



Adult Observation 1 ward

Information for parents/support workers/patients

The ward

The Adult Observation 1 ward admits people with epilepsy and/or epilepsy-like seizures. The ward offers care and support to people with additional support needs. A maximum of five people over the age of 18 are admitted to the ward at any time. The length of stay varies from patient to patient, ranging from a few weeks to several months.

- Medication for the first five days, in its original packaging or in one Baxter roll (please remember to pause your supply of Baxter rolls from your usual pharmacy until after your admission).
- Valid proof of identity.
- If necessary: an alarm clock, any hobby items, incontinence supplies, creams, liquid nutrition for tube feeding and everything else required for these purposes.

Introduction

An introductory session will take place prior to admission. You will be given a tour of the ward, you will have a conversation with the nurse, and there will be an opportunity to answer any questions you may have. If you have been admitted before, no introduction is usually required.

Tests and observation

Our nursing team will observe and support you during your seizures and will carry out tests on you. Camera surveillance is active 24 hours a day. Any seizures we record will be reviewed by the doctor. The nursing team will also make notes on your seizures. At night, you will be observed using a camera and sound sensor.

Day of admission

Please report to the Adults desk at the outpatient clinic (Building C) on the day of your admission. A nurse will come get you to accompany you to the ward. Once there, you will have a conversation with the doctor or nurse practitioner, followed by a conversation with the nurse. We will discuss your admission plan with you and bring your file up to date. We will make a note of how you are doing in your file every day. You will regularly have conversations with the doctor/nurse practitioner to discuss your progress.

There is an alarm button you can press in your bedroom when you need help. During the day, you will wear a wrist alarm. For the purposes of your treatment, it is best if you spend as much time as possible in the living room during the day, so we can properly observe you. You can watch TV, listen to music or practice a hobby in the living room.

On the day on your admission and during these conversations, it can be helpful to have your partner, support worker, family member and/or legal representative with you. If necessary and possible, a member of the support worker team will have a conversation with you on a weekly basis.

Daily activity programme

At Activation and Observation, you can take part in a range of activities every day, such as playing games, practicing your hobby, getting creative with a range of materials or performing structured work activities. The support worker at the ward will help you find and perform a suitable activity. A camera is present, and if you have any seizures, these will be recorded.

Things to bring when admitted

- A recent note of the medication you are using, provided by a pharmacy and/or doctor.

In principle, you take part in daily activities on a voluntary basis, unless routine is of such importance to you that it becomes a permanent feature of your programme. The Activation and Observation ward is open daily (except for Friday afternoons) from 09.30 to 12.00 and from 13.30 to 16.00.

Daily structure

To bring routine and structure to the day, we follow a daily schedule with set times:

Wake up	07.30 (or a different time, in consultation with you)
Breakfast	08.30
Lunch	Between 12.00 and 12.30
Evening meal	Between 17.00 and 17.30
Coffee/tea	Between 19.00 and 19.30
Back to own room for the night at	23.00

Visiting hours

Monday to Thursday:	19.00 – 21.30
Wednesday afternoon:	13.30 – 16.30

You can receive your visitors in your bedroom, in the interview room or in the living room. To avoid any nuisance to other patients, this latter location should only be used in consultation with the nursing team. We will supply any coffee or tea. Other visiting hours can be agreed by mutual consultation.

Weekend leave

The ward is closed on weekends. As such, no staff are present from 16.00 on Friday afternoon to 15.00 on Sunday afternoon. However, you can still call the clinic with any medical questions you may have.

We would appreciate it if you could go on weekend leave between 13.30 and 15.30 on Friday, and return between 15.30 and 20.00 on Sunday.

Our response to aggression

Physical aggression, such as hitting out, kicking or pulling hair, and verbal aggression (abusive language) towards other patients and/or the nursing team are not permitted.

If we observe such conduct regardless, your admission will be terminated. As a ward, we wish to create a safe environment for patients and staff alike. When an incident occurs on the ward, it can cause significant distress within the group, leading to feelings of anxiety and insecurity.

Telephone, internet and post

You are free to use your mobile phone. Even so, we would appreciate it if you could turn your phone off during meals and refrain from using it. You are free to bring your own laptop or iPad. Wi-Fi is available. Post is delivered to the ward on a regular basis. You are free to bring a radio for use in your bedroom.

House rules

- Drinking alcohol and using drugs are not permitted,
- smoking is only permitted outside, on the patio,
- you have your own bedroom; if you wish to speak to other patients, you can do so in the living room,
- to ensure peace and quiet on the ward and to protect your privacy, telephone calls may only be made from your own room,
- you are only allowed to leave the ward if accompanied by a support worker or family member. Leaving alone is only permitted where agreed by mutual consultation.

To conclude

We make every effort to ensure you receive quality care. Even so, there may be something you're not entirely satisfied with. If so, you can let us know at any time. If you have a complaint, or you prefer not to discuss your issue with us, you can contact the SEIN confidential counsellor via +31 6 46 37 31 47 or i.devreede@hetlsr.nl, either by yourself or together with your relatives or care team. Alternatively, take a look at sein.nl/over-sein/klachten-en-suggesties for more information.

We wish you a pleasant stay at SEIN!

More information



Ward telephone number: +31 38 845 71 56
SEIN Zwolle telephone number: +31 38 845 71 71
Over the weekend, you can contact SEIN on: +31 38 845 71 71

Visiting address: Dr. Denekampweg 20 | 8025 BV Zwolle
Postal address: FAO Adult Observation 1
Postbus 563 | 8000 AN Zwolle

