Acute General Medicine, Geratology and Stroke

Welcome to the Acute Stroke Unit (Ward 6B)

Information for patients and visitors
Welcome to Ward 6B

Welcome to the Acute Stroke Unit (Ward 6B). This leaflet is for both patients and their visitors during their stay with us. If you have any questions which are not answered here, or concerns at any time, please speak to the nurses or doctors looking after you.

**Acute Stroke Unit (Ward 6B)**
Level 6, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

Nurses’ station: **01865 221 180**
Patients’ telephone: **01865 222 834**

**Visiting times**

**Our visiting times are 11.00am - 8.00pm.**
We welcome visitors to the ward and suggest a maximum of two visitors for each patient at any one time. If our visiting times are difficult for your family, please talk to one of the nurses on the ward.

If a patient is critical, relatives are allowed to stay for the first 24 hours after admission. There is a Day Room, so relatives can take turns in being at the bedside, especially at night (only two visitors at a time may be at the patient’s bedside). There are some chairs for visitors in the Day Room.

Unfortunately, we are not able to allow flowers on the ward.
Telephone enquiries

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We are happy to help but we do ask that these calls are kept to a minimum. Mornings are particularly busy on the ward and unless the matter is urgent it would be very helpful if telephone enquiries are not made until after 11.00am.

We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward.

We would like to emphasise that we cannot discuss specific details about patients over the telephone for reasons of patient confidentiality. Thank you for your understanding.

Talking to the nurses

We understand that visitors will sometimes need to speak to the nurses.

It would be very helpful if visitors could avoid disturbing the nurses when they are doing their drug rounds.

Talking to the doctors

If your family would like to speak to the doctors, they can come to the ward on Monday to Friday 2.00pm - 4.30pm: unfortunately doctors are unable to discuss medical issues over the phone.

You can also make an appointment to speak to a consultant on a weekday.
Meals

Approximate mealtimes are:
Breakfast 7.30am
Lunch 12.00pm
Supper 5.30pm

Food and drinks

Swallowing is an important safety issue for all patients who experience stroke, so please always check with a nurse what is safe for a patient to take. Patients will be ‘nil by mouth’ upon admission to the Acute Stroke Unit until they have had a swallow check done by a stroke nurse and it is deemed safe to let them eat. If they fail the swallow check, they will continue to be nil by mouth until a Speech and Language Therapist does a full swallow assessment.

Patients’ food and drink requirements are displayed on the wall behind them, and should be followed at all times.

If you have any concern about the meal served, please mention it immediately to a member of staff.

Snack boxes are available and can be ordered 24 hours a day. Please ask the ward housekeeper or one of the nursing staff.

Smoking

Smoking is not permitted anywhere on the hospital site. E-cigarettes are not permitted on the ward.

If you would like to stop smoking, please speak to a nurse, who can refer you to someone who can help.
Personal property and valuables

Please do not bring jewellery or valuables with you – ask a family member to take them home. If necessary, items can be placed in the hospital safe.

Oxford University Hospitals NHS Foundation Trust cannot be held responsible for the loss of personal property or valuables.

Please can family members bring in patients’ everyday clothing – getting dressed promotes recovery by restoring self-image and dignity, and helps our assessments. Clothes need to be loose; supportive shoes e.g. slippers with backs or trainers can be brought in as well.

Laundry facilities

Unfortunately we are not able to wash patients’ clothes on the ward.

Hairdresser

Please ask a member of staff for further details of this service.

Infection control

To help prevent the spread of infection we ask all patients and visitors entering or leaving the ward to use the alcohol gel dispensers located at the entrances and exits. If visiting a relative in isolation, you must wear the gloves and aprons provided and wash your hands on leaving the room.
Privacy, dignity and respect

Even at difficult times we expect our staff to do their best for you. We expect them to treat you with dignity and respect and to take steps to preserve your privacy. In the same way, we do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

Stroke re-ablement

In certain circumstances, it is appropriate for relatives to be involved in the physical care or therapy of a patient; please discuss this with the therapist, as every patient’s needs are unique.

We encourage you to speak to the stroke team – please speak to the nurse looking after the patient.

Stroke pathway – information for patients

When you pass the acute phase of your stroke, we will refer you to the community stroke rehabilitation services at Witney and Abingdon Community Hospitals.

When a bed becomes available, we will let you and your relatives know; you may be transferred the same day.

If we decide that it is safe for you to go home, rather than to one of the stroke rehabilitation beds in Witney / Abingdon, we will make every effort to ensure that your discharge goes smoothly. You may be eligible for our early supported discharge (ESD) service if you meet the criteria; this will be decided by the ESD team.

If, after we assess you, we have confirmed that you have not had a stroke, and if you need to stay in hospital, we will transfer you to one of the medical wards, usually on Level 7 of the John Radcliffe Hospital.
Travelling home

Some stroke patients are transferred to a community hospitals for further stroke re-ablement; transport is provided in these cases.

Unfortunately we are unable to offer patients transport home unless they meet strict medical criteria. Please arrange for a relative or friend to collect the patient.

Visitors to, or carers of, long stay patients (four days or more) may purchase a Weekly Parking Permit (one per family). Forms are available from ward staff.

Your views

Your views are important and help us to provide the best care for our patients. If you are unhappy about any aspect of your care or treatment, please talk to the member of staff caring for you. They may be able to solve the problem straight away.

Alternatively you may contact:
Patient Advice and Liaison Service (PALS)
Tel: 01865 221 473
    Monday to Friday 9.00am - 5.00pm
Email: feedback@ouh.nhs.uk

You may be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

For more information please see the booklet ‘John Radcliffe Hospital – Information for patients’ or visit www.ouh.nhs.uk