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If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or patient.information@addenbrookes.nhs.uk



We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Department of Neurosciences

Patient Information

Welcome to the Neurosciences Day Unit on Ward A3

Document history

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About A3 Day Unit

A3 is part of a regional Neurosciences Unit. We specialise in caring for patients who require surgery or treatment for conditions relating to the brain and spine.

Welcome to the ward. We hope your stay will be comfortable. Please do not hesitate to ask any questions.

Opening hours:

Current opening hours are 07:00 – 20:00 Monday to Friday

Contact details:

- Ward A3, Box 2, Addenbrooke's NHS Trust, Hills Road, Cambridge CB2 0QQ Tel: 01223 216303 or 216305 (or hospital extensions 2303 or 2305 or)
- Patient Advice and Liaison Service (PALS) Tel: 01223 216 756 (or Patientline: *801); Patientline switchboard: 070 411 70123 + extension.

Directions and travel:

- Ward A3 is on Level two of the A block at Addenbrooke's, which is between the main Outpatients Centre and the main reception (entrances are on level 2). Ask at either reception for directions.
- For security, there is an intercom at the ward door.
- Parking is restricted on the site, and we encourage visitors to use public transport. Please follow the signs for visitors' parking (Car Park J) and enter the hospital by the main entrance. Here, there are drop-off only and disabled parking spaces.

Who to contact for further advice/questions

- You will have a Patientline phone by your bed, which enables you to phone in and out directly. Where possible, please encourage people to contact you on this phone (incoming calls are free to you).
- It is very helpful if you appoint just one member of your family to make enquiries to staff about your progress – they can then pass on the information to others.
- If you or your visiting relatives have any concerns, please discuss these with your nursing staff, Ward Sister or Unit Manager.
- You can also discuss them with the Patient Advice and Liaison Service (PALS) staff, who can visit you on the ward

Discharge:

- Patients are expected to arrange transport upon discharge home.
- There are strict criteria for using hospital transport
- It would be helpful if you ensure you have sufficient supplies of simple painkillers such as paracetamol and ibuprofen at home in anticipation of some mild discomfort.

Privacy and dignity

We are committed to treating all patients with privacy and dignity in a safe, clean and comfortable environment. This means, with a few exceptions, we will care for you in same sex bays in wards with separate sanitary facilities for men and women.

On your arrival

- You will be welcomed to the ward and shown to your bed and then orientated to the ward facilities.
- A member of staff will then complete an assessment of your individual care needs, check your pulse and breathing rate and any other observations that are necessary.
- Your doctor will be informed of your arrival and they will come to meet you in order to answer any further questions you may have and to complete a consent form if this has not already been completed.
- Please bring in any medication that you are currently taking.

Visiting hours:

- You may visit at any time during the day.
- Up to two visitors only are allowed at each bedside at any time. Children may visit at the discretion of the nurse in charge and must be strictly supervised by a parent or guardian.
- When you have visitors, please be considerate of other patients, who may be feeling very unwell; a lot of noise or commotion may prevent them from resting.
- Visitors are kindly requested not to sit on the patient's bed.
- Because space is limited and to reduce infection, we do not allow cut flowers on the ward. Any flowers delivered will be placed in the day room.
- To help us prevent the spread of any infections, please ask visitors to use the hand rub at the entrance to the ward on arrival and on leaving.

Staff:

Nurses' uniforms:

- Divisional Lead Nurse - Black
- Senior Clinical Nurse – Black/Red
- Senior Sister – navy blue
- Junior Charge nurse/Junior sister – royal blue epaulette/royal blue
- Senior Staff Nurse/Staff nurse – white with blue stripes
- Health care assistants – white with grey stripes
- Student nurses – grey and white
- Housekeepers will bring you your meals and drinks and ensure the cleanliness of the ward.
- Our ward clerk works Monday to Friday: 0800-1600 hours, and can help with general enquiries, make clinic appointments and book hospital transport.
- Your doctor's name will be written on the board behind your bed.

Food and drink:

- Housekeepers will provide meals and hot drinks at intervals. When you arrive, we will explain how this works and will ask you if you have any special requirements.
- Please check with nursing staff before you consume any food or drink that has been brought in for you or purchased in the hospital.
- We are unable to microwave food for patients due to health and safety regulations.

Drug rounds

- Please try not to interrupt the nursing staff while they are doing the 'drug round' or checking medicines.

Ward facilities:

- We have a day room for patients and visitors' use, which has information about health issues and organisations associated with brain and spinal care.
- At the ward entrance, there is a vending machine for Patientline cards (for bedside TV and telephone use).
- Post is delivered twice a day to the ward. Outgoing post can be placed in the out tray on the reception desk.
- Toilets on the wards are for the use of patients only. Toilets for visitors' use are situated at the ward entrance.

Infection control:

- Addenbrooke's has a number advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website:
<http://www.addenbrookes.org.uk/patientinformation/index.html#i>

If you do not have access to the Internet, please contact PALS on 01223 216756 or extension 2756.