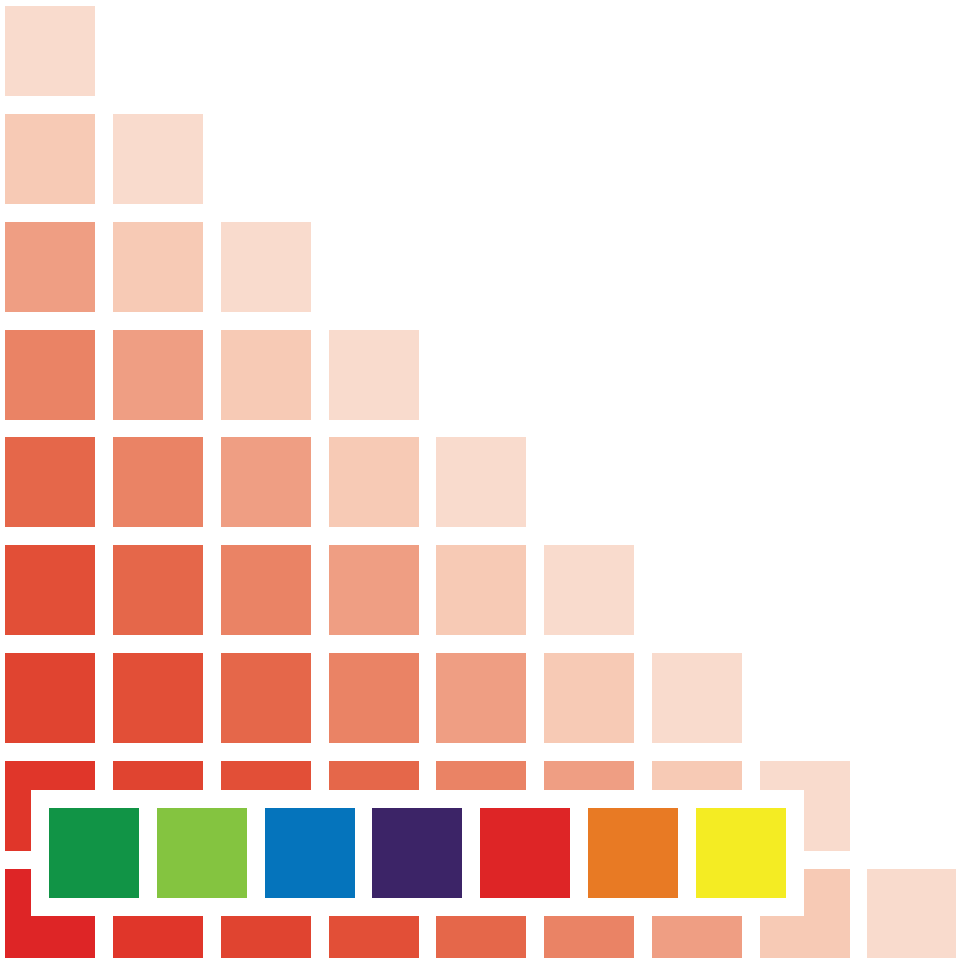


Royal Brompton Hospital

High dependency unit (HDU)



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If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call PALS on 020 7349 7715 or email pals@rbht.nhs.uk. This is a confidential service.

This leaflet gives general information about the high dependency unit (HDU) at Royal Brompton Hospital. It does not replace the need for personal advice from a qualified healthcare professional. Please ask if you have any questions.

Introduction

The HDU provides specialist care for adults with different medical and surgical conditions.

Patients are admitted to the unit for emergency care as a result of serious illness, or as they recover after surgery or a medical procedure.

After the surgery or medical procedure, patients go to either the adult intensive care unit (AICU) or the recovery room, then to the HDU before they return to the ward.

Our medical team

Our team of doctors is led by a consultant and includes specialist registrars and senior house officers.

A senior nurse is in charge of the HDU during each shift. Nurses will usually care for two patients each, but some patients may need to be cared for by one nurse only. Nurses will be allocated to the patients at the start of each shift.

During the shift your nurse will look after you and work with other members of the multi-disciplinary team (different health professionals looking after different areas of your care). Your nurse will give you information and will answer any questions that you may have.

The surgeon or cardiologist who admitted you to the hospital will work in partnership with the HDU medical team to manage your treatment and care.

What can I bring to the HDU?

Pack those items that you would take with you when you go away for a few days. Items may include:

- Toiletries, including a toothbrush and toothpaste (please bring liquid soap only as this is more hygienic than bars of soap).
- Razors and shaving items.
- Sleepwear and a dressing gown.
- Slippers that fit comfortably and have a good grip.

We have some toiletry packs for patients admitted as an emergency.

What not to bring

It is important that you do not bring fresh flowers and plants to the ward. This is to help protect the specialist electrical equipment on the ward and to reduce the risk of infection.

You do not need to bring towels as we provide fresh towels every day.

We have a locked cupboard to keep some smaller items safe, but we ask that you do not bring valuables and large sums of money to the ward.

Catering

Nutrition is a very important part of your recovery process. If you are able to eat and drink, please let your nurse know what you like and dislike. We will try to include your requests during mealtimes.

Your nurse will assist you if you need help with eating or drinking.

Information for friends and family visiting the unit

Visiting times are 11am-1pm and 3.30pm-7.30pm. You can enter the unit by pressing the large silver button on the wall just outside the entrance doors.

We allow a maximum of two visitors at each bed at a time. This allows enough space in the bay areas so we can provide care to patients safely.

Children can visit the HDU, but please discuss this with the nurse in charge before your visit. You should check if it is appropriate, and consider the safety and wellbeing of both the patient and the child.

If it is not possible for you to come during visiting times, please discuss this with the nurse caring for your relative or friend, or the nurse in charge. We will try to make other arrangements for you. Outside visiting times, please press the intercom button and ask the ward staff to let you in. If all our staff are caring for patients, you may have to wait a few minutes before someone can open the door for you.

When you come to the HDU, please:

- Switch your mobile phone to silent before entering the unit. If you need to use your phone, please leave the bay area to do so. We may ask you to switch off your phone if we feel it may affect the medical equipment.
- Clean your hands using the alcohol gel attached to the walls in the main corridor of the unit.
- Go to the reception area along the corridor on your left where someone will meet you and take you to your relative or friend.
- Wait until we tell you it is safe to enter the bay or side room before doing so.
- Do not sit on beds – we have chairs available for visitors. Please ask for them at the HDU reception.

Refreshments

The restaurant is on level 1 (the basement) for a selection of hot and cold meals, snacks and drinks. Open daily from 8am-10am, 12pm-2pm and 6pm-8pm.

The coffee shop is on level 2 (opposite the main reception on the ground floor) for hot and cold drinks, pastries and sandwiches. Jacket potatoes and toasted sandwiches are available over lunchtime. Open Monday-Friday from 8am-4.30pm, weekends and bank holidays from 10.30am-2.30pm.

WH Smith is on level 2 (between the coffee shop and main reception on the ground floor) and sells newspapers and magazines, drinks, snacks, toiletries and greeting cards. Open Monday-Friday from 8am-6pm, weekends and bank holidays from 8am-4pm.

Vending machines are available across the hospital for drinks and snacks.

Contacting the HDU

To help us spend as much time as needed caring for patients, we ask that only one family member or friend contacts us to get updates about your condition. The information can then be shared with other family members and friends.

You need to give us permission before we can discuss:

- General updates about your wellbeing with a member of your family or friend over the phone.
- Detailed information about your wellbeing with a member of your family or friend when they visit the HDU.

At certain times of the day we may all be caring for patients and the phone may ring several times before it gets answered. Please know that we will answer the phone as soon as we can. We apologise in advance for any delay in answering your call.

HDU telephone number: 020 7351 8595

Leaving the HDU – moving on to further care

When you are ready for the next stage of your care and you no longer need the specialised skills, equipment and therapies offered on the unit, you will be discharged from the HDU.

Most patients are transferred to a ward or unit at Royal Brompton Hospital, but this will depend on the nature of your illness or condition. We will let your family member or friend know where you are moving to or someone at the HDU reception can direct them to you.

Comments and suggestions

If you, your family or friends have any comments or suggestions about the HDU or the service you have received, please let us know.

You can also contact the HDU sisters, Mary Madigan and Denise Breen on 020 7351 8595.

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إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosürteki bilginin Türkçe tercümesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

February 2012