

Neurosciences Critical Care Unit

Information booklet for relatives



Contents

Introduction	3
Admission to NCCU	3
Who’s who	4
Visiting	4
Infection control	5
Your involvement in care	5
Ward routine	5
Facilities and refreshments	6
Accommodation	6
Car parking	6
Patient valuables	6
Sick notes & insurance forms	7
Spiritual support	7
Interpreters	7
Discharge	7
Wards	7
Outreach service	8
Comments/complaints/compliments	8
PALS	8
Useful phone numbers	9

Introduction

This leaflet aims to give you simple and practical information related to your relative/friend's admission to NCCU.

We appreciate that this is a very stressful time and hope that this leaflet will answer some of the questions you may have.

NCCU is a 19 bedded intensive care unit. We specialise in neurological and trauma care, but also have the skills required to care for anybody requiring intensive care or high dependency care.

Admission to NCCU

Your relative has been admitted to NCCU because they require constant monitoring and treatment. Your relative's condition may change quickly and be life threatening, and because of this, the information you receive may differ from day to day.

All patients on arrival to NCCU will have a thorough assessment by the doctors and nurses. During this time, you will be asked to wait in the relatives' room.

A nurse will be with you as soon as your relative's condition has been stabilised.

Your relative may be surrounded by a lot of equipment and monitoring, which can appear quite daunting at first. This amount of equipment and monitoring is quite normal in an intensive care unit and your nurse will gladly explain their use if you would like to know.

The bedside nurse can answer any initial questions you have. You will have regular opportunities to speak to the doctors regarding your relatives' condition and treatment plan. Where possible we will discuss in advance any proposed treatment for your relative. However, in some urgent situations this will not be possible.

Who's who

Consultant Anaesthetists – The ICU team is led by a consultant anaesthetist who is supported by doctors who are training to work in Intensive Care.

Admitting Consultant – The admitting consultant is the specialist consultant, for example surgeon, neurologist, etc. They will work in conjunction with the ICU team to make decisions about your relative's care/treatment.

Nurses – There will always be a nurse providing continuous care for your relative. Care is usually one to one, but this will reduce as your relative's condition improves.

Physiotherapist – All patients will be assessed by a physiotherapist daily and treated as necessary with chest and limb physiotherapy.

Pharmacist – The pharmacist monitors the effect of medicines on patients and ensures the unit has a sufficient supply of medicines.

Dietician – Most patients in NCCU are unable to eat or drink and require nutritional support. The dietician assesses each patient's dietary requirements, and prescribes the appropriate nutrition care.

Ward assistants – The team of ward assistants are responsible for cleaning the ward.

Visiting

You can visit your relative any time you want in NCCU, but during ward rounds, patient assessment and treatments, you will be asked to wait in the relatives' room.

We only allow two visitors at the bedside at any one time; this is for reasons of safety and an attempt to keep noise levels down (exceptions to this can be made following discussion with the nurse in charge).

You may want to limit the number of visitors to your relative, to allow for frequent rest periods.

In our experience, too many visitors over too long a period can be very tiring for the patient, so please bear this in mind when thinking about visiting. We welcome telephone enquires, but would ask that you nominate one family member to make these calls and then feed back to the rest of the family and friends. This gives the nurse more time to care for your relative.

Please note: It is hospital policy not to give out specific patient information over the phone. Therefore the information you will be given will be minimal. It is hospital policy that all mobile phones are turned off before entering the unit.

Privacy and Dignity

Addenbrookes Hospital is committed to treating all patients with privacy and dignity in a safe, clean and comfortable environment.

Once your relative is well enough to be transferred to the ward, they will be cared for in same-sex bays in wards with separate sanitary facilities for men and women.

While your relative requires intensive therapy and high dependency care with the use of specialised equipment they may not be cared for in a same-sex bay. However, staff will always do their best to respect your relatives' privacy and dignity. This may be with the use of curtains or, where possible, nursing them next to a patient of the same sex.

If you have any concerns about your relatives privacy or dignity, Please speak to the nurse in charge or senior clinical nurse of NCCU

Infection Control

- Before entering NCCU you will be asked to leave your coat and belongings in the relatives' room (please don't leave any valuables in there).
- To protect both you and your relative from the risk of infection, we ask all visitors to wash their hands and also use the alcohol hand rub, on entering and leaving the unit.
- In some instances, you may also be asked to wear an apron and gloves when visiting.
- You will also be asked to vacate the relatives' room twice a day to allow for cleaning.

Your involvement in care

Your relative may be heavily sedated. However, you should always assume that they can hear your voice. Feel free to hold their hand and give them a kiss.

It may be possible for you to assist in certain aspects of your relative's care, such as washing hands and face, brushing hair etc. Please discuss this with the nurse looking after your relative.

We provide soap, wipes and towels, but it would be helpful if you could bring in a razor, shaving foam, toothbrush, toothpaste, lip balm and deodorant etc

Ward Routine (these are approx times only)**07.45-08.15am**

Nursing handover, you will be asked to leave the bedside during this time.

08.00–09.00am

The doctors caring for your relative meet to discuss their condition and treatment plan.

08.30–09.30am

Your relative may have a chest X-ray and will be seen by the physiotherapist during this time.

09.00–11.00am

The doctor caring for your relative will perform an assessment and order any tests and investigations that may be required. The physiotherapist may treat your relative and review them for further physiotherapy needs for the day.

11.00am onwards

Daily ward round begins.

15.00–17.00

Physiotherapist may visit your relative again.

17.00 onwards

Evening ward round begins.

19.45-20.15pm

Nursing handover, you will be asked to leave the bedside during this time.

Any time during the day or night your relative could be taken for a scan or other diagnostic procedure.

If your relative is able to eat or drink:

Breakfast is served from 08:00 onwards

Lunch is served from 12:00 onwards

Supper is served from 17:00 onwards

If you wish to bring in food or drink for your relative, please feel free to bring in fruit, squash, biscuits and other dry snacks. Unfortunately, we don't have the facilities to refrigerate large quantities of food.

Facilities & refreshments

Tea and coffee are available in the relatives' room, there is also a microwave, toaster and fridge available for you to use.

In the main concourse of the Hospital (turn left out of NCCU), you will find various food outlets, newsagents, clothes and flower shops. (But please note: fresh flowers are not allowed on NCCU due to infection risk).

There are also two ATM machines and public telephones.

The out patient area (turn right out of NCCU) also sells light refreshments and newspapers. There is also an ATM machine here.

There is a water fountain on NCCU. There are toilets along the corridor towards the main concourse and also towards the outpatients department.

Accommodation

If you live a long way from Cambridge, you may be able to spend the night in one of the limited number of rooms available to relatives of patients on NCCU. These are allocated on a day to day, short term basis only. Please speak to the receptionist on NCCU or the nurse looking after your relative if you would like to be considered for a room. As your relative's condition improves you will not be considered a 'priority' for a room.

Please note: You are not guaranteed a room or you may have to share your room with another relative. You cannot leave your belongings in the room. Due to health and safety reasons, we cannot allow you to sleep in the relative's room overnight.

Car parking

Car parking can be very expensive at Addenbrooke's and often spaces are limited. Where possible, please use the park and ride scheme or public transport. If your relative is likely to be in hospital for some time, you may be able to purchase a 14 day parking ticket, details of which can be obtained from the main reception.

Patient valuables

When your relative is admitted, the nurses will write an inventory of your relative's property. Any valuables or money will be deposited for safekeeping. You may be asked to take home other items such as clothing etc. Please don't bring any valuables or large sums of money in as the Trust cannot be held responsible for it.

Sick notes/insurance forms

You may need a certificate for your relative's employer or an insurance form to be filled out. Please speak to the nurse looking after your relative or the nurse in charge.

Spiritual support

Chaplains from various denominations are always available and can be contacted by the nursing team. Your own clergy or religious leaders are also welcome.

There is a Chapel in the main concourse that is accessible 24 hours a day.

Interpreters

If you require help with translation, please speak to the nurse looking after your relative.

Discharge

Your relative will be transferred to an appropriate ward when they are well enough, usually when they are no longer reliant upon the ventilator to support their breathing.

Discharge from NCCU to the ward is an important step forward in your relative's recovery. You may feel anxious about your relative moving to an area where there will be less medical and nursing intervention. You may find it helpful to speak to the nurse about your fears.

Your relative will only be transferred following a thorough review by the medical team; under no circumstances will your relative be transferred unless they are well enough.

Wards

The ward that your relative is transferred to will be dependant upon their medical needs. For instance, if they have Neurosurgical or Neurology needs, they will be transferred to Ward A3, A4, A5 or D6. These wards specialise in that particular area.

These wards have visiting hours and you must only visit during these times. This will allow your relative to receive the rehabilitation and rest periods that they require. If you have difficulty visiting within these times, Please speak to the nurse in charge of the ward.

Outreach service

When your relative is discharged from NCCU, they will be referred to the Critical Care Outreach Service (CCOT). This means that a nurse who has a lot of intensive care experience will follow up your relative on the ward in order to check that they are coping well without the higher level of intensive care. This follow up will usually start the day after your relative has been discharged, and continue for as long as required.

Follow-up clinic

Approximately six months after your relative's discharge we may be contacting them to invite them to attend the NCCU follow-up clinic where they will see a doctor and a nurse. This gives the patient and their relatives an opportunity to discuss their stay on NCCU, answer any questions they may have about their stay and for us to make sure their recovery is progressing appropriately.

Comments

Although the circumstances surrounding your relative's admission to NCCU are often traumatic and extremely stressful, we aim to provide both you and your relative with an excellent service, within a safe, caring environment.

If however you feel you need to make a comment about any aspect of your relative's admission with us, then please speak to the nurse in charge in the first instance. Any problems can usually be resolved very quickly.

PALS

The PALS service is located close to the main reception. They are available to provide information, advice and support to patients, families and carers.
www.pals.nhs.uk

Useful telephone numbers

NCCU	01223 216297
	01223 257097
Neuro HDU	01223 257102
Hospital switchboard	01223 245151
A3	01223 216303
A4	01223 216311
A5	01223 216312
IDA	01223 217873
Headway	01223 576550
Cruse Bereavement	0844 4779400
Cruse Young Peoples helpline	0808 8081677
Spinal Injuries Association helpline	0800 9800501



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

Help with this leaflet:



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

Polish

Jeżeli chciałbyś uzyskać te informacje w innym języku, w dużej czcionce lub w formacie audio, poproś pracownika oddziału o kontakt z biurem Informacji Pacjenta (Patient Information) pod numerem telefonu: 01223 216032 lub pod adresem patient.information@addenbrookes.nhs.uk

Portuguese

Se precisar desta informação noutra língua, em impressão de letras grandes ou formato áudio, por favor peça ao departamento que contacte a secção de Informação aos Doentes (Patient Information) pelo telefone 01223 216032 ou através do e-mail patient.information@addenbrookes.nhs.uk

Arabic

إذا كنت تود الحصول على هذه المعلومات بلغة أخرى، بالأحرف الكبيرة أو بشكل شريط صوتي، يمكنك أن تطلب من القسم الاتصال بمعلومات المريض على الرقم: 01223216032 أو عبر البريد الإلكتروني: patient.information@addenbrookes.nhs.uk

Cantonese

如您需要以另一語言版本、特大字體或錄音形式索取本資料，請要求部門聯絡病人諮詢服務：電話 01223 216032，電郵地址 patient.information@addenbrookes.nhs.uk

Turkish

Eğer bu bilgileri başka bir dilde veya büyük baskılı veya sesli olarak isterseniz, lütfen bulunduğunuz bölümdeki görevlilere söyleyin Hasta Bilgilendirme servisini arasinlar: 01223 216032 veya patient.information@addenbrookes.nhs.uk

Urdu

اگر آپ کو یہ معلومات کسی دیگر زبان میں، بڑے الفاظ میں یا آڈیو طریقہ سے درکار ہوں تو برائے مہربانی اس شعبہ سے پیشینٹ انفارمیشن سے ذیل کے ذریعہ رابطہ کرنے: 01223 216032 یا patient.information@addenbrookes.nhs.uk کی درخواست کریں:

Bengali

আপনি যদি এই তথ্য অন্য কোন ভাষায়, বড় অক্ষরে বা অডিও রেকর্ডিং পোতে চান তাহলে 'প্যাশেন্ট ইনফরমেশান' এর সঙ্গে 01223 216032 নম্বরে ফোন করে বা patient.information@addenbrookes.nhs.uk ঠিকানায় ই-মেইল করে যোগাযোগ করার জন্য ডিপার্টমেন্টটিতে অনুরোধ জানান।

Document history

Authors	Louise Roberts
Department	Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ www.cuh.org.uk
Contact number	01223 216358
Publish/Review date	February 2010/February 2012 (minor amendment made September 2010, October 2010, June 2011 and October 2011)
File name	NCCU_booklet
Version number/Ref	1/PIN2566