

Smoking

This hospital enforces a no smoking policy, however, there are designated areas within the hospital grounds. Advice and support regarding smoking cessation is readily available on request.

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

Emergency Assessment Unit

Visiting hours: 2.00pm to 9.00pm

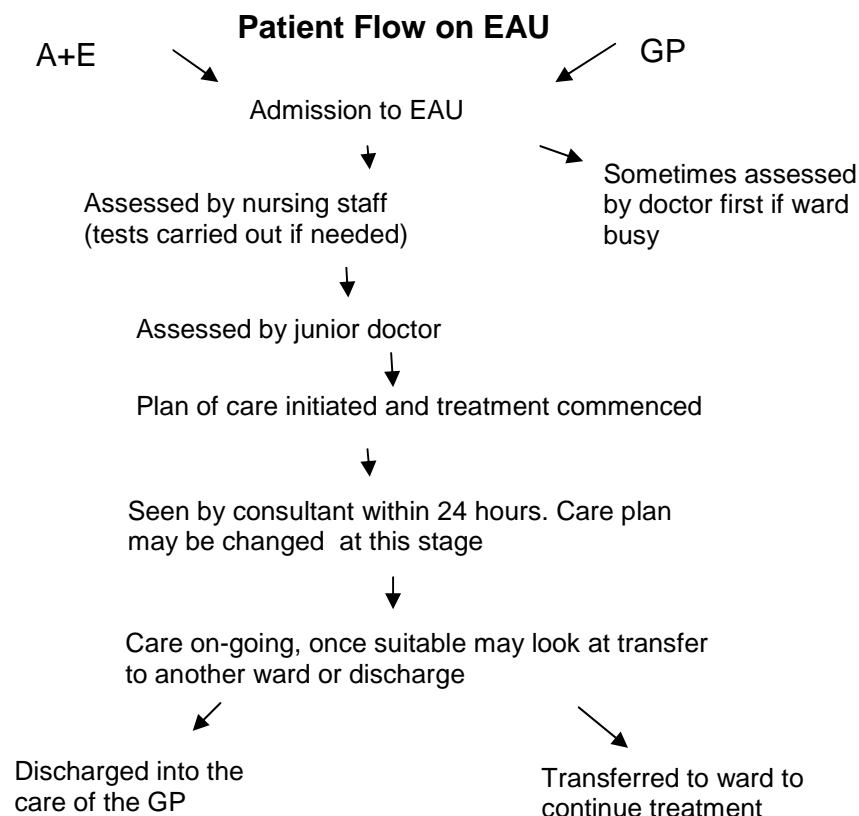
Grantham & District Hospital
Ward Sister - Lucy Blakey
EAU direct dial - 01476 464345/464634/464430
www.ulh.nhs.uk

What is an Emergency Assessment Unit (EAU)?

EAU accepts adults from the Accident and Emergency department, Ambulatory Care and also referrals from doctors in the community for further assessment and stabilisation. The ward accommodates both male and female patients with medical, surgical and orthopaedic conditions. EAU is a 28 bedded unit for admissions to hospital. The beds are for short stay use only, usually 24 to 48 hours.

EAU is the only ward within the hospital which admits and discharges patients 24 hours a day. This may cause some disturbance and for this we apologise.

If you have any queries during your visit please do not hesitate to ask a member of staff. We hope you enjoy your experience with us.



Telephone enquiries

Telephone enquires are always welcome, but staff are restricted in the details they can provide over the telephone in order to protect confidentiality. We suggest that maybe one family member should contact the ward to obtain information and relay back to family, where necessary, to save time and repetition.

Use of mobile phones is only permitted within designated areas.

Electrical equipment

Before usage any electrical equipment brought into hospital which requires a power source must be checked by the works department to ensure it meets safety standards.

EAU Ward facilities

- **Paper trolley** - visits daily.
- **Library service** - visits the ward two afternoons per week.
- **Chaplin** - visits the ward on Tuesday and Friday afternoons. If you wish to speak with a Chaplin inform a member of staff who will contact them for you.
- **Visitor toilets** - unfortunately there are no visitor toilets on EAU; these are situated by ward 6 or near the library.

Telephones and Televisions

All beds are fitted with a combination television/telephone/radio system called Hospedia. These are activated by payment cards located in the entrance to our ward. However, only certain bed spaces are accessible to this service at present. We are sorry for any inconvenience this may cause.

Patient Advice & Liaison Service (PALS)

PALS is a confidential, on-the-spot, advice and support service for patients, relatives and carers.

The PALS office is located adjacent to Ward 6
Telephone 01476 464861 or via email PALS@ulh.nhs.uk