Patients who come into Rehab ward (Service Delivery Guarantee) are provided with a Welcome Pack, which includes:

1. General Information about the ward and the hospital
   - Information Brochure
   - Visiting hours
   - Partnerships in Care: Rights and responsibilities
   - Food from home
   - Complements and complaints
   - Partners bedside whiteboards
   - Personal details update, including email address
   - Patient experience survey

2. Education Materials
   - Falls prevention (Falls Board)
   - Medication Management
   - Pressure injury prevention

Other education materials that are available on the ward are:

- Stroke
- MS
- Continence
- Diabetes
- Advance Care Planning
- Smoking Cessation
- Amputee – Limbs for life
- Parkinson
- Education board (new information available every month)

Facilitators:
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