

Some of our patients may require treatment in one of our Tertiary Centres, of which we use two: Glenfield Hospital in Leicester and The City Hospital in Nottingham, dependent on the procedure and length of your stay. Accommodation for relatives is available at a fee. Details are available from the nursing staff. It may be necessary to move you to another ward within the hospital. Whilst the nurses may change, the doctors will remain the same.

We welcome your feedback from your stay with us. You will receive a text from our Friends and Family Team. Please contact Sister Tracey Duke (Johnson Ward) Sister Julie Rodgers (Cardiac Short Stay) or Matron Donna Gibbins, should you have any comments or concerns regarding your stay with us, thank you.

Contact details

Direct Lines to Johnson Ward & CCU

01522 573125/573630 & 572399

Direct Lines to Cardiac Short Stay

01522 597906 or 707102

Only limited information may be given over the telephone to your relatives and friends due to respect of patient confidentiality. We pride ourselves on ensuring that you and your relatives are fully informed of all aspects of your care, however, if you feel you require any further information please do not hesitate to ask.

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk.

Excellence in rural healthcare



Welcome to Johnson Ward, Cardiac Short Stay and the Coronary Care Unit

Lincoln County Hospital

Johnson Ward: 01522 573125 or 573630 (direct)

Coronary Care Unit: 01522 572399 (direct)

www.ulh.nhs.uk

Aim of the leaflet

This booklet aims to provide you with useful information regarding the day-to-day activities of the ward, its professionals, the facilities within the hospital and additional services we offer.

Dignity Pledge

We are here to care for you. Your clinical needs and personal well-being will always be our priority:

- We pledge to be kind and compassionate at all times.
- We pledge to treat you with courtesy, dignity and respect.
- We pledge to respect your personal space.
- We pledge to preserve your modesty.
- We pledge to meet your dietary needs.
- We pledge to care for you as a valued individual.

If you feel at any time, that we are failing you in relation to any of these pledges, please do not hesitate to ask to see the nurse in charge or matron.

Johnson Ward, Cardiac Short Stay (CSSU) and the Coronary Care Unit (CCU)

Johnson Ward, CSSU and CCU specialise in patients with heart conditions and spans over two wards. The aim of the staff is to make your stay comfortable and conducive to recovery. We have nine cardiology consultants:

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| ⇒ Dr R Andrews | Dr S Kelly |
| ⇒ Dr W Arthur | Dr D O'Brien |
| ⇒ Dr P Jokhi | Dr K Lee |
| ⇒ Dr J Fernandez | Dr V Venugopal |
| ⇒ Dr D Morgan | |

Pharmacists
Phlebotomists (staff who take blood)
Physiotherapists
Porters
Speech & Language Therapy (SALT)
Tissue Viability Nurse Specialist

These are to name just a few. Additionally, we have information booklets by the British Heart Foundation and leaflets on cardiac procedures and conditions. These are located on the wall as you enter the ward.

Discharge

We aim to discharge you by 10am. You will need to make your own transport arrangements where possible.

On the day of discharge, you may be asked to sit in the Day Room or be transferred to our Discharge Lounge.

Elective patients are woken early following ECG's and breakfast and asked to vacate their bed space by 8am. This is to facilitate effective patient flow.

Facilities within Lincoln County Hospital

- ⇒ Shop - stationery, cards, confectionery and newspapers are a few of the things available here (a newspaper trolley visits the ward daily). There is also a cash machine.
- ⇒ Restaurant is open to all and is located on the 3rd floor (weekdays only until 2.30pm).
- ⇒ Coffee shop is located in the Main Entrance.
- ⇒ Cold drinks machines are located around the hospital.
- ⇒ Hot drinks machine is located in the Main Entrance.
- ⇒ Visitors' toilets can be found within the ward and the hospital.
- ⇒ Hairdressers' appointments can be made.
- ⇒ Post box is located in the Main Entrance.

nursing staff.

Johnson Ward and CSSU have designated male and female main bays. There are designated male and female wash and toilet facilities in these areas.

There is a private provided service for television, radio, telephone and internet services above all beds on ward based beds. Cards can be purchased from machines situated around the hospital. This facility is not available within the Coronary Care Unit in order to keep noise to a minimum.

If you or your family have any concerns or questions please do not hesitate to ask to speak to the nurse in charge, who will be happy to assist and escalate your concern if needed.

We have a number of volunteers that support us, they are easily recognisable as they wear yellow T shirts or tabards. They are here to support and help you as appropriate.

Ward cleanliness

As little possessions as possible please to ensure all personal effects can be stored within your locker. Please ask your visitors to refrain from sitting on the bed or placing personal items on the bed i.e. handbags. Please remind your visitors to use the alcohol rub on entering and leaving the ward. Flowers are not permitted in the hospital.

Additional services

In addition to the resident nurses and doctors we are also able to call upon the services of:

- Chaplain
- Diabetic Nurse Specialists
- Dieticians
- Heart Failure Nurse Specialist
- Occupational Therapist
- Infection Control Nurse
- Patient Advice and Liaison Service

Each consultant has a team of doctors who are based on the ward and in the unit and are available Monday to Friday 9am to 5pm. During the night and at weekends on-call doctors are obtainable.

Johnson Ward & CSSU - ward rounds

Consultants work on a consultant of the week; they see you Mondays, Wednesdays and Fridays, with specialist registrars on Tuesdays and Thursdays.

CCU - ward rounds

In CCU a consultant does a ward round every day.

If your family wish to speak to a consultant or doctor, ask the nursing staff and they will endeavour to make an appointment. We cannot, however, guarantee their availability as they sometimes may be called away for emergencies.

For those patients admitted to the CCU, once close observations are no longer required, you will be moved on to Johnson Ward or CSSU as soon as a bed is available. Additionally, during your stay you may be relocated to other areas of our unit due to clinical need.

We have 10 allocated beds used for overnight stays for our Elective Cardiac Angioplasty service. Your care and discharge for this service may be nurse led.

Daily routine

Breakfast is served at 7.45am

Lunch - Noon

Tea - 5pm

Meal times are protected times and we do not expect our patients to be interrupted.

Care is delivered 24 hours a day and your day can be varied dependent on any tests or procedures that have been arranged.

Occasionally these may be scheduled at short notice or have to be cancelled as a result of notification from other departments.

Some of the departments you may visit in your stay with us are:

- ⇒ Clinic 3 Cardiology
- ⇒ X-ray Department
- ⇒ Catheterisation Lab

In order to facilitate a safe and timely discharge, we encourage you to highlight any potential problems you may have at home as soon as possible.

Staff uniforms

Matron	Navy blue tunic with red piping
Ward Sister/Manager	Navy tunic
Deputy Ward Sister/Charge Nurse	Royal blue tunic
Staff Nurse	White tunic with blue epaulets
Acute Cardiac Practitioner	Green tunic & trousers
Physiotherapist	White tunic with blue navy piping & blue trousers
Occupational Therapist	White tunic with green navy piping & green trousers
Medical Physics	White tunic with burgundy trim & black trousers
Assistant Practitioner	Pale blue tunic with navy piping
Health Care Support Worker	White tunic with red epaulets
Trainee Assistant Practitioner	White tunic with pale blue epaulets
Student Nurses	Pale blue tunic with white piping or Grey Tunics
Housekeepers	Pale green/white striped tunic with white piping
Cadet	White Tunics with yellow epaulets

All staff wear identification badges showing their name and profession.

On the ward

The ward has a 'Quiet Time' between 1pm and 2pm when patients are encouraged to rest. The highlight of the patient's day is visiting; the times are:

2pm to 9pm

We politely request that there are no more than 2 visitors per bed per bed space.

Visiting outside these times can usually be arranged, however, should be discussed first with the nurse in charge.

Children are welcome under supervision. We also ask that chairs be returned to the designated areas, when your visitors have finished with them.

Please can you ensure that all mobile phones are kept on 'silent'.

We have day rooms available for you and your visitors to use. All that we request is that you ask the nurse looking after you if it is okay for you to leave the ward area. You will find the ward library situated in the day room, please take advantage of this service. Additionally, we have a relatives room should relatives wish to stay overnight. Please speak to the nurse in charge to check availability. We make every attempt to ensure that the ward is kept clean at all times, however, if you notice anything that requires attention, please notify one of the nursing staff or housekeeping team. There is also additional accommodation within the hospital.

On the ward

CCU is a critical care area and therefore admits both male and female patients. We have ensured that designated male and female wash and toilet facilities are available. If you are uncomfortable with this please speak with a member of the