

Your Hospital Stay and Beyond





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Translation summaries - Richmond upon Thames



Albanian

Kjo broshure eshte per njerezit te cilet jane ne spital te cilet mund te kene nevojë per kujdesje dhe perkrahje ne shtepi pasi qe te dalin nga spitali. Nese keni veshtersi per te kuptuar kete botim, ju lutemi vizitoni recepcionin ne adresen e meposhtme ku mund te organizojme perkthime nepermes telefonit.

Arabic

هذا الكتيب هو للأفراد داخل المستشفى الذين قد يحتاجوا للرعاية والدعم في المنزل عند خروجهم من المستشفى. إذا كنت تواجه صعوبات بفهم هذا المنشور الرجاء زيارة مكتب الاستقبال في العنوان المذكور بالأسفل حيث يمكننا ترتيب خدمة الترجمة عبر الهاتف.

Bengali

এই পুস্তিকা হাসপাতালে ভর্তি হওয়া সেইসব লোকজনের জন্য যাদের হাসপাতাল ছেড়ে আসার পর বাড়িতে যত্ন ও সহায়তার দরকার হতে পারে। এই প্রকাশনা বুঝতে পারায় যদি আপনার সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

London Borough of Richmond Upon Thames
Social Services, 42 York Street, Twickenham TW1 3BW

Farsi

این کتابچه برای کسانی است که در بیمارستان هستند و بدنبال ترک بیمارستان ممکن است در خانه نیاز به کمک و مراقبت داشته باشند. اگر برای فهمیدن مطالب این نشریه مشکل دارید، لطفاً به بخش پذیرش در آدرس زیر مراجعه کنید. ما در این بخش میتوانیم ترتیب استفاده از سرویس ترجمه تلفنی را برایتان بدهیم.

Gujarati

હોસ્પિટલમાં દર્દી તરીકે રહેતાં લોકો જ્યારે ઘરે જવાનાં હોય ત્યારે તેઓને કદાચ સારસંભાળ અને મદદની જરૂર પડે તો, તેઓ માટે આ પુસ્તિકામાં માહિતી આપી છે.

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, મહેરબાની કરી નીચે જણાવેલાં સરનામાનાં રિસેપ્શન પર આવો જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં વાતચીત કરી શકો એવી સેવાની ગોઠવણ કરી આપશું.

Panjabi

ਇਹ ਕਿਤਾਬਚਾ ਹਸਪਤਾਲ ਵਿਚ ਪਏ ਉਨ੍ਹਾਂ ਲੋਕਾਂ ਲਈ ਹੈ ਜਿਨ੍ਹਾਂ ਨੂੰ ਹੋ ਸਕਦਾ ਹੈ ਕਿ ਹਸਪਤਾਲ ਤੋਂ ਘਰ ਆ ਕੇ ਦੇਖਭਾਲ ਅਤੇ ਮਦਦ ਦੀ ਲੋੜ ਪਵੇ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਕਿਤਾਬਚਾ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਆਉਂਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਿਸ਼ੋਪਸ਼ਨ 'ਤੇ ਜਾਓ, ਜਿਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ 'ਤੇ ਤਰਜਮੇ ਦੀ ਸੇਵਾ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Urdu

یہ معلوماتی پرچی ان لوگوں کے لیے ہے جو ہسپتال میں ہوں اور جن کو واپس گھر جا کر مدد اور دیکھ بھال کی ضرورت ہوگی۔ اگر آپ کو اس اشاعت کو سمجھنے میں مشکلات کا سامنا ہو تو برائے مہربانی نیچے دیئے ہوئے پتے پر تشریف لائیے اور ری اسپشن سے رابطہ کیجئے جہاں ہم آپ کے لیے ٹیلیفون پر ترجمانی کی سروس مہیا کر سکتے ہیں

London Borough of Richmond Upon Thames
Social Services, 42 York Street, Twickenham TW1 3BW

Translation summaries - Hounslow



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Arabic

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Farsi

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Gujrati

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Somali

Bug-yarahaan waxaa loogu talagalay dadka Bukaansiixadka Isbitaalka unasii baahan daryeel ama kaalmo gurigooda markii ay ka baxaan Isbitaalka. Haddii ay kugu adagtahay inaad fahamtid warbixintan, fadlan soo wac 020 8583 2299. Halkaasoo aan ku diyaarineyno turjumaan khadka taleefoonka.

Urdu

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Your hospital stay

Staff in hospital will do everything they can to make your stay as comfortable as possible. During your stay you will probably meet some of the following people:

Nursing Staff

The nursing staff will probably be the first people you meet and your main point of contact in the ward. They are responsible for your care under the supervision of your consultant or doctor. If you have any general concerns or questions, you should speak to a nurse.

Your consultant or doctor

You will be allocated a consultant or doctor. They may be responsible for a team of doctors, and any of these people may treat you. You should speak to your consultant or doctor if you have



questions about your condition, your treatment and how long you will be expected to stay in hospital. Depending on your medical condition, your consultant or doctor may ask for a specialist to visit you on the

ward, such as an anaesthetist if you are going to have an operation.

Social workers/care managers

If you are anxious about how you will manage when you go home, or about your home or family during your hospital stay, you can ask to see a member of the hospital social work team – this person may be called a social worker or a care manager but both do the same job. For details of how to contact the social work teams see pages 26-28.

Occupational therapists

If you are concerned about how you are going to manage with day to day tasks around the home, or are having difficulties moving around due to health or disability, you should be referred to an occupational therapist. If necessary, the occupational therapist will help make sure your home is safe for you when you return home, and help you with things like washing and dressing more easily.

Physiotherapists

If you are having difficulty with your mobility or movement, you should be referred to a physiotherapist. They will help you with activities such as getting on and off a chair, bed or toilet and walking. The physiotherapist will help you get walking sticks and other walking aids.

Other therapists

Depending on your condition you may see other therapists such as speech therapists or dieticians while you are in hospital. They offer specialist support throughout your recovery and will be able to give you help and advice on how to stay independent and mobile when you return home. Depending on your care needs, you may continue to see a therapist after you have left hospital.

Other people

There might be volunteers who come into wards and help with things like keeping you company, letter writing, hair care, selling newspapers and other goods – ask the nursing staff. Hospital porters, catering and cleaning staff will also be on or around the wards from time to time.

If you would like to see someone from your religion or faith, you should ask the nursing staff and they will be able to arrange for them to visit you on the ward.

Hygiene and cleanliness on the wards

Doctors and nurses will wash their hands regularly or wear disposable gloves when treating you. If you are concerned that this is not happening, do bring this to the attention of a senior nurse or ward manager.

Nursing staff can also help you with washing your own hands after visiting the toilet. If you need help do ask.

Planning for care at home

As soon as you arrive in hospital we need to start thinking about when you are discharged and how you will manage when you return home. We



start planning as early as possible to make sure that any arrangements are made before you go home and to prevent a delay in your discharge.

The medical and nursing staff may ask you some questions such as:

- the names and phone number of your partner, family member, carer or warden of the home you live in.
- what help or support you had before coming into hospital, such as home carers, meals on wheels or district nurses.
- any help or support you think you might need when you leave hospital.

If you need help or support after leaving hospital that is not medical care, a social worker/care manager will visit you while you are in hospital to assess what help

you need. They will discuss adaptations to your home, to help you live independently, such as hand rails, and help with everyday things like getting in and out of bed, preparing meals, personal care such as washing and bathing, and managing around the home. An occupational therapist may ask to visit your home to check out what adaptations you need.

Once the social worker/care manager has completed the assessment they will produce a document called a care plan, which they will discuss with you and your family or carer. You will be given a copy of your care plan which should contain:

- details of what help will be provided for you.
- the date and time when services will begin.
- how often you will receive help and for how long.
- how much if anything you will be expected to contribute towards this care.
- when the services will be checked to see whether things have changed.
- any special details to respect your ethnicity, faith and cultural background.
- the name and telephone number of the person who will co-ordinate your care.

You should be aware that for many of the care services we provide, you may be asked to pay a

contribution. You will be asked to fill in a financial assessment form and this will be used to work out whether you need to pay and, if so, how much your contribution will be. You can complete this form yourself or we can help. If you do not want to be financially assessed, you can choose to pay the full amount. We will let you know the cost of any service before we provide your care.

When making an assessment, we will need to ask for personal information about your circumstances and permission to record this information. We will keep this information in a confidential file. Other agencies who help you may need to see this file. We will discuss this with you before passing on any information. In certain circumstances we may have to share information for legal reasons.

Getting ready to go home

Your doctor and nursing staff will explain to you in advance how long they expect you to stay in hospital, and what day you will be discharged. They should check with you whether you need transport to get home.

Care and medication

Your doctor will discuss your condition, and what will happen if you need treatment or medication after you leave hospital. You may be asked to return as an outpatient so that the doctors can check on your recovery, or you may be able to visit a clinic or class where you will receive treatment or advice and support.

You should be given any medication to last for two weeks. You should ask the doctors and nurses to write down what your medication is for and instructions, such as when to take your medication, if you think this will be helpful.

The hospital staff will let your doctor know that you have left hospital and what medication you should be taking or what treatment you will be getting.

Transport

You will usually have to leave at about 10am on the day you are discharged. If there is no-one to collect you from hospital, you should ask the nursing staff in the days before you are discharged whether it is possible for hospital transport to take you home. Nurses should arrange transport the day before you are discharged, otherwise you may have to wait around for 2 or 3 hours. Otherwise, you will be expected to make your own transport arrangements.

Help available after leaving hospital

Intermediate Care

In some cases, especially after an operation or illness where you need plenty of time to recover, you may move to a hospital where you are given



special support and rehabilitation to build up your strength and confidence before you go home. The medical staff will make a decision about whether this is suitable for you. However, if you are anxious about returning home you should speak to the medical staff or social worker as soon as you can so that they can discuss all the possibilities with you.

Medical help

You may be visited by a district nurse or therapist who will help you with your recovery or health needs. Your doctor will have all the information about what treatment you are receiving and your medication, but you may also need to see doctors at the hospital as an outpatient.

Nursing equipment for your home

As well as equipment arranged by Health or Social Services' Occupational Therapists, you may be eligible for nursing equipment. This may include specialised beds, commodes, lifting equipment and pressure care equipment which will be loaned to you free of charge while you need nursing care. Nursing equipment is usually organised by your district nurse. You can contact your doctor for more details.

Help at home

If you have met with a social worker/care manager in hospital they should have given you a care plan before you returned home. Your care plan explains what help you will receive. This might include meals on wheels, personal care such as help with washing and dressing, or practical care such as help with housework. It may include Direct Payments arrangements (see pages 22-23). If you need any special equipment to make living at home comfortable and safe this should also have been discussed with you. If you did not see a social worker, but you return home and are having difficulties with any of these things, you can call your local social care team and arrange for an assessment at home (see pages 26-28).

Repairs and adaptations

If you live in the London Borough of Richmond upon Thames and need help improving or maintaining your own home, you should get advice from the Home Improvement Agency. They will advise you on making your home warm and secure, can help you apply for grants for home improvement and recommend reliable builders and workmen. You can contact them on 020 8891 7436.

If you live in the London Borough of Hounslow, a service called Care and Repair offers practical advice on raising loans, grants or any other finance to pay for necessary works. They can also help with getting the work you want done and will install adaptations for the over 60s and disabled people, in conjunction with Housing & Community Services. Please contact Housing Services on 020 8583 3878.

Small repairs, odd jobs and home adaptations

If you live in the London Borough of Richmond, the Handyperson service offers help with small repairs such as putting up rails, fixing doors and gates, fitting smoke alarms as well as changing light bulbs and other small jobs around the home. You will receive the help for free but will have to pay for materials used. You can contact them on 020 8943 3265.

London Borough of Hounslow also offers low cost practical help to borough residents aged over 60, who own their home. You are required to pay for materials and labour costs are free for people who receive income-related benefits. You can contact them on 020 8583 3878. Council tenants should call 0800 085 6575. If you are a private tenant and are having a problem with disrepair and would like to make a complaint, call the council on 020 8583 3874.

Home Emergency Alarms

Emergency alarms can be either bought or rented. These provide you with a small button on a necklace or fob that you press in an emergency at any time of day or night. The button connects you to a call centre where an operator will arrange for help to be sent out to you.

This service is provided in the London Borough of Richmond by Careline on 0845 600 7413 or by asking for the leaflet '**Careline Alarm Service**' from your care manager or at any Council office.

In the London Borough of Hounslow, the service is provided by Linkline, who can be contacted on 020 8583 4400.

If you cannot return home

We always try to help you return home, and to help you get the services you need to carry on living as independently as possible. However, in some cases you may need so much support and care that some other arrangements will be discussed.

Residential and Nursing Care Homes

If you need a lot of care or health care that cannot be provided at home it may be possible for you to live in a residential or nursing care



home. The social worker will make arrangements for this, involving you and your family. Most people will be expected to pay a regular contribution towards the cost of a residential or nursing care home, but this should be fully explained to you before you go there. If you are not clear about how much or why you have to pay you should ask the social worker.

Sheltered Housing

Sheltered housing means that you live in your own flat in a building, with a warden who keeps an eye on your welfare. Usually you will have an alarm or intercom so you can call for help if you need it. You can rent sheltered housing or buy your own sheltered housing.

If you live in the London Borough of Richmond, you should ask for the booklet called '**Housing for Older People**' or call Housing Services on 020 8891 7872.

Hounslow residents who are private tenants and home-owners should contact the Rehousing Unit on 020 8583 4402. Council tenants should contact your local Estate Manager.

Financial arrangements

For most of the care provided by Social Services you will be asked to contribute a reasonable amount, based on your ability to pay. The National Health Service offers free services for all. To ensure you are clear about the financial implications of your care after leaving hospital, both of the organisations involved will work together to decide whether your needs are mostly health needs or mostly social care needs. If you will be expected to pay for a service this should be explained to you before you start receiving the service. If you are not sure how much or why you have to pay you should discuss this with your social worker and ask for written details.

Direct Payments

If you receive help from Social Services you should be given the chance to try Direct Payments. This scheme allows you to choose and



arrange your own care and support. You will be financially assessed in a similar way to if you receive services, and if you cannot afford to pay the full

costs, we will give you a financial contribution towards paying for your care. For more details please ask for a leaflet on Direct Payments or ask to discuss it with your social worker/care manager.

Your pension and benefits whilst you are in hospital

If you receive a state pension or other benefits, the amount you receive may be reduced if you are in hospital for more than 4-6 weeks. If you are concerned or would like more information you should contact the Pensions Service by phoning them on 0845 60 60 265.

Concerns and complaints

If you have any concerns or would like to make a complaint during or after your hospital stay you should speak first to the nursing staff or person you are dealing with. If the situation is not resolved or you do not feel able to talk to them about it, you can make a complaint in the following way:

About hospital or other health services

The Patient Advice and Liaison Service (PALS) is a department in the hospital who will try to resolve any problems on your behalf. If they cannot solve the problem they can help you make a formal complaint under the NHS Complaints Procedure.

You can contact the PALS service at:

West Middlesex Hospital

Telephone: 020 8321 6260

Charing Cross Hospital

Telephone: 020 8383 0088

Richmond Primary Care Trust

Telephone: 020 8973 3111

Hounslow Primary Care Trust

Telephone: 0800 953 0676

Complaints about social care

If you live in the London Borough of Richmond you can contact the Complaints Officer for Social Services by phoning 020 8891 7937 or asking for the leaflet '**How to Complain**'.

If you live in the London Borough of Hounslow you can contact the Customer Relations Manager by phoning 020 8583 3333 or ask for our leaflet called '**Comments and Complaints about Social Services**' available from any social care office - see pages 26-28.

Local social care teams

London Borough of Richmond

West Middlesex Hospital Tel: 020 8321 6516

Local Social Care Teams

If you live in Kew, Richmond, Mortlake, Sheen, Barnes, Petersham or Ham the phone number is 020 8891 7967.

If you live in Whitton, Twickenham, St Margaret's or Strawberry Hill the phone number is 020 8891 7965.

If you live in Teddington, Hampton, Hampton Hill or Hampton Wick the phone number is 020 8891 7971.

Emergency out of hours team

In an emergency, outside of office hours, you can contact us on 020 8744 2442.

London Borough of Hounslow

How to contact us

Customer Service Officers work at each local office. All offices are open: Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm.

Access for all

All our offices have blue badge holder parking, induction loops and are wheelchair accessible. We may be able to arrange a home visit if you are unable to travel. We will provide support appropriate to your

ethnic, cultural and communication needs. Contact any social care office. BSL Signers can be provided on request, call 020 8583 3132 or Minicom on 020 8583 3122. Interpreters can be provided in most languages, if asked for in advance. For Panjabi, Hindi, Urdu, Somali and Gujarati, this can be arranged most easily by phoning the Council's Language Line in the language of your choice: 020 8583 2299.

Social care offices

If you live in:

Bedfont, Feltham or Hanworth

13 Hanworth Road, Feltham TW13 5AF.

Telephone: 020 8583 3200

Fax: 020 8583 3303

Minicom: 020 8583 3304.

Email: customerservice.sshp@hounslow.gov.uk

Brentford, Isleworth or Chiswick

Ashburnham House, Horticultural Place
off Heathfield Terrace, Chiswick W4 4BY.

Telephone: 020 8583 3400

Fax: 020 8583 3245

Minicom: 020 8583 3246

Email: customerservice.sshp@hounslow.gov.uk

Heston, Cranford or Hounslow

41 New Heston Road

Heston TW5 0LW

Telephone: 020 8583 3300

Fax: 020 8583 3187

Minicom: 020 8583 3186.

Email: customerservice.sshp@hounslow.gov.uk

Emergency Out of Hours Social Care

Telephone: 020 8583 2222.

Useful Support Organisations

Counsel and Care

Provides advice and information, including fact sheets for vulnerable older people and their carers on a range of issues including Community Care, Hospital Discharge as well as Continuing Care, and charitable help. It also administers a number of trust funds and can sanction lump sum grants. Advice line open 10.30am to 4pm on 0845 300 7585

Web: www.counselandcare.org.uk

The Pension Service Benefit Enquiry Line

General advice available on 0800 88 22 00.

8.30am to 6.30pm Monday to Friday and 9am to 1pm Saturday. Fax: 01722 238953 Minicom: 0800 24 33 55.

London Borough of Richmond upon Thames

Age Concern Richmond upon Thames

Telephone: 020 8940 8118

Richmond Carers Centre

Telephone: 020 8744 3900

Richmond Advice and Information on Disability

Telephone: 020 8831 6070

Richmond upon Thames Accessible Transport Unit

Telephone: 020 8831 6312

London Borough of Hounslow

Age Concern Hounslow

Telephone: 020 8560 6969

Hounslow Crossroads Care Scheme

This service provides carers with a regular break from their caring role by the provision of paid, trained and police checked care support workers. The service is free to carers looking after someone of any age or disability within the London Borough of Hounslow. A rapid response service is also provided for people who have life limiting illness. Telephone 020 8572 8834.

Hounslow Disability Living Centre

A new service to give you advice and information on equipment for independent living. You and the person you care for can come to see, try out and explore solutions with experienced Occupational Therapy staff. For further details about the range of help on offer call on 020 8583 6122.

Hounslow Welfare Benefit Enquiry Line

For general information on all Social Security benefits and for help with filling in forms. Provides advice and information about all social security benefits for people with disabilities, their carers and representatives. Telephone helpline: 020 8583 5016, (Tuesday 2pm to 5pm, Thursday 4pm to 7pm, Friday 10am to 1pm).

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March 2006

Your Hospital Stay and Beyond

Qendrimi juaj ne spital dhe me tutje

الإقامة في المستشفى وما بعد

আপনার হাসপাতালে থাকা এবং তার পরে

دوره اقامت تان در بیمارستان و تدوای تعقیبی آن

હોસ્પિટલમાં તમે રહેતાં હો એ દરમિયાન અને ત્યારપછી

ਹਸਪਤਾਲ ਵਿਚ ਤੁਹਾਡਾ ਠਹਿਰਾਓ ਅਤੇ ਉਸ ਤੋਂ ਬਾਅਦ

Inta aad Isbitaalka ku jirtid iyo ka dib

آپ کا ہسپتال میں رہنا اور اس کے بعد

