



Oxford University Hospitals
NHS Foundation Trust

Acute General Medicine, Geratology and Stroke

Welcome to the Hyper Acute Stroke Unit (Ward 7E)

Information for patients and visitors

Welcome to Ward 7E

Welcome to the Hyper Acute Stroke Unit (Ward 7E). This leaflet is for you (the patient) and your visitors. If you have any questions which are not answered here, or concerns at any time, please speak to a member of staff who will be happy to find someone to help you.

The unit is on Level 7, John Radcliffe Hospital, Headley Way, Headington, Oxford. OX3 9DU

Nurses' station: **01865 221 180**

Patients' telephone: **01865 222 189**

Visiting Times

Our visiting times: 8.00am - 8.00pm.

We welcome visitors to the ward, but we do restrict it to two visitors at a time. We request that your family and friends do not visit if they are unwell.

Please be aware that visiting guidelines may change at short notice, due to infection, prevention and control advice.

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 please do not make non-urgent calls until after **11.00am**, as the ward is particularly busy in the mornings.

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 you over the telephone for reasons of patient confidentiality. Thank you for your understanding.

Talking to the Team

You have a named nurse each day who can answer questions. Please avoid disturbing the nurses when they are doing their drug rounds.

Doctors are usually on the ward between 9.00am - 5.00pm. You or your relatives can make an appointment to see a consultant if you wish.

Therapists are usually available on the ward between 8.00am - 4.00pm, seven days a week.

Meals

Our approximate mealtimes are:

Breakfast 7.30am - 8.30am

Lunch 12.00pm - 1.00pm

Supper 5.30pm - 6.30pm

If you have missed a meal or are hungry, please let the nurses know. Staff are able to order light meals and snack options 24 hours a day.

If you have any concerns about your meals, please speak with a member of staff immediately, who will be able to help.

Food and Drink

Swallowing is an important safety issue for all patients who experience a stroke, so please always check with a nurse what is safe for you to eat and drink.

You will be 'nil by mouth' on admission to the Hyper Acute Stroke Unit until a stroke nurse has assessed it is safe for you to eat and drink. If the nurse has concerns about your swallow, they will refer you to a Speech and Language Therapist who will carry out a full swallow assessment. You will continue to be 'nil by mouth' until they have agreed that it is safe for you to eat.

For your safety, your food and drink requirements are displayed on the wall behind you, and should be followed at all times.

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, we can place items in the hospital safe on request.

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

Please bring in clothes (ideally with name labels attached) and ask your family to check your locker for any laundry to take home as unfortunately we are not able to wash your clothes on the ward.

If your clothing is soiled we will place it in a plastic bag to be taken home.

Infection, Prevention and Control

Everyone can help to keep our patients safe. 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 or wash their hands.

If you are being looked after in isolation, your visitors must wear the gloves and aprons provided, and wash their hands on leaving your room.

Health and Welfare Lasting Power of Attorney (LPA)

If a member of your family holds a lasting power of attorney for you (this used to be called enduring power of attorney before October 2007), please let us know and we will ask your relative to bring in a copy for our records as soon as possible.

If you think someone else may hold this, please let us know as soon as possible, so we can advise.

Privacy, Dignity and Respect

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.

We do not allow patients or visitors to take photographs or videos in clinical areas (where patients are being looked after) at any time.

Oxford University Hospitals NHS Foundation Trust operates a zero-tolerance policy.

Stroke Rehabilitation

We encourage relatives to take part in therapy sessions and have an active role where possible. If your relative would like to know how best to care for you and help with your rehabilitation, please ask your nurse or therapist.

Please can family or friends bring in your everyday clothing for you to wear (clothes should be loose, and footwear supportive with backs) and personal items, such as a flannel, hairbrush, shaving equipment and toiletries.

Getting dressed promotes recovery by restoring self-image and dignity, it also helps us assess you during your recovery.

Stroke Pathway

If you have made a good recovery, you may be safe to return home from the Hyper Acute Stroke Unit. We will make every effort to make sure your discharge goes smoothly. If you are eligible for, and would like a home visit from the Early Supported Discharge Service, we can refer you.

If you require further rehabilitation in an inpatient setting, we will refer you to the Oxford Stroke Rehabilitation Unit at Abingdon Community Hospital.

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

You should receive a 'stroke passport'. This contains useful leaflets and contact numbers before you leave the hospital. Please speak to your nurse if you have not received it.

When you have been discharged, we will share your basic contact details with the Stroke Association so that they can contact you to offer ongoing support. (If you do not want this to happen, please let your nurse know).

All of our discharged patients will be offered a comprehensive review by the Stroke Association approx 6 months after their discharge date. This will see if there are any needs that you or your carer has at that stage and provide help as needed.

If you wish to make contact with the Stroke Association directly, you can telephone: **01865 771624** or email **oxfordshire.stroke@nhs.net**

Transport

Some stroke patients are transferred to a community hospital for further therapy. If we transfer you to another hospital we will arrange transport for you.

If you are going home, please arrange for a relative or friend to collect you, as we are unable to arrange hospital transport unless you meet strict medical criteria. Your nurse will be able to advise if you may be eligible.

Parking

There are four main ANPR (Automatic number plate recognition) controlled public car parks with barriers.

Please enter your number plate and pay at a payment machine in the car park when you leave. Payment by card or by phone is preferred. If you do not have a card, you may also pay online up to 24 hours after leaving. (see payment machine for details). If you need to pay with cash, please go to the car parking office on level 2 corridor before you leave.

You may park free for 30 minutes and there are drop off/pick up points on the hospital site. Car parks are run by the trust and all money raised is invested in patient and visitor services.

Parking charges can be found on the trust website:

<https://www.ouh.nhs.uk/hospitals/jr/documents/jr-a4-travel-sheet.pdf>

Patients who attend regularly for treatment over a prolonged period of time, visitors to long stay patients, relatives of patients in critical care and family carers, may be entitled to discounted or free parking. Please see the posters on site or speak to the ward staff for more information.

In Case of Fire

If a fire alarm sounds, staff will let you know what to do.

There are two types of fire alarms.

An intermittent alarm indicates there may be a fire in a nearby area of the building; in this circumstance, staff may need to prepare to take patients evacuated from another clinical area. Visitors may be asked to leave the ward to create space.

A continuous fire alarm indicates there may a fire in this area of the building. If a **continuous** fire alarm sounds, **visitors** will be instructed to **evacuate** to the designated **Fire Assembly Point which is outside the main building in the Women's Centre Car Park.**

Patients must remain in their bed spaces, and the clinical team will assist you to evacuate to another clinical area where your care can safely be continued.

Feedback

If you would like to tell us anything about your experience, staff, students and facilities, please speak to the nurse in charge. Alternatively, you can contact the patient advice and liaison service (PALS).

Telephone: 01865 221 473 or 01295 229 259
Email: PALS@ouh.nhs.uk or feedback@ouh.nhs.uk
For more information, please visit: www.ouh.nhs.uk

Further information

For a translation of this document, or a version in another format such as easy read, large print, braille or audio, please telephone: 01865 740 892 or email: patientexperience@ouh.nhs.uk.

If you would like help preparing for your visit, arranging an interpreter, or accessing the hospital, please visit Patient guide - Oxford University Hospitals (ouh.nhs.uk)



What did you think of your care?

<https://www.ouh.nhs.uk/patient-guide/feedback/friends-and-family-test.aspx>



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OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

Hyper Acute Stroke Unit (Ward 7E)
June 2023
Review: June 2026
Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information

