



**University Hospitals Birmingham**  
NHS Foundation Trust



# The Norman Power Centre

**Building healthier lives**

**UHB is a no smoking Trust**

To see all of our current patient information leaflets please visit  
[www.uhb.nhs.uk/patient-information-leaflets.htm](http://www.uhb.nhs.uk/patient-information-leaflets.htm)

# Information for Patients

## My Treatment and Care – The Next Steps

The clinical team on your ward will have explained to you that whilst you are now medically stable you still require some further time to continue your reablement and recovery. The most appropriate place for this to occur is in our dedicated care facility, the Norman Power Centre.

## What is the Norman Power Centre?

The Norman Power Centre is a 32-bedded enhanced assessment unit run by University Hospitals Birmingham NHS Foundation Trust (UHB). It is located at 14 Skipton Road, Ladywood, B16 8JJ. It was purpose-built in 2008, with en-suite single rooms, communal day rooms, dining rooms and therapy facilities.

## Our aim: “Promoting your independence to be discharged to an appropriate community environment”

### How will we achieve this?

- ✓ Throughout your stay, a team of social workers, therapists and nurses will be supporting you.
- ✓ We promote a ‘home first’ culture and aim to achieve your discharge in a timely manner.
- ✓ We will encourage you back to your normal daily routines, with the overall aim of maintaining your independence. We appreciate any support relatives can provide in helping to achieve this.

Carers, relatives and friends are encouraged to support your recovery and as such visitors are welcome to the centre between 12:00 and 19:00 with flexibility if required.

## Philosophy of Care

- Working with you at every step to establish a safe discharge destination.
- To ensure that people receive support in the most suitable environment once hospital care is no longer required.
- To promote recovery and maximise independence.
- To focus activity and care around the needs of the person, with clear aims.
- Active participation and co-production of care plans between staff, our patients and the people that are important to them.

## How long will I stay?

Each patient is different and therefore how long you stay will be determined on your needs and the time taken to put plans in place for your discharge. Our clinical team at the Norman Power Centre, including nurses, therapists and social workers, will meet daily Monday to Friday to discuss your care and recovery plan. This ensures it is updated regularly so you only need to remain in the unit as long as is necessary. The GP will be present to provide support between Monday and Friday.

## What should I have with me at the Norman Power Centre?

You will need ordinary day clothes to wear during the daytime, including clothes that you feel comfortable wearing for activity sessions and in communal areas.

You will need shoes and slippers.

You will need night-wear for sleeping in.

You will also need personal grooming items such as toothbrush and toothpaste, soap or shower gel, shaving items, hairbrush etc.

Please ensure clean sets of clothes/night wear are available for the patients use if possible to do so.

# Information for Visitors

## When am I able to visit?

All visitors are welcome to the Centre between 12:00 and 19:00.

Visitors may occasionally need to wait during visiting time for patients that may be receiving treatment from a therapist.

Once at the centre, signage advises visitors where to go from the main reception, up to the ward which is located on the first floor.

Lift access (via Lift 1) is available. If reaching the first floor via the stairs, the ward is the first door on your left. If reaching the first floor via the lift, the door to the ward is on your right. You will need to press the buzzer for a member of staff to release the doors so that you can enter the ward.

If you are asked to visit out-of-hours, please press the intercom at the main entrance. Staff on the ward will be able to collect you from the entrance. Patients will be able to leave the ward with their family for outings as long as a member of staff is aware and this is recorded in the patient's records.

## Infection control and cleanliness

Maintaining a clean and safe environment is essential and should be expected across all wards of UHB, including the Norman Power Centre.

To reduce the risk of infection to both yourselves, patients and staff at the centre, if you have diarrhoea and vomiting, please do not visit until 48 hours after your symptoms have passed. Please also make sure to use the hand disinfectant before you reach the ward and when you leave. This will help to stop the spread of any bacteria and keep us all safer.

Daily cleaning services of all patient and public areas is provided, however, if you see anything of concern please report this to the nurse or healthcare assistant who will endeavour to maintain the high standards we all expect.

## How do I get there?

The Norman Power Centre is located at 14 Skipton Road, Ladywood, B16 8JJ.

### The centre is well served by public transport:

- **By bus** - National Express West Midlands bus routes: 8A, 8C, 9, 10H, 80, 120, 120A, 126, 127, 128, 129, are all within a 10 minute walk of the centre.
- **By rail** - Five Ways Station is a 10 minute walk away.
- **By car** - There are 32 free car parking spaces for staff and visitors (including 4 disabled spaces) at the centre. Entry to the car park is via a barrier with swipe access; however visitors can press the buzzer at the barrier. Simply state the patient's name whom you are visiting and you will be given access. The nearby Bethel Church has six parking spaces at a cost of £2 per day. There is also free parking on the nearby public road (except between 12:00-13:00).
- **By bike** - There is no cycle storage at the centre. However, you will be permitted to bring your bicycle into the building and reception will be able to show you where this can be stored.

## Where can I eat?

The Norman Power Centre does not have a restaurant but there are vending machine facilities. Breakfast, lunch, dinner and snacks are provided for patients at the centre; unfortunately we cannot provide food for visitors.

Staff will of course be happy to provide drinks such as tea, coffee and water to visitors, though visitors will be required to bring their own food, or visit a shop or restaurant nearby.

## Security

All staff will treat patients, visitors and each other with dignity and respect. We ask that all visitors also treat staff, other patients and their visitors in kind.

If emergency help is required, please make a member of staff aware who will contact the police, fire or ambulance services as appropriate.

### Useful contacts – telephone numbers:

<b>UHB Switchboard</b>	0121 627 2000
<b>Nurse Station 1</b>	0121 675 7860
<b>Nurse Station 2</b>	0121 371 2086
<b>Therapy Team</b>	0121 371 8410

### Your feedback

Your feedback is very important to us and you may be asked to complete a survey about your stay. We would be very pleased if you would fill this in to help us to ensure the continued best care and experience for our patients.

### Concerns and queries

If you have any concerns or queries please speak with the nurse or therapist in charge at the Norman Power Centre who will do their best to resolve the matter. We don't want you to leave us with unresolved concerns, so please do talk to us at the time if possible.

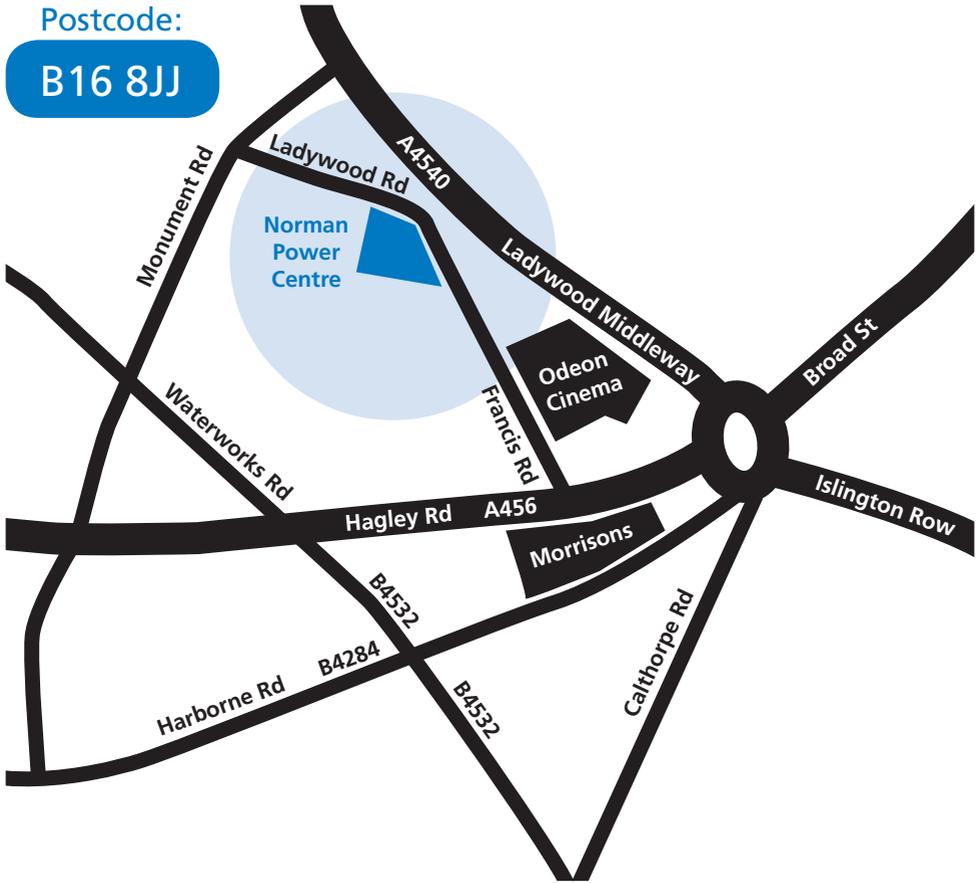
If you still have concerns you can also contact our Patient Relations department (Patient Advice and Liaison Service, or PALS, and Complaints) who will listen carefully to what you say and do everything they can to help you to resolve any issues by liaising with appropriate staff on your behalf. They will also be able to advise if your concern requires a formal investigation via our complaints process.

## Ways to contact Patient Relations:

- **Telephone:** 0121 371 4400 (please do leave a voice message if you cannot get through and someone will call you back).
- **Visit:** the PALS office situated in the main entrance of the Queen Elizabeth Hospital Birmingham (Monday to Friday 09:00-16:30).
- **Email:** [PALS@uhb.nhs.uk](mailto:PALS@uhb.nhs.uk)
- **Online contact form:**  
[www.uhb.nhs.uk/pals-contact.htm](http://www.uhb.nhs.uk/pals-contact.htm)

Postcode:

**B16 8JJ**



The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit [www.uhb.nhs.uk/health-talks.htm](http://www.uhb.nhs.uk/health-talks.htm)

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**The Norman Power Centre**  
14 Skipton Road, Ladywood  
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Telephone: 0121 371 2084

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