

Critical care unit

Information for relatives and visitors

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Welcome

Welcome to our Critical Care Unit, this booklet is designed to give you some key information about our unit, but we are always happy to answer any questions you may have.

The Critical Care Unit includes the Intensive Care Unit (ICU), High Dependency Unit (HDU) and Post Operative Critical Care Unit (POCCU).

In our unit we are able to provide closer patient monitoring than in the wards, as we have a higher nurse to patient ratio. We also use some specialised equipment for patient monitoring. There are many sounds and alarms on the unit, which are to alert us to changes in patient conditions. The alarms also sound when patients are moving around and when connections become loose, so please try not to worry, if we have concerns we will let you know.

Due to the technology we use, we are also able to see monitors from the main nurses station and from other bed spaces, so we are always observing your loved one.

Where to find information?

Our Matron is available Monday - Friday, 9am - 5pm or you can phone 01704 704 218 & details will be given to you.

If you wish to contact the Ward Manager , please phone 01704 704218 & details will be given to you.

We have our own website as well, www.lihnnhs.info/icu/knowledge

Or search "ICU knowledge Southport".

The website has a lot of information and some great resources,. You can also take a virtual tour of our facilities.

ICU steps is another website, that is full of useful information and resources, <http://icusteps.org>

Visiting critical care

We have an intercom system to gain access to the Critical Care Unit. Please press the button for ITU (includes POCCU) or HDU and staff will let you in. Please sanitise your hands on entering and leaving.

Visiting times

Visiting times are:

2pm – 4pm

6pm – 8pm

Doctor's rounds, patient care and procedures can take time in critical care, so nurses will discuss any planned procedures with you, but please be aware that plans may change at short notice, your loved one's care is our priority.

We apologise if you are kept waiting when you do come to visit, please be patient with us and we will let you in as soon as possible. We may ask you leave the unit for a short time, for example when another patient has an x-ray. This is for your safety, and for the privacy and dignity of our patients.

We kindly ask for no more than two visitors at a bedside at any one time.

Children (0 -16 years) can only visit critical care, when authorised by the matron.

There is a strict policy regarding mobile phones and cameras.

Mobile phones are to be switched off, or put on airplane mode and no photographs must be taken on the critical care unit. If you need to make a phone call, please go to the main hospital corridor.

Visiting critical care

There is a disabled toilet outside the critical care unit on the corridor. Visitors and relatives can use these facilities.

Please do not bring hot drinks onto the critical care unit.

There is a strict no smoking policy in the hospital and the hospital grounds. This includes vaping.

There is a relatives' room available for you to use if you are asked to wait and see your loved one.

We do not give extensive information over the phone and updates are provided to next of kin when you come to visit your loved one.

However, if there is a significant change to your loved one's condition, staff will inform you.

Whilst we endeavour to answer all phone calls, sometimes we cannot get to the phone when we are busy with our patients, please be patient with us and try calling back.

Telephone numbers:

The direct line number to intensive care & POCCU is 01704 704 218

The direct line number for high dependency is 01704 704 503

The main hospital switch board is 01704 547 471

Privacy & dignity

Maintaining privacy & dignity for our patients is of the utmost importance to us. We are not always able to provide single sex accommodation; however, we do our best to provide privacy and dignity in each bed space.

If you have any concerns, please discuss these with the nurse in charge and we will do our best to accommodate you.

Items to bring to hospital

We have limited space, so we request only essentials are brought in such as:

- Toiletry bag.
- Footwear (trainers with laces are good as they give good stability when patients are walking and have good grip to prevent slips. We can also loosen laces if patients' feet are swollen).
- Small amount of money for newspapers etc.
- Teeth/hearing aids.
- A few photos that we can put around the bed space.

Items not to bring to hospital

- Flowers are not allowed as they can carry bacteria and are also a hazard to the electrical equipment we use.
- Large amounts of cash or jewellery. If these must be brought in please make the nursing staff aware, we can arrange for them to be held in the hospital safe. The Trust will not be held accountable for any lost valuables unless they have been held in the hospital safe, and the patient is able to produce a receipt from when the items were logged.
- Towels. We are unable to dry them, so prefer you to use our own.

Mealtimes

Meals are freshly prepared within the hospital and cater for our patients' dietary requirements and religion.

We understand that sometimes patients fancy something that is not on our menu and are happy for you to bring food in. However, we are unable to heat any food for patients. We suggest bringing in low risk food, such as fruit and prepacked chilled items that can be purchased just before visiting. If foods are not immediately eaten, we can store them in the fridge. Please inform the nursing staff so they can be labelled with the patient's name, date & time.

Religion

Whatever the patients' religious denomination, we can arrange for them to be visited. Please discuss this with the nursing staff at any time, so they can make the arrangements.

ICU steps Southport

ICU steps Southport is a support group, for patients that have been critically ill and had an admission to critical care. The support group also invites family members/friends to come with the now discharged patient.

Being critically ill can be a difficult experience both physically and mentally, and it can help to talk to others that have been through a similar situation.

The group is run by volunteers from critical care and previous critical care patients. ITU & HDU patients are sent a letter with the details, or you can phone 01704 705 059 and leave your name and number. Someone will get back to you. Alternatively, google "ICUsteps Southport" for an email link.



Critical care follow up

Patients are followed up by the Critical Care Outreach Team when they are discharged to the ward. Patients who have spent three days or more as a critical care patient will also be invited to a follow up appointment, two months after they have been discharged home.

Car parking

No tickets are issued when you use the car park. Instead closed circuit TV will register your vehicle number plate as it enters the car park.

When it is time to leave, find a parking pay station, which are located at the main entrance and in the car parks. Enter your vehicle registration number, and the fee is calculated. The machine takes cash and cards.

Scale of charges for one day visit

0 - 20mins	Free
20 mins - 1 hour	£3.00
1 - 2 hours	£3.50
2 - 3 hours	£4.00
3 - 4 hours	£4.50
4 - 6 hours	£5.50
More than 6 hours	£6.50

Frequent visitors can buy a weekly pass for £20.00, which entitles them to unlimited visits and is renewable as needed. It is available from pay stations.

Blue badge parking is available near the main entrance and your badge must be displayed.

Overnight stays

Unfortunately, we have limited space and facilities for overnight stays near the unit for relatives of unstable or terminally ill patients. Please understand, whilst we will do our best to accommodate you, it may not be possible to have the room for more than a night or two.

There are a number of bed & breakfasts in the area and if you need to find accommodation, please talk to the nursing staff who will do their best to assist you.

Refreshments

There is a coffee shop located on the ground floor called Apple Jacks Coffee. Opening hours are Monday – Friday, 8am - 5:30pm

Hospital shop & pharmacy

There is a shop located next to the main entrance and opposite Rowlands pharmacy, which is open Monday - Friday, 9am - 6pm and Saturday 9am - 12pm.

Call for Concern

Call For Concern©

Are you concerned about your own or a patient's clinical condition?
Call for Concern is a patient safety initiative.

Ask staff for a leaflet or contact the critical care outreach team on 07584 367 564

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