

Your stay on the unit (ICU & HDU)

Information for patients, relatives and carers

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Introduction

The following information has been prepared in order to help alleviate the anxieties felt by both patients and relatives during a stay on the Intensive Care (ICU) and High Dependency Units (HDU).

The ICU team are willing to discuss care, treatment or procedures with patients if appropriate and relatives with honesty, whilst maintaining confidentiality.

On each visit to unit please use the intercom system to gain entry; press the buzzer and wait for it to be answered. Once the door is opened for you please do not allow other people onto the unit, without the knowledge of the staff.

This unit admits men and women from the age of 16 years upwards and there are 11 beds in total; 7 ICU beds and 4 HDU beds. We are aware that mixed sex wards may cause anxiety but the need to admit and treat critically ill patients overrides the need for segregation. We will, however, strive to ensure privacy and dignity at all times, please talk to us if you have any concerns.

Patients in an ICU bed will receive one-to-one nursing care, whilst in HDU one nurse will look after two patients.

What to Expect

Patients are continually monitored via the equipment at the bedside. Oxygen is delivered into the lungs by a tube through the mouth or neck, nasal cannulas, or a mask which fits over the mouth and nose. The tube may be connected to a ventilator (breathing machine).

Electronic pumps at the bedside deliver sedative drugs, analgesia, antibiotics, nutrition etc.

Patients are reviewed daily, usually in the morning, by the consultant and the team, and decisions regarding ongoing treatment are made at that time.

The consultant and the team will decide when the patient has recovered enough to progress to HDU or a ward.

On discharge to a ward, the patient will be 'followed up' by our critical care outreach nurses to ensure their continued recovery.

During the stay, the patient and/or relatives may be asked to meet and chat with a doctor to make sure they are up to date with care, treatment and progress.

Delirium

Some of our patients will experience acute confusion while they are in ICU/HDU, this is known as delirium. They may not even know they are in hospital and may not respond normally to explanations and reassurance. The patient may be convinced about the reality of the confused world they are in and this can be a very worrying time for relatives.

Some of the causes are ICU treatments, infection, sleep deprivation, liver and kidney failure. We can treat delirium with drugs and by repeatedly telling the patient where they are and what is really happening; relatives can help by talking to them and reassuring them too.

Delirium is usually temporary but may take several weeks to clear completely and for the patient to work out what was real and what was imaginary.

Diaries

Your relative should have a patient diary that is kept by the bedside. There is space for daily entries by nursing staff and for relatives and friends to write in if they wish. Please ask a member of staff if you cannot see the diary. The diary will be returned to your relative after they have recovered and gone home. Diaries can help people to piece together what has happened to them, especially if they remember nothing or very little about their time in ICU.

Visiting

The ward round takes place in the morning when confidential personal and medical details are discussed and this is why visiting times are restricted to the afternoons; to ensure this information is not overheard and that confidentiality is maintained.

Daily visiting times are 2pm until 5pm and 6pm until 7:30pm

There is a break at tea time to allow those patients who are eating to do so without interruption or distraction. Please understand that we only allow two relatives at the bedside a time to avoid over tiring the patient and ensuring the nurse has access to the bed area at all times. There are special circumstances when visiting can be arranged outside of these times, please speak to the nurse looking after your loved one if you have any queries or special requirements.

Children are allowed to visit but please speak to a nurse about this and they must be closely supervised at all times.

Please do not visit if you are suffering from a heavy cold or have suffered from diarrhoea and/or vomiting in the last 48 hours.

Parking

Public parking is by pay and display. Please ask a member of staff about concessions. More information is available on the trust website: <https://www.wvl.nhs.uk/royal-albert-edward-infirmary>

Refreshments

Level 2 entrance:

The hospital dining room, please check their opening times.

Shop selling snacks and hot drinks (temporarily closed).

Hospital Chapel

This is located on Level 2 and is open 24 hours. The Chaplaincy Team Leader is the Reverend Anne Edwards. She can be contacted by telephone **01942 822324**.

Overnight Stay

There are no overnight facilities at the hospital, but there are special circumstances when relatives may need to stay and the nurse will speak to you about this at the time.

Property

We ask that only essentials, such as spectacles, hearing aids or dentures are left, as we will provide toiletries and towels.

We do not allow flowers or plants onto the Unit.

Contact

The direct telephone numbers to the unit are: **01942 822591 or 01942 822380**

Relatives can ring us any time but it would help if only one person telephones the hospital then passes the news onto others because each phone call takes the nurse away from the bedside. Also, please be aware that we are unable to give detailed information over the phone. It is usually possible for the patient's nurse, nurse in charge and/or doctor to give you up to date information on a daily basis in person.

Please use this space to write notes or reminders.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



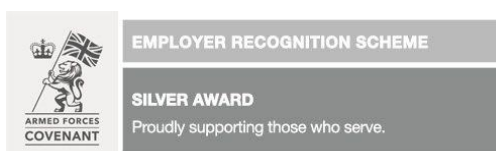
How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: <https://www.wwl.nhs.uk>

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk

