

# Critical Care Services: Visitor Information

**Telephone Number: 01225 824964**

**Location B12 – Ground Floor**

**Behind the main atrium**



**Royal United Hospital, Combe Park, Bath, BA1 3NG**



## Introduction

Welcome to Critical Care. Formerly this area would have been known as the Intensive Care Unit (ICU) or a High Dependency Unit (HDU), however both groups of patients are now cared for together under the area of Critical Care Services

People are admitted to the critical care unit if one or more of their organs needs support, or if they need a period of more intense observation. They will be looked after by a team of highly trained, highly specialised doctors, nurses, physiotherapists and support staff. People can often be extremely unwell and may not look or behave like the person you know them to be; we will do our utmost to keep you informed of their condition and their progress

## Visiting

**11 am – 3pm and 5pm – 8pm**

**Rest period 3 – 5 pm**

Visiting outside of these times may result in long periods of waiting particularly in the morning when the unit is busy with patients' personal care and therapies. Special consideration will be given when patients are extremely unwell and family need to be at the bedside.

During the rest period the lights are turned down and unit activities are kept quiet to facilitate patients rest.

When visiting there is an intercom located outside the unit. You may be asked to wait in the waiting room if staff are busy with your friend / relative. This is located on the left as you come through the main doors. **Only 2 visitors** will be allowed at each bed space to ensure staff can attend to patients safely. Please feel free to swap over with other visitors

## Infection control

Please use the hand gel on entry to the unit and also on exit to minimise spread of infection. If you are required to use any other method of hand cleaning you will be asked by the nurse at the bedside.

**Please do not** visit the unit if you are unwell. If you have had diarrhoea or vomiting please wait **48 hours** after your last bout before visiting again. Your relative / friend will have lines and drips and we kindly ask you not to handle these.



## Children

We ask that young children (under 5) and babies do not visit the unit due to the infection risk for both the child and your relative. Older children may visit but must be supervised at all times by a responsible adult.

## Privacy, Dignity and Single Sex Accommodation

All patients have the right to privacy and to be treated with dignity and respect. The critical care team works hard to promote this. It is accepted that in areas where patients may need urgent, highly specialised advanced levels of care that there may be no alternative to men and women being cared for in the same area.

Once deemed ready for discharge patients will be moved back to a single sex ward as soon as possible. Please speak to a member of staff if you have any concerns.

## Property

There is limited space on the unit for storing property. We can store toiletries and would encourage you to bring these in for your relative / friend. You may be asked to take property home and this will be recorded and signed for. Long stay patients will be encouraged to have more personal items brought in i.e. audio equipment, pictures etc.

## Photographs / Mobile Phones

Please do not take photographs of patients. The patient cannot consent and it breaches the individual's rights to privacy and confidentiality. We ask that you do not use mobile phones in the unit. Visitors can use mobile devices off the unit.

## Accommodation

Our waiting room has a vending machine and TV. If a quiet space is needed we have a small room that can be used.

Whilst we encourage family / friends to maintain good periods of rest / food when a patient is unwell we appreciate that sometimes there is a need to remain close by and an overnight room is available for this purpose



## Flowers / Gifts

Unfortunately due to high risk of infection flowers are not permitted on the unit. You may however bring cards or photographs.

## Zero Tolerance

We appreciate how stressful this time is for you however there is a zero tolerance policy throughout the trust against any form of aggression directed at staff members, volunteers or contractors.

## Car Parking

We have a new public parking system on site. Here's a guide to what you need to know and how to use the new cash machines.

### When you arrive

- Make a note of your arrival time and simply go about your hospital business
- You **don't** need to display a ticket in your vehicle
- You **don't** need to pay on arrival – you can pay when you leave
- You can choose to pay on arrival if you know how long you're going to be
- You can always pay for more parking time during your stay if it lasts longer than expected
- You can even pay after you've left the hospital, by pay by phone, before midnight that day

### When you come to leave and pay

- Make sure you have enough money in coins, or a bank card
- Remember your arrival time and vehicle registration details
- Enter those details in the cash machine using the keyboard
- Pay by coin, card or phone for the time you know you have been parked

There are pay machines across the site, including at the entrance to Princess Anne Wing, in the main entrance (Atrium) and at A&E. More will be installed soon.

One-Shot Parking Tickets are available at RUH Bath NHS Trust to departments offering discounted parking concessions to certain patient groups. Please speak to a member of staff



## **Patient Diaries**

If a patient remains on a breathing machine for more than 3 days the staff will commence a patient diary that you will be able to write in to be able to have something that your relative will be able to use as an aid memoire when they recover.

## **Going to the Ward**

As the condition of your relative / friend improves they will be moved to a ward. They will no longer require the specialist skills of the Critical Care team and can be cared for safely in a less intensive environment. This usually happens during a normal working day but very occasionally a patient may have to be moved at night.

During this transition the patient will be seen by an Outreach nurse who, in conjunction with the ward staff, will monitor the patients' progress.

## **Chaplaincy**

If you require pastoral support please let a member of staff know. They will be able to arrange this for you.

## **If a Patient Dies**

Occasionally despite the best efforts of the Critical Care team the condition of your relative / friend may continue to deteriorate and they may die. We aim to support you and other members of family at this time and will give you all the appropriate information you require.



## Compliments / Concerns / Complaints

We aim to provide a high standard of care within Critical Care and hope that you find the services here to your expectations. We do however appreciate that sometimes we do not get things quite right and welcome your comments and thoughts on your experience as we use this to help improve our service.

If you would like to give us some feedback you will find yellow 'Tell Us How We Did' cards in the waiting room that you can fill in and post in the box provided. Patients can also fill these in when they leave to go to the ward. The outreach nurse will give your relative / friend one of these on the ward.

Please feel welcome to talk with the staff involved or the ward matron about any concerns that you may have as they arise.

If this does not resolve your worries then please contact P.A.L.S (Patient Advice & Liaison Service). P.A.L.S is a free, accessible and confidential service for patients, relatives and carers and it aims to:

- advise and support patients, their families and carer
- provide information on NHS services
- listen to concerns, suggestions or queries
- Help sort out problems quickly on your behalf.

**P.A.L.S 01225 825656 or**

Email [ruh-tr.PatientAdviceandLiaisonService@nhs.net](mailto:ruh-tr.PatientAdviceandLiaisonService@nhs.net)

## Donations

Any and all donations are gratefully received. Donations are used in a many different aspects of the work within the Critical Care to benefit relatives, staff and patients. Cheques for donations should be made payable to **RUH Critical Care Charitable Funds** and sent to Matron Gavin Hitchman at

Royal United Hospital,  
Combe Park,  
Bath,  
BA1 3NG