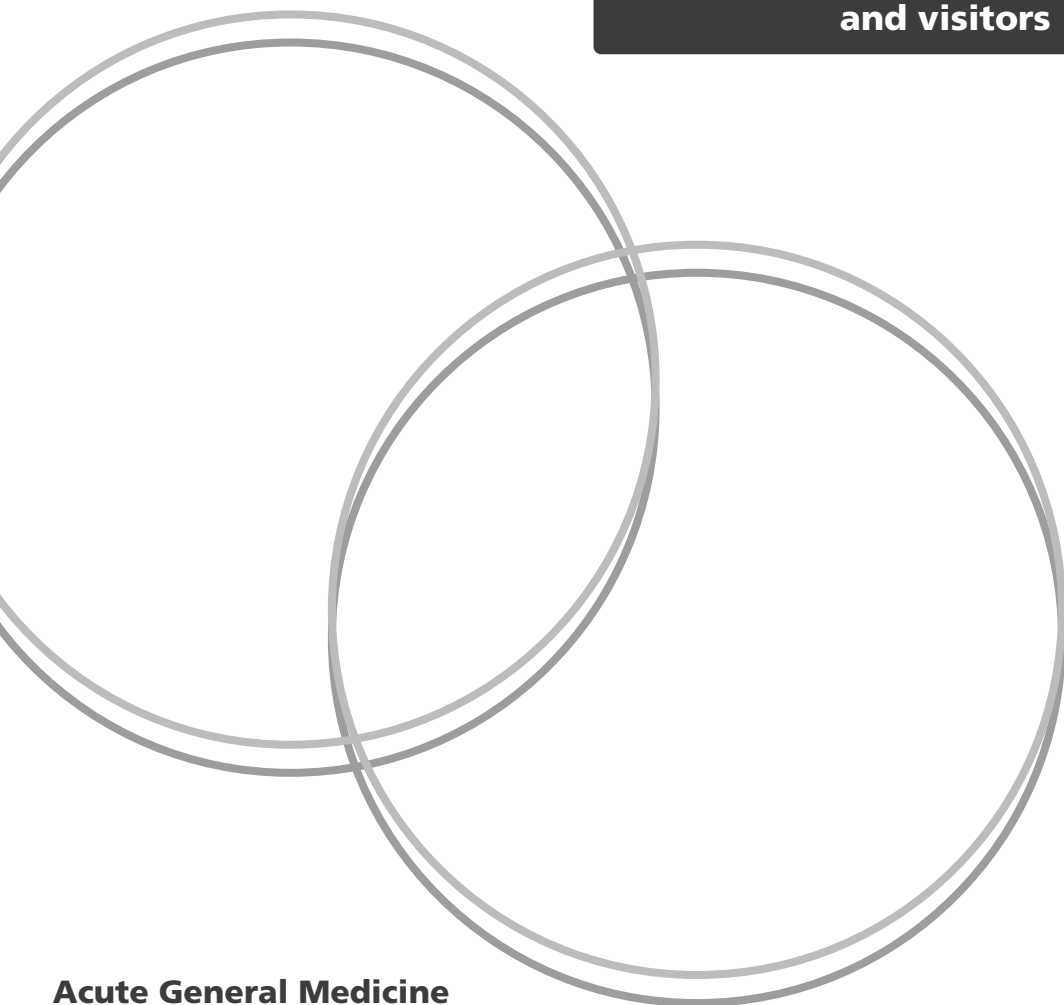


Welcome to Complex Medicine Unit A (CMU-A)

**Information for patients
and visitors**



Acute General Medicine

Complex Medicine Unit - A (CMU-A)

Complex Medicine Unit - A provides 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 when they recover.

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

Complex Medicine Unit - A (CMU-A)

Level 7, John Radcliffe Hospital,
Headley Way, Headington,
Oxford OX3 9DU

Ward

Telephone: 01865 221 855 or 01865 221 852

Ward Manager

Sara Oliveira

Telephone: 01865 572 504

Email: sara.oliveira@ouh.nhs.uk

Matron

Emma Savage

Telephone: 01865 572 226

Email: emma.savage@ouh.nhs.uk

There is a Consultant lead ward round each weekday, the team is made up of a Consultant and a team of junior doctors. Also, there is a daily multi-disciplinary team (MDT) board round where each patient's plan is discussed.

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

Physiotherapists, occupational therapists, speech and language therapists, social workers and a dietician 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: 12.00 to 1.00pm

Supper: 5.30pm to 6.30pm

We operate protected mealtimes so that you are not disturbed by the healthcare professionals while you are eating.

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.

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 anyway.

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.

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

Our visiting Times: Flexible during the day until 8.00pm.

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.

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 who have been evacuated from another clinical area. Visitors may be asked to leave the ward to create space.

A continuous fire alarm indicates there may be 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 Womens 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. Patients must not leave the ward with your visitors during a fire alarm; this could put people who may be looking for you at risk.

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:

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.

Health and Welfare Lasting Power of Attorney (LPA)

If you or another family member, hold a Lasting Power of Attorney (this was called an 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 may hold one, please let us know so we can advise.

Many of our patients have conditions like dementia or delirium and are not always able to give informed consent to treatment, an LPA can help us make the best decision about their care.

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.

Sometimes bringing in photographs or familiar items from home can be comforting and reassuring in an unfamiliar environment. Leaving messages or photos on our bedside white boards 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

Medicines 'To Take Out' (TTO)

A pharmacist or pharmacy technician will come and speak to you soon after admission, to check which medicines you normally take, and whether you have supplies of these medicines with you or at home.

Bringing your medicines in from home helps ensure you get the right medicines whilst you are in hospital. The ward may ask to use your own supplies of medicines whilst you are on the ward.

We will record the details of your hospital admission, and any changes to your regular medication, on the discharge summary.

When you leave hospital, you will be given some medicines to take home. This will include your regular medicines and any new ones.

There may be a wait whilst your prescription is being prepared. We aim to have it ready for you within 90 minutes, sometimes it can take longer, and we thank you for your patience with this.

If you have any questions about medicines you have received from us, you can contact our confidential Patient Medicines Helpline. This is for patients recently discharged from one of our hospitals. One of our specially trained and experienced pharmacists or pharmacy technicians will answer your call.

Patient Medicines Helpline

Telephone: 01865 228 906
(Monday to Friday 9.00am to 5.00pm)

Email: medicines.information@ouh.nhs.uk

Website: www.ouh.nhs.uk/services/departments/pharmacy/helpline.aspx

Leaving hospital

The discharge process starts on admission, and we will discuss discharge plans both with yourself, where appropriate, and your relatives.

On your day of discharge, we may move you from the bed space to the transfer lounge, or to another area of the ward early in the day. The nurses can provide your usual medications and help with meals, and you can wait in comfort for your transport and medicines to take home.

Most patients go home when they leave hospital. You may be supported by Home First, this is a service which aims to get you home from hospital, working with you to regain and maintain your independence in your own home.

If community support services are needed these can be arranged, for example, if your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are six community hospitals in Oxfordshire, so the first available bed may not be the closest to where you live. However, if your needs are more complex and returning home from hospital is no longer appropriate for you, our multi-disciplinary team will support you and your family to make suitable discharge arrangements.

We expect patients or relatives to arrange their own transport home. Hospital transport is only available for patients who meet strict medical criteria.

For more information please visit the following websites:

www.ouh.nhs.uk/leavinghospital

<https://livewell.oxfordshire.gov.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
www.ouh.nhs.uk/information



Making a difference across our hospitals

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