwear that do not fit well.
- › have an urgent need to go to the bathroom.
- › have confusion.
- › are taking medications that may cause drowsiness or lower your blood pressure.
- › are in an unfamiliar environment.

Ways to stay safe

- Ask your nurse for help, especially at night. Use your call bell as needed and wait for help.
Do not try to get up on your own.
- Falls often happen when getting up to go to the bathroom. Be sure to ask for help if you need it. Use the handrails by the toilet and sink.

- **Do not use furniture to support yourself.**
It may be on wheels.
- Make sure the brakes are on your wheelchair before sitting down or standing up.
- Keep personal items in easy reach.
- Wear your glasses and hearing aids, if you have them. Make sure they are working properly.
- Wear footwear that fits well. Flat shoes with enclosed heels, rubber soles, and laces are best. **DO NOT wear slippers unless they fit well and have nonslip soles.**

Remember:

- If it is dark, have the lights turned on over your bed and/or in your room.
- Sit on the bed for a minute before you stand up. Standing up quickly, or after being in bed for a long time, can make you dizzy.
- If you have a walking aid (like a cane or walker), make sure you use it at **all** times. Ask for help if your walking aid is not within reach.
- Get your balance before you start to walk.

Contact

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Looking for more health information?

Find this pamphlet and all our patient resources here: <http://library.nshealth.ca/PatientGuides>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

Nova Scotia Health promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

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The information in this brochure is for informational and educational purposes only.

The information is not intended to be and does not constitute health care or medical advice.

If you have any questions, please ask your health care provider.

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The information in this pamphlet is to be updated every 3 years or as needed.