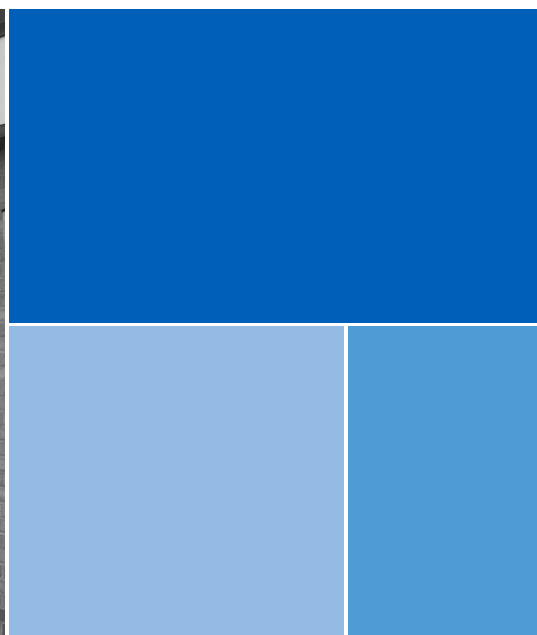


Stroke Unit (Ward 1)



[Patient Information](#)

Welcome to the JPUH Stroke Unit (Ward 1)

The acute stroke unit is a 30 bedded ward which provides care for patients who have suffered from a stroke throughout their stay in hospital.

Most patients start their stay in the hyperacute unit which is a mixed sex bay for the purpose of assessment and acute monitoring.

Once stabilised and transferred to the acute unit, the rehabilitation stage starts. If well enough, we like our patients to dress in their own clothes during the day. We would ask that, if at all possible, relatives assist us with this aim by bringing in some comfortable clothes and also taking washing home. As space is limited we would ask that other personal items are kept to a minimum.

Staff members present on the unit?

The unit is run by a team of specialist doctors, nurses, therapists and support staff who provide co-ordinated and specialist care.

Visiting Times

2.30pm – 5pm and 6.30pm – 8pm daily (Monday – Sunday)

Whilst it is important to maintain fixed visiting hours to ensure that the required level of care can be provided for patients, if you, a family member or relative would like to visit a patient outside the allocated visiting times, please speak to the nurse in charge to discuss this.

We would ask that visitors are restricted to two at any time, and we would urge you to read the accompanying leaflet which explains more about visiting patients who have suffered brain injuries such as a stroke.

Often after a stroke, patients will have problems with swallowing and in these cases our speech and language therapists will make recommendations as to the type of food and drink which will be safest for the patient to manage. Please bear this in mind if bringing in food, and feel free to ask if you have any queries.

We take Infection Control very seriously. Please refer to the guidelines for visitors which are displayed around the hospital, and feel free to ask if you are unsure of anything. Avoiding clutter in and on the lockers would help us.

Telephone Numbers

Hyperacute stroke unit	01493 452479
Hyperacute mobile	01493 452014
Acute stroke unit	01493 452001
Acute stroke unit mobile	01493 453460

Sharing of Patient Information

Due to patient confidentiality, we require the express agreement of the patient before discussing their medical condition with anyone. Most people want their family and friends kept up to date but some prefer to keep things private. If the patient is not able to communicate or tell us what they want, a member of staff will try to contact the patient's next of kin.

If you wish to receive updates via the telephone, we would ask that you set up a password with the nursing staff to use each time you phone, otherwise you will only be given very general information.

Who can you ask for information or advice?

We recognise that family and friends play a very important part in a patient's recovery from a stroke and therefore it is important to us that where appropriate you are kept fully informed. If you require more information or wish to make an enquiry, please consider the following:-

- If there are a large number of family members or friends wanting to visit the patient, it may help to nominate one or two people to speak to the medical team or nursing staff.
- If you want to enquire about patient care generally, please speak to the nurse who is looking after the patient.

- If you want to enquire about the patient's medical care, please ask to speak to one of the junior doctors during afternoon visiting hours.
- If you want to enquire about the patient's therapy, please ask to speak to their key therapist.
- If you want to make an appointment with the consultant, please ask the case manager to arrange an appointment or call the stroke secretary on 01473 453776. All of our consultants set aside regular time in the week to speak to families.
- If it is difficult for you to get to the hospital during normal working hours please let the nurses know so we can make alternative arrangements.
- Stroke Association information leaflets are available on the unit. The website is www.stroke.org.uk in addition, their local contact number is 01502 534848.

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



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

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