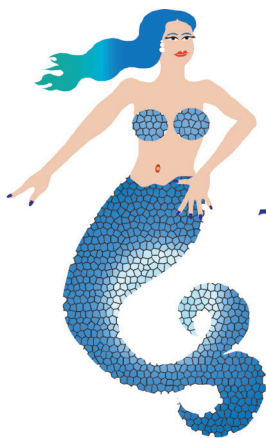


# Wells Community Hospital Trust



Wells Community Hospital  
**The Mermaid Centre**  
for Renal Dialysis

## Patient Guide



Wells Community Hospital Trust is registered with the Care Quality Commission



The information contained within is in regard to The Mermaid Centre for Renal Dialysis, located at Wells-next-the-Sea, Norfolk, England. If you are interested in booking with us please contact us and we will provide you with the necessary information and guidance.

## Contacts for The Mermaid Centre for Renal Dialysis

<b>Telephone</b>	(+44) 01328 711996
<b>Fax</b>	(+44) 01328 711865
<b>Email</b>	mermaid.dialysis@wellshospital.org.uk
<b>Website</b>	www.wellshospital.org.uk
<b>Postal Address</b>	Wells Community Hospital Mill Road Wells-next-the-Sea Norfolk NR23 1RF England



*supported  
by*



The BKPA provides support, information and financial help to individuals and families affected by kidney disease including help with the cost of holidays. To find out whether the BKPA can help you with the cost of your holiday in Norfolk, visit their website at [www.britishkidney-pa.co.uk](http://www.britishkidney-pa.co.uk) or call 01420 511424.



## Introduction to Wells Community Hospital

Wells Community Hospital Trust (WCHT) is a charity that was established by local people to take on the ownership and management of their community hospital. The Hospital was built by public subscription one hundred years ago and has a strong tradition of providing quality care. The creation of the community charity came about following a vigorous campaign by local people and the support of the local NHS.

Wells-next-the-Sea is a beautiful and historic seaside resort on the North Norfolk Coast. The long sweeping beaches bordered by pine woodland and the gentle harbour with small boats provide an idyllic setting for rural life and a favourite destination for bird watchers. The renowned Shrine of Our Lady of Walsingham and historic Holkham Hall are also found close by.

### Clinical Services

The Mermaid Centre for Renal Dialysis provides short term kidney haemodialysis treatment for people away from home.

During your stay you will meet several members of our team. We are here to meet your care needs and make your stay as comfortable as possible. The unit is staffed with experienced haemodialysis nurses and health care assistants.

The Mermaid Centre Registered Manager is:

**Kathryn Eggleton, RGN, Nephrology Nurse**

### Contact

Email: [mermaid.dialysis@wellshospital.org.uk](mailto:mermaid.dialysis@wellshospital.org.uk)

or telephone: 01328 711996

### Your Treatment & Care

Prior to your arrival, our suitably qualified staff will ensure your prescribed treatment is received from your home renal unit. We also need you to inform us of your normal routines and practices which will be documented in a care plan. Your records will be kept securely on site just in case you wish to visit us again and will help us to make any future visits more efficient.

Your initial assessment will be undertaken ensuring your privacy and confidentiality of the information you provide. Notes made regarding your care preferences and treatment regimes will be kept securely. You are welcome to read and comment on these notes which will not be shared outside the Dialysis team without your prior consent.



## Quality of Care

Wells Community Hospital Trust aims to make your stay as safe and pleasurable as possible. We encourage you to read our full statement of purpose available on the Wells Community Hospital website or this can be sent to you on request. Our unit complies with the Essential Standards of Quality and Safety outlined by the Care Quality Commission. Policies and Procedures are available on request. Regular review of our patient satisfaction feedback is undertaken by the Board of Trustees and we thank you for your comments to ensure we maintain a high standard of care.

## Management of Medications

Medications required for your dialysis treatment which you have brought with you will be documented and kept in a locked cupboard or fridge until used. On administration, they will be checked against your prescription and personal details and signed for by the renal nurse. We ask you to bring all your dialysis medication with you as outlined on the booking form.

Your usual medications which do not need to be administered during dialysis can be kept with you for your self administration as per your pharmacist instructions.

## Infection Control

Maintenance of a clean and hygienic environment is paramount in order to minimise the risk of infection. Please ensure that you and any guests use the hand wash sinks and hand gels provided on entry and exit to the centre and report any spills you may see at the earliest opportunity.

We will ask you to wash your fistula arm thoroughly with soap and water before dialysis.

## Health & Safety

The staff and volunteers of Wells Community Hospital in accordance with WCHT risk assessment, policies and procedures will ensure that the environment is kept as safe as possible. We value your feedback on any situation which you may identify as requiring review.

## Fire

In the unlikely event of a fire, the alarm will sound a continuous siren. Please follow the instructions of the nurse attending to you. Each fire door provides you with 30 minutes protection and so this allows time to discontinue treatments safely if the need arises. If the fire is located within the Dialysis centre itself, the nurses will assist you to leave the building and wait at the fire assembly point in the front car park.



## Emergency Transfers

In the event that you become unwell and need extra medical support, we are able to contact the Norfolk & Norwich University Hospital Renal Directorate for medical advice in the first instance. Under their guidance we will transfer you to Norwich by ambulance if it becomes necessary.

## Introduction to your Dialysis Station



Each station has its own TV for your use and the centre is equipped with WiFi if you require it. Please bring your own laptop with you if you wish. We do ask for headphones to be used. Please bring your own although we do provide these on request.

Although your nurse will be in the room for the majority of the time, you are provided with a call bell in case of urgent assistance being required.

Wells Community Hospital can not accept any liability for the loss of damage to personal belongings.

## Special Support Services

All patient areas in the Hospital are accessible for anyone with a disability. Staff are on hand to offer assistance where requested. Wheelchairs located at the front door are available for use. We have access to Translation Services. Information and support for those with visual and hearing problems is provided through Norfolk Deaf Association and Norwich & Norfolk Association for the Blind.

## Spiritual Needs

If you need space for quiet thought, reflection or prayer please ask a member of staff. We can also provide leaflets detailing local places of worship and contact numbers.

## Discharge

A summary sheet of your care will be emailed to your holiday co-ordinator and a copy given to you when you leave. If you have any queries or problems following your return home please do not hesitate to contact us.



## Compliments & Complaints

We are always delighted to receive compliments about our service, but value hearing your concerns as well. A patient survey form will be given to you at the completion of your visit. This is also available on our website. All issues raised by you will be documented, investigated and resolved in accordance with complaints procedure.

We aim to deal with complaints quickly and effectively within the unit, but if you feel that the problem has not been dealt with as you would like, please put your concerns in writing to: The Manager, The Mermaid Centre for Renal Dialysis, Wells Community Hospital, Mill Road, Wells next the sea, Norfolk, NR23 1RF

A copy of our complaints procedure can be obtained on request and includes an appeal process.

### If you need help with a complaint:

**The Care Quality Commission (CQC)** are the independent regulator for all health and social care services in England.

**CQC advice:** *"You should complain to the person providing your care or service. They will have the same responsibilities as other registered providers to have a complaints procedure that is accessible, fair and responsive"*

Even though they cannot investigate your individual complaint for you they would like to hear about your experience. This is because they believe involving people who use services in everything they do will help improve them for everyone. They therefore encourage people to share information with them.

Contact the CQC at:

Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG

**Telephone: 03000 616161**

(The customer services team are available 8.30am to 5.30pm,  
Monday to Friday)

**The Patients Association** can also offer advice and support.

Contact them at:

PO Box 935 Harrow, Middlesex HA1 3YJ Telephone: 020 8423 9111

Email: [helpline@patients-association.com](mailto:helpline@patients-association.com)



## **The Mermaid Centre for Renal Dialysis – Terms & Conditions**

*When booking with us please sign and date the booking form to acknowledge that you have read and understood the Terms and Conditions outlined below*

### **Acceptance Criteria**

*The Mermaid Centre accepts adult patients for haemodialysis treatment who have been on haemodialysis for a minimum of six months, are medically stable and generally well. Patients with a fistula will need to have been successfully needed for a minimum period of six weeks prior to visit.*

*We request that medical clearance and dialysis prescriptions are sent in advance (by secure fax – 01328 711865). All medications required during dialysis, other than dialysate concentrate and IV saline, are to be provided by the home unit.*

*We request that all holiday patients provide confirmation of negative HIV, Hepatitis B & C and MRSA tests prior to their visit. We are unable to offer dialysis to anyone who tests positive to these. Patients must not dialyse at another unit other than their home unit between having the tests and arriving with us.*

*To reduce the risk of complications our fluid removal policy will be a maximum of 1 litre/ hour unless specified otherwise by the referral unit.*

*We do not at present accept children or patients from outside the United Kingdom.*

### **Cancellation on our part**

*Every effort will be made not to cancel any dialysis session unless there is no other option available to us. However, we reserve the right to do so if it becomes absolutely necessary and will endeavour to rearrange the session if at all possible. Procedures and service contracts are in place to minimise the risk of this happening.*

### **Cancellation on your part**

*In the event that you need to cancel a booking please advise us by phone as soon as possible and confirm in writing. Information regarding cancellation is provided for your finance team on the booking form.*



## **Bookings**

*Bookings can be made directly through The Mermaid Centre – Telephone 01328 711996 or email: [mermaid.dialysis@wellshospital.org.uk](mailto:mermaid.dialysis@wellshospital.org.uk) Booking forms may also be downloaded from our website: [www.wellshospital.org.uk](http://www.wellshospital.org.uk)*

*The office will be open Monday to Friday 9am – 5pm. Outside of these hours, please leave your name and contact details and a convenient time when you are available and your call will be returned.*

## **Payments**

*Payment for each treatment will be made through the relevant commissioning authority at an agreed rate. Confirmation of payment arrangements will need to be received at least four weeks prior to the treatment.*

*An invoice will be raised on the date of your first treatment.*

*For any patients paying independently payment will be required prior to your first treatment.*

## **Patient Transfer**

*Advice and support is provided to us by the Norfolk & Norwich University Hospital, Jack Pryor Renal Unit. Staff will in the first instance consult the unit by phone. If patients need to be reviewed or if become unwell under the advice received from Norfolk & Norwich renal team arrangements will be made to transfer by car or by ambulance as the need arises.*

*The referring (home) unit will be advised of all actions taken and a summary of care provided on discharge from us.*

## **Respect**

*Wells Community Hospital believes in promoting the respect and safety of all patients, visitors and staff. Any behaviour which contravenes this policy will be addressed.*

## **Data Protection**

*All information of a personal nature will be handled and stored with respect for confidentiality of the individual in accordance with the Data Protection Act.*



## **General information on Wells-next-the-Sea and the Wells Community Hospital Trust**

The Trustees have created a partnership with all the key stakeholders, including the local NHS, GPs and clinical and social care staff, to work together across organisational and geographic boundaries to help to develop new and integrated services at Wells Community Hospital. The community venture has drawn in people of all ages and includes active involvement from local schools and businesses as well as the voluntary sector.

The Mermaid Centre for Renal Dialysis is named in memory of Helen Geering, a local person who was very community-minded and an active fund-raiser for local causes. She was known to perform as a mermaid at fundraising events and hence the name of the centre. We are grateful to the Geering family who have put an immense effort into helping to raise the funds to open this dialysis centre.

Wells Community Hospital has plans to develop into a care complex, which will in future incorporate 24 community hospital beds, a housing with care scheme and specific dementia care services. These will be modern services tailored to the needs of individuals, conveniently delivering health care closer to peoples homes. They are intended to be flexible and responsive to peoples needs and wishes. In addition to these services, the hospital will continue to provide valuable outpatient services and clinics from an ever increasing range of independent and NHS practitioners such as NHS physiotherapy, NHS dental care and complementary therapies.

Health promotion literature and information is available at reception. There is also information regarding other services and clinics available at the hospital. Bookings can be made at reception. If there is any particular health information you would like, please ask us.

### **Facilities for visitors**

You are welcome to bring a guest with you when you come for treatment. There is room in the centre for them to wait or for those who enjoy a walk, we are situated adjacent to the Holkham Estate with the park within easy walking distance from the Hospital. On sunny days the gardens offer a pleasant place to sit with views of the Norfolk countryside.

### **Refreshments**

Fresh cold water, cold drinks, tea, coffee and biscuits are available and are provided for you and any guests free of charge. There are many local cafes and restaurants if you wish to eat once you complete your treatment.



## **Parking**

Parking on site is free and located close to the front entrance.

## **Accommodation Information**

There is a wide variety of holiday accommodation, from camping and caravan sites to bed and breakfast establishments and hotels to suit all kinds of budget. (see useful links page 11)

## **Places to Eat**

There are many places to eat in the town and surrounding villages including pubs, restaurants, cafes and takeaways with food ranging from traditional local fare to gourmet cuisine. We can even boast locally brewed ale, cider and apple juice.

## **Events**

There are a variety of events throughout the calendar year from Wells Carnival Week, Country Fairs at the many country houses such as Sandringham, Holkham, Oxburgh and Houghton to the Christmas festivities at Holt and Thursford steam and engine museum. Wells town centre is approximately half a mile away from the Hospital and offers a variety of shops, galleries and coffee houses. There is a small theatre, which has productions from travelling theatrical companies and home grown entertainment on occasions. Films are shown a couple of times a month, which is popular with families during the holiday period.

## **Attractions**

The scenery is wonderful in Wells, with extensive views across the marshes, huge skies and an ever changing sea shore. The Holkham Estate, with its deer park, lake, nature walks, Bygones Museum, restaurant, tea rooms, gift shop, and above all, the magnificent Holkham Hall, which is open to the public during the summer, is a popular destination. Birdwatching is a popular activity along the north norfolk coastline with Titchwell Marsh Nature Reserve close by. Information on other attractions can be found online or please contact us for more information.

## **Shopping**

For small boutiques, antiques, art galleries and local crafts, visit the historic market towns of Holt and Burnham Market. Weekly markets selling local produce and vintage bric-a-brac are held in nearby Fakenham, Sheringham and Hunstanton. There is also an award winning farmers market in Creake Abbey every month. All are just a short drive or bus trip from Wells-nex-the-Sea.



## Sports

The North Norfolk coast boasts numerous golf courses including the famous and beautiful Brancaster links course.

Several of the coastal towns and villages provide a variety of water sport opportunities such as sailing, water skiing or wind surfing and there are many cycle paths and walks offering an alternative view of the beautiful coast, nature reserves and bird sanctuaries.

## Transport

The coast hopper bus travels regularly up and down the coast, taking in pretty villages along the way, visit [www.coasthopper.co.uk](http://www.coasthopper.co.uk)

The coach hopper links with trains from railway stations in Norwich and King's Lynn. The stations have good connections to London and the North. Norwich also boasts a small airport.

## Useful Links

Wells Tourist Information Centre

Phone 01328 710885

North Norfolk Tourist Information Centre

Phone 0871 200 3017

[www.norfolktouristinformation.com](http://www.norfolktouristinformation.com)

[www.wellnextthesea.co.uk](http://www.wellnextthesea.co.uk)

[www.kettcountrycottages.co.uk](http://www.kettcountrycottages.co.uk)

[www.norfolk-bed-and-breakfast.co.uk](http://www.norfolk-bed-and-breakfast.co.uk)

[www.glavenvalley.co.uk](http://www.glavenvalley.co.uk)

## How to find us

On a map find North Norfolk

Via the Internet – use a route planner such as AA or RAC – type in your starting postcode and our destination postcode which is: **NR23 1RF**

*Amongst the team including the nurses, reception, volunteers, domestic staff, we have a wealth of knowledge about the area; what's on, where to go and the best places to eat.*

*If this is your first time here, please feel free to use us to plan your stay and get the most out of your visit to Norfolk*

We appreciate your feedback on the information and layout of this guide.

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Wells-next-the-Sea  
The Harbour  
and the Beach Huts

