

Visiting the Intensive Care Unit and High Dependency Unit

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Welcome to the combined ICU/HDU

We are a 12 bedded unit that admits patients from the Emergency Department, Theatres, other wards within the Hospital and from other Hospitals. We care for patients in need of continuous observation or specialist treatment.

Telephone: 01493 452277 or 01493 452274

Location: First Floor, East corridor

Visiting

On arrival to the Unit you will find an intercom system. Please press the buzzer and a member of staff will answer. We aim to answer as soon as possible and apologise for any delay.

When your relative/friend is admitted they will be assessed and cared for by ICU/HDU doctors, nurses and therapists. Procedures or treatments will be commenced and this can result in a delay in you visiting. We will keep you updated and there are two relatives' rooms available for your use.

Visiting times: 7am to 10pm

Please contact the nurse in charge to arrange an alternative time if you are unable to visit during these times. If your relative/friend is critically unwell we may telephone you to ask you to come in and/or offer open visiting. If you have any concerns please ask to speak to the nurse in charge or senior sister.

Visitor guidelines

We ask that only close family and friends visit unless the patient is able to request other visitors. We are able to accommodate two visitors at the bed side. If there are more than two visitors at any one time please arrange to swap between you.

On arrival and leaving the ICU/HDU we ask that you wash your hands with soap and water. You may be asked to wear enhanced personal protective equipment. The bedside nurse will help you with this.

We ask that you only visit during mealtimes if you are able to support patients and not distract them from their meals.

Please do not visit if you are unwell. We can offer video or telephone calls to maintain contact.

Communication with the ICU/HDU Medical and Nursing Team

We recognise that it is very distressing when you have a relative or friend requiring High Dependency or Intensive Care. You can telephone the Unit at any time. We ask that relatives or friends nominate one person who can telephone ICU/HDU and pass the information on. To maintain confidentiality the nominated person will be asked to set up a password that they will be asked for when they telephone. We apologise if there is a delay in answering the telephone. If you would like to speak to a doctor please let the bedside nurse know.

Parking at the Hospital

Free passes will be provided to immediate family/friends visiting critically ill patients or patients receiving end of life care. Please ask the nursing staff to complete a form when you finish visiting. You must present this signed form to the transport office at the main reception before leaving the hospital. The Transport office opens from 9am to 5:30pm, Monday-Friday.

Caring for yourself

If your relative or friend is in ICU/HDU for a long time, visiting may become more difficult. It is quite normal to feel helpless because it seems there is nothing you can do. Reading aloud or chatting to the patient may help. Visiting can be very tiring, it is important to take care of yourself. Try to rest and don't forget to eat and drink regularly.

It can be helpful for you to have someone to talk to. Our hospital chaplains are available to support anyone regardless of faith or belief. However, they can arrange for a representative of a specific faith or belief to come and see you or your relative or friend.

Resources

- Please see the wall mural outside of the ICU doors which helps to explain the care we give on ICU/HDU
- Intensive Care Society Patient Resources [Intensive Care Society | About ICU \(ics.ac.uk\)](http://www.ics.ac.uk)
Faculty of Intensive Care Medicine [Home | The Faculty of Intensive Care Medicine \(ficm.ac.uk\)](http://www.ficm.ac.uk)
- www.icusteps.org
- Please ask if you would like a Recovery after Critical Care booklet.

YOU CAN EXPECT OUR STAFF TO:	WE EXPECT VISITORS TO:
<p>Be polite and courteous to visitors at all times.</p> <p>Be respectful - we will aim to keep noise to a minimum.</p>	<p>Be polite and courteous to staff, patients and other visitors.</p> <p>Be respectful - our patients are poorly so please keep noise to a minimum and put phones on silent.</p>
<p>Be welcoming of visitors who wish to support in the care of their relative or loved one.</p>	<p>Let the nurses know if you would like to help deliver personal care or help the patient at mealtimes. Please check with nurses regarding patients' dietary requirements.</p>
<p>Do our best to create a calm and restful environment to help patients recover.</p> <p>Care for each patient as an individual and be aware of their needs.</p>	<p>Agree visiting times with other family and friends so that patients do not have more than two visitors at a time.</p> <p>Use the chairs provided instead of sitting on patients' beds.</p> <p>Talk to the nurse in charge or department manager before bringing children to visit.</p> <p>Allow your relative the opportunity to rest for periods throughout the day - do not feel you have to be there all the time.</p> <p>Be respectful of other patients rest times.</p> <p>Please be aware you will be asked to leave if a medical emergency occurs.</p>
<p>We will ensure we will keep the nominated person informed, as identified by the patient.</p> <p>Put patient care first which might mean, sometimes asking visitors to leave the bedside or finish a visit early.</p>	<p>Understand and respect that information cannot be given out unless the patient has given their permission.</p> <p>Understand that due to patient care priorities you may have to wait to speak to staff.</p> <p>Understand that you may be asked to leave the ward temporarily to ensure patients confidentiality, privacy and dignity are maintained.</p> <p>Please do not disturb nursing staff when they are giving out medication.</p>
<p>Work hard to provide a clean hospital.</p> <p>Do all we can to protect patients from infection - on occasions this may mean restricting visiting.</p>	<p>Wash your hands on entering and leaving the ward.</p> <p>Do not visit if you are unwell.</p> <p>If your illness is diarrhoea and vomiting, do not visit for at least 48 hours after your last episode.</p>
<p>Identify, respect and support (unpaid) Carers and signpost them to additional support.</p>	<p>Tell us if you are undertaking a caring role so we can support you.</p>

Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

Before leaving please complete a Friends and Family Test feedback card.

Help us transform NHS services and to support patient choice.

OUR VALUES

Collaboration

We work positively with others to achieve shared aims

Accountability

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

Respect

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

Empowerment

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

Support

We are compassionate, listen attentively and are kind to ourselves and each other



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240