



Oxford University Hospitals  
NHS Foundation Trust

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 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.

### **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 10.00am - 10.00pm.**

We welcome visitors to the ward and suggest a maximum of two visitors at the bedside at any time.

We appreciate that there may be a number of people who are concerned about you, so visitors are welcome to wait in our Day Room and take it in turns to see you.

If your condition is critical, your relatives may stay for the first 24 hours after you come to 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 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 9.00am - 5.00pm. You or your relatives can make an appointment to see a consultant if you wish.

Therapists are usually available on weekdays 8.30am - 4.30pm.

## 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 you to eat and drink. You will be 'nil by mouth' upon admission to the Acute Stroke Unit until you have had a swallow check done by a stroke nurse and it is deemed safe to let you eat. If you don't pass the initial swallow check you will continue to be nil by mouth until a Speech and Language Therapist does a full swallow assessment.

Your food and drink requirements are displayed on the wall behind you, 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.

## Laundry facilities

Unfortunately we are not able to wash your 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.

Visitors to patients in isolation must wear the gloves and aprons provided, and wash their 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 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, please ask your nurse or therapist.

Please can family members bring in patients' everyday clothing. Clothes should be loose, and footwear supportive with backs. Getting dressed promotes recovery by restoring self-image and dignity, and helps our assessments.

Please also bring in personal items, such as a flannel, hairbrush and shaving equipment, and toiletries.

## Stroke pathway – information for patients

If you have made a good recovery you may be safe to return home from the 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.

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.

## Travel

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.

We are unable to arrange transport **home** for you unless you meet strict medical criteria. Please arrange for a relative or friend to collect you.

Visitors to 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.

Alternatively you may contact:

Patient Advice and Liaison Service (PALS)

Tel: 01865 221 473

Monday to Friday 9.00am - 5.00pm

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](http://www.ouh.nhs.uk)

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.

*Making a difference across our hospitals*

charity@ouh.nhs.uk | 01865 743 444 | hospitalcharity.co.uk

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