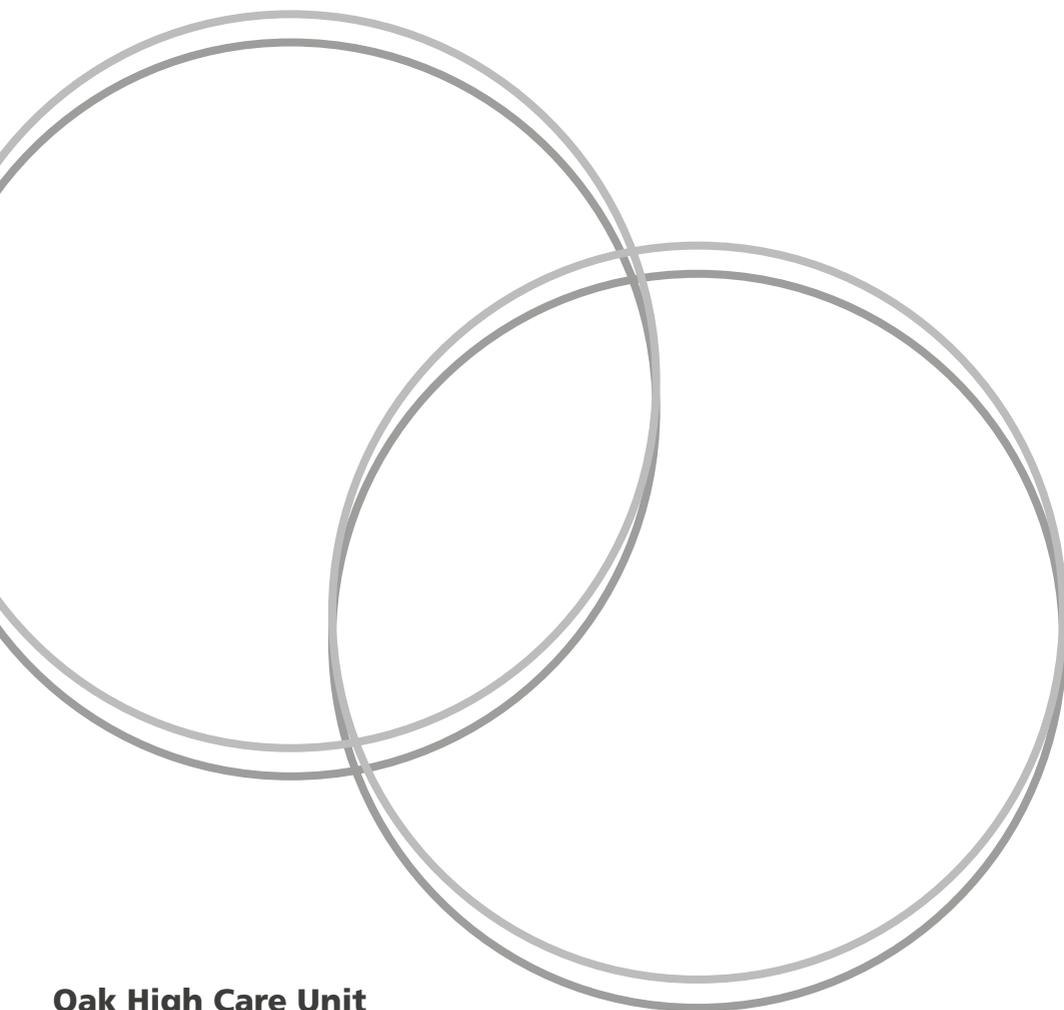




Oxford University Hospitals
NHS Foundation Trust

Welcome to Oak High Care Unit (Oak HCU)

Information for patients and visitors



Oak High Care Unit

Oak High Care Unit (Oak HCU)

Oak High Care Unit is a 16-bedded Unit consisting of 4 High Care beds and 12 General Medical beds. We provide specialist care for patients who are medically unwell and expect to spend a short time in hospital. We aim, where appropriate, to help our patients become as independent as possible as they recover.

Once patients no longer need hospital care, being at home or in a community setting is the best place to continue recovery.

Oak High Care Unit (Oak HCU)

Horton General Hospital

Oxford Road

Banbury

OX16 9AL

Telephone: **01295 229 192** or **01295 229 193**

Oak High Care Unit (Oak HCU) website:

www.ouh.nhs.uk/services/departments/intensive-care/horton-ccu

Ward Managers

Liz Scorer and Sophie Fox

Telephone: **01295 229 828** or **01295 229 813**

Email: **OakHCUBand7@ouh.nhs.uk**

Matrons

Lynda Huard

Telephone: **01295 229 587**

Email: **Lynda.Huard@ouh.nhs.uk**

Michelle Brock

Telephone: **01295 224 153**

Email: **Michelle.Brock@ouh.nhs.uk**

There is a consultant-led ward round each weekday; the team is made up of a consultant and a team of resident doctors. Also, there is a daily multidisciplinary team (MDT) meeting from **10.00am to 10.30am** where each patient's plan is discussed. We ask that you do not enter the unit within these times to maintain patient confidentiality; however, you can wait in the waiting room.

Resident doctors are on the ward **9.00am to 5.00pm** daily.

Nursing staff have a shift change and handover between **7.30am to 8.00am** and **7.30pm to 8.00pm**. You may be asked to leave the main unit during these times to maintain patient confidentiality.

Physiotherapists, occupational therapists, speech and language therapists, social workers and a dietitian may also provide treatment and advice.

If your relatives have any concerns, please ask them to speak to the nurse caring for you.

Telephone enquiries

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. 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. Please could they also phone **after 10.30am** for the most up to date information.

We are not able to give out detailed medical information over the telephone, but we can report on how you are progressing in a general way, and we can take a short message for you.

Mealtimes

Approximate mealtimes are:

Breakfast: 7.30am to 8.30am

Lunch: 12.00pm to 1.00pm

Supper: 5.00pm to 6.00pm

We operate protected mealtimes so that you are not disturbed by the healthcare professionals while you are eating. We encourage friends and relatives to assist with mealtimes and feeding.

We can cater for people with special dietary needs. Drinks are served during the day, and biscuits, cakes and fruit are also offered.

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

We have a refrigerator available to store patients' food and drink but are unable to reheat food safely.

Privacy, dignity and respect

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

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.

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

Visiting

We have open visiting, and our staff are committed to the OUH Visitor's Charter. We encourage visiting but please remember that you will get tired quickly, so we allow only two visitors at the bedside at any one time. Chairs are available for visitors.

Children over five may visit (with supervision), and under fives may visit if you arrange this with us first. Occasionally we may ask visitors to wait outside while we care for you.

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

Personal property and valuables

Please do not bring jewellery or valuables into hospital - a family member should take them home. If necessary, we can put 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 relative to check your locker for any laundry to take home. If clothing is soiled, we will place it in a plastic bag to be taken home.

It is best to wear your own clothes or nightclothes where possible; please bring your own toiletries in. We do have limited storage space so please only bring in essential items.

We do not allow fresh flowers on the Unit.

Parking

Please use the car parking areas for visitors. 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.

Car travel and parking charges can be found on the Trust website: www.ouh.nhs.uk/hospitals/horton/find-us/car

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.

Memory problems, acute delirium, dementia

If you have memory problems, acute delirium or dementia, please complete a 'Knowing Me' document with your relative. These can be collected from the nursing station. Placing these at your bedside is a helpful way for us to get to know you better and adapt our care and conversation accordingly.

If you are a relative of someone on the unit, sometimes bringing in photographs or familiar items from home can be comforting and reassuring in an unfamiliar environment. Leaving messages or photos can also be helpful and offer reassurance. Please speak to the nurses if this is something you would like to do.

We understand being in hospital is worrying and often a time that brings about change and uncertainty. Please make contact with these local agencies who can help and support you at this time.

Carers Oxfordshire

Telephone: **01235 424 715**

Website: www.carersoxfordshire.org.uk

Oxfordshire Dementia Advisors

Telephone: **01865 410 210**

Website: www.dementiaoxfordshire.org.uk

Age UK Oxfordshire

Telephone: **0345 450 1276**

Website: www.ageuk.org.uk/oxfordshire

Feedback

If you would like to tell us anything about your experience, our staff, students or 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**](mailto:PALS@ouh.nhs.uk) or [**feedback@ouh.nhs.uk**](mailto:feedback@ouh.nhs.uk)

If you feel a member of staff deserves special praise, you can nominate them for a DAISY award or Patient's Choice Award.

Email: [**DAISY.Awards@ouh.nhs.uk**](mailto:DAISY.Awards@ouh.nhs.uk)

www.ouh.nhs.uk/patientschoice

For more information, please visit: www.ouh.nhs.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
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