

Only limited information may be given over the telephone to your relatives and friends due to respect of patient confidentiality.

The staff on the Acute Cardiac Unit pride themselves on ensuring that you receive high quality nursing care and that you and your relatives are fully informed of all aspects of care, however, if you feel you require any further information please do not hesitate to ask.

Please contact Sister Jennifer Simpson or in her absence, Deputy Sister Melody Giles, Deputy Sister Emma Kelly or Deputy Sister Sophie Barnett should you have any comments or concerns regarding your stay with us. Thank you.

Contact details

Acute Cardiac Unit (7th Floor)

01205 445524 or 01205 445939
(Direct Lines)

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



CARING FOR YOU

NHS
United Lincolnshire
Hospitals
NHS Trust

Welcome to the Acute Cardiac Unit (ACU)

Pilgrim Hospital
01205 445524/01205 445939
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 Acute Cardiac Unit, its professionals, the facilities within Pilgrim 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.



Professor Jane Cummings, Chief Nursing Officer of NHS England introduced the six Cs of nursing. All staff on the Acute Cardiac Unit are proud to implement and represent these.

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 ward sister, nurse in charge or matron.



Discharge

We aim to discharge you as safely and promptly as possible. Please allow us time for medications to be ordered and sent to the ward and discharge documents to be completed. Where possible please make your own transport arrangements. On the day of discharge you may be asked to be transferred to our Discharge Lounge.

Facilities within Pilgrim Hospital

- W H Smith (ground floor next to lift lobby). A newspaper trolley also visits the ward daily.
- Cash Machine situated inside W H Smith.
- Restaurant (open to all) is located on ground floor at the rear of the hospital (please check serving times).
- Pilgrim Pantry located in the main entrance.
- Cold and hot drinks machine located in main lobby.
- Snack vending machines located in main entrance and A&E entrance.
- Visitors' toilets can be found in main entrance.
- Hairdresser's appointments can be made.
- Post box located at front of hospital.

Some of our patients may require further treatment in one of our Tertiary Centres, of which we use two: Lincoln County Hospital and Glenfield Hospital (Leicester), dependant on the procedure and length of stay. Accommodation for relatives is available at a fee. Please see nursing staff for details. During your stay it may be necessary to move you to another ward within the hospital.

We welcome your feedback from your stay with us.



Ward Cleanliness

Please try to bring as few possessions as possible into hospital due to small storage spaces. Please ensure all personal effects are stored in your bedside locker. Please ask your visitors to refrain from sitting on the bed or placing personal items i.e handbags or coats on the bed. Please remind your visitors to use alcohol rub on entering and leaving the ward. If your visitor has been ill within the last 48 to 72 hours please advise them not to visit until their symptoms are completely clear.

Additional Services

In addition to the resident Nurses and Doctors we are also able to call upon the services of:

- Acute Cardiac Practitioners
- Cardiac Physiologists
- Critical Care Outreach Nurses
- Diabetes Nurse Specialists
- Cardiac support groups
- Dieticians
- Heart Failure Nurse Specialists
- Infection Prevention Nurses
- Occupational Therapists
- Patient Advice and Liaison Service (PALS)
- Pharmacists
- Phlebotomists (staff who take blood)
- Phoenix Smoking Cessation Service
- Physiotherapists
- Porters
- Tissue Viability Nurse Specialists

These are to name just a few.



The Acute Cardiac Unit (ACU)

The Acute Cardiac Unit specialises in patients with heart conditions. The aim of the staff is to make your stay comfortable and conducive to recovery.

ACU have four Cardiology Consultants:

- Dr J Skopal
- Dr Taleratyne
- Dr Dhar
- Dr Ravi

ACU also have a team of doctors who are based on the ward and are available Monday to Friday 9am to 5pm. During the night and at weekends on-call doctors are obtainable.

ACU Ward Rounds

ACU ward rounds are undertaken daily by one of our consultants and their medical team. If your family wish to speak to a consultant or a doctor, they can speak to the nursing staff, who will endeavour to make an appointment. We cannot, however, guarantee their availability as they may be called away at emergencies.

ACU Daily Routine

Breakfast is served at 8:00am

Lunch - 12 noon

Tea - 5:30pm

Care is delivered 24 hours a day and your day can be varied dependant 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.



Departments

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

- Cardio Department
- X Ray Department
- Medical Physics

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/dress with red piping
Ward Sister/ Manager	Navy dress/tunic
Junior Sister/ Charge Nurse	Royal blue dress/tunic
Staff Nurse	White tunic/dress with navy blue epaulets
Healthcare Support Worker	White tunic/dress with red epaulets
Housekeepers	Pale green & white striped tunic/dress with white piping
Ward Clerk	Navy & green blouse
Physiotherapists	White tunic with navy piping & navy trousers
Occupational Therapist	White tunic with green piping and green trousers



We accommodate student nurses and medical students on our ward as part of their practical learning experiences. They will be part of your care provision under the supervision of trained staff at all times. Please feel free to discuss this with the nurse in charge if you have any concerns.

Student Nurses

Grey tunics/dresses

All members of staff carry identification cards and these should be on display at all times.

On The Ward

We encourage our patients to have some quiet time while in our care and at present we encourage rest between 1pm and 2pm.

Patient visiting times are currently: **12:30pm to 8.00pm**

Please take time to read the visitors charter situated outside the ward and in patient bays.

Relatives may be asked to leave the ward during ward round, procedures or emergencies. Visiting is restricted to two per bed and we do ask you to respect this. Children above 12 years are welcome, please discuss younger children with the nurse in charge. Please ensure mobile phones are kept on 'silent'. Due to infection prevention reasons we do not allow flowers.

The Acute Cardiac Unit is an acute care setting and therefore admits both male and female patients. We have two female bays and two male bays. There are designated male and female wash and toilet facilities on the ward.

There are no Hospedia Patient Line services on our ward due to limited space.

