

# Welcome to the Acute Care Unit

Grantham Hospital

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[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

Welcome to the Acute Care Unit. The Manager of the unit is Kerrie Linger; her deputies are Tricia Sheehy and Claudia Tavares, they and the staff will be pleased to discuss any problems or anxieties that you may have at this very stressful time.

The Acute Care Unit is a specialist area which cares for patients with a variety of medical and surgical conditions. We care for patients requiring High Dependency Care or Coronary Care. Once their condition has stabilised your relative/friend will be transferred to another ward within the hospital for continuing care. If the patient requires Intensive Care, they will be stabilised and transferred to another hospital for more specialised care.

During their stay, your relative/friend's condition will be continually monitored. The consultant and his team will regularly review their treatment. There may be times when you are asked to leave in order for the nurses or doctors to continue with that care. We will endeavour to communicate with your relative and yourself at all times.

## Visiting

We appreciate these are worrying times and we may ask you to wait whilst we help your relative or friend. We recognise that this can be difficult for you and we endeavour not to keep you waiting longer than necessary. In order for patients to receive adequate rest and sleep we would ask visiting to be limited to 2 people per patient at any one time and only during visiting hours unless prior arrangement has been made.

The visiting of young children (under 12 years) and babies is not suitable, but please speak to the nurse in charge if you have any problems.

If you are feeling unwell and/or have suffered with vomiting and/or diarrhoea please do not visit.

**YOU ARE ASKED TO REMEMBER TO WASH YOUR HANDS BEFORE SEEING YOUR RELATIVE/FRIEND AND AGAIN WHEN LEAVING.**

**VISITING TIMES ARE 14:00 to 21:00 HOURS (2pm to 9pm).**

The Acute Care Unit is staffed on a variety of shifts to ensure adequate cover for your relative/friend's needs.

## Facilities

There is a visitor's room with toilet facilities. We ask that you keep this room tidy, as there will be other visitors who will need to use it. Please note that there is a **no smoking** policy within the hospital and there are designated smoking areas within the grounds.

## Telephone

Nursing staff are always happy to deal with telephone enquires but please be aware that the information they can give may be restricted due to reasons of confidentiality: if you require further information please approach the nurse in charge. It would be helpful if you could designate one person to telephone us for updates on the patients condition to free nursing time for patient care.

## Property

During your relative's stay, please be aware that they will require very little property. Please do not bring in anything of value. Personal TV's and radios are **not permitted**. There is a paper trolley that visits daily and a shop in the main corridor, so a small amount of money may be required.

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## Mobile phones

Please note that mobile phones may interfere with vital medical equipment. Please ensure your phone is turned off before entering the ward.

## Yourself

It is important that you take care of yourself. Stressful situations can make you vulnerable to illness and reduce your ability to concentrate. Try to eat regularly and eat healthy food. There is a restaurant in the hospital; food can also be purchased from the hospital shop. The Red Cross tea bar is situated in Outpatients and is open on weekday mornings. Please check with a member of staff for the opening times of the restaurant. Tea and coffee is available on the ward for a small donation.

Relatives/friends wishing to see a religious representative for support or a visit, may arrange their own or we can arrange a visit by a representative; please speak to a member of staff.

In the unlikely event of a fire alarm sounding during your visit, please follow the instructions given to you by the nurse in charge. The fire alarms are tested weekly on a Friday morning.

If you have any comments or suggestions on how we can improve the service we offer please feel free to speak to a member of staff.

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 e-mail the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)