

Oxford Heart Centre

Welcome to the Cardiac and Thoracic Critical Care Unit



Welcome to the Cardiac and Thoracic Critical Care Unit (CTCCU)

Cardiac and Thoracic Critical Care Unit
Level 1, Oxford Heart Centre
John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

www.ouh.nhs.uk

Telephone numbers

Reception: 01865 572635
Nurses Station A: 01865 572639
Nurses Station B: 01865 572641
Nurses Station C: 01865 572644

Your relative is in section
bedspace

Access to the unit

For reasons of privacy and dignity, the unit is secure. You will need to use the buzzer system to gain access. On your first arrival you may not know which section your relative is in. Please buzz reception for advice. Once you know your relative's location, please use the appropriate buzzer. If there is a delay, please be patient, nurses may be involved in patient care and will attend as soon as possible.

About the unit

CTCCU is a specialised unit for patients with a range of cardiac, thoracic and vascular problems. The unit provides care for adult patients after cardiac and thoracic surgery, following a heart attack or if they require intensive monitoring and care.

We aim to provide the highest standard of physical and psychological care for our patients and their relatives. Each patient is cared for by a cardiology or cardiothoracic consultant. All patients are seen daily by a member of their specialised medical or surgical team. The nurses work a twelve hour shift pattern, and, wherever possible, patients are cared for by the same nurse throughout the day.

All our nurses have chosen to specialise in this area. The nurse looking after your relative or friend will be happy to answer any questions you may have regarding their condition. If you have a particular issue or concern that you would like to discuss, the nurse in charge of the shift will be happy to help you. If they cannot resolve the issue to your satisfaction, please contact our Lead Nurse, Caroline White, (via JR switchboard on bleep 6812), or our Matron, Sarah Malone, (via JR switchboard on bleep 1185). Shane George is the lead consultant for CTCCU (contactable by email shane.george@ouh.nhs.uk or via his PA Erin Stone on 01865 223027 / erin.stone@ouh.nhs.uk).

We understand that this is a stressful time, and you may feel helpless and anxious. If you have any concerns, please discuss them with a member of our team as soon as possible.

We also welcome comments on how to improve our service. There are feedback forms in the relatives' waiting area, or you can ask a member of our team for one. Alternatively you can email feedback@ouh.nhs.uk

Visiting the unit

There is a rest period between 1.00pm and 3.00pm, when visiting is restricted. This is designed to allow the patients to get enough rest/sleep to aid their recovery. We also operate protected mealtimes; if you wish to help your relative with their meal you are welcome to.

We ask all visitors entering the unit to use the intercom system, and wait for someone to answer. The unit is often very busy, so please be patient when waiting for a response.

We aim to maintain a calm and peaceful environment for the benefit of our patients. Please help us by keeping noise to a suitable level and switching off mobile phones.

Due to the nature of your relative's / friend's condition, we ask that no more than two visitors are at the bedside at any time; we do not have facilities for large numbers of visitors.

Children are welcome with adult supervision, but please discuss this with the nurse first.

Unfortunately we are unable to allow flowers or mobile phones.

CTCCU has a variety of specialist equipment that may bleep or flash, which is normal. However, we know that this can make some people feel anxious. Please speak to a member of staff if you have any concerns.

Please use the alcohol hand rub before and after visiting your relative or friend, to minimise the spread of infections. Containers of hand rub are found at the entrance to CTCCU and at every bed space.

If you have had an infectious illness, such as diarrhoea, vomiting or a cold, please wait until you are completely better before visiting.

What a visitor or relative can expect

CTCCU provides care for a wide variety of patients. All patients' needs vary, so there is no typical day, however, mornings tend to be the busiest time. There is a consultant-led ward round each morning when the doctors and nurses discuss the patients' progress and care, examine the patients, decide on further treatment and make a plan for the rest of the day. Visitors may be asked to leave the unit during ward rounds to maintain patient confidentiality.

Patients requiring intensive care treatments can be very ill, and their condition may change quickly. Information you receive may sound different on a daily basis. The nurse caring for your relative will keep you up-to-date. If you are confused about your loved one's condition or have questions, do ask for further explanation. Do ask if you wish to speak to a doctor. This should be possible, although you may have to wait for the doctor to be available, as most doctors will be involved in clinical care.

Feel free to contact us by telephone at any time, however, it is best to nominate one person, ideally the patient's next of kin, to phone for a progress report. This prevents the nurse being called away from the bedside to answer many calls. There are some details we cannot give out over the telephone due to patient confidentiality rules. In a medical emergency you may be asked to leave the unit. This is for the privacy and dignity of the patient.

Patients' personal belongings

We have very limited space on the unit, so please only bring in medication and essential toiletries. Money and valuables must be taken home or locked in our safe. Long stay patients may use personal music devices. There are a few televisions, radios and CD players available on the unit.

The hospital cannot accept responsibility for the loss or damage of items not handed in for safekeeping.

Remember to look after yourself

We understand that you will want to provide company and support to your relative or friend during their stay. Visiting a critical care unit can be a very tiring experience both emotionally and physically. It is important that you also take care of yourself during this time and take regular breaks. This will give you more energy for the times when you are visiting. You can ring the unit at any time for an update, and we will contact you if there are any significant changes to report.

Accommodation

We are unable to provide accommodation for relatives, however we do have a list of local accommodation; please ask the staff.

Facilities

There are restaurants, League of Friends cafeterias, shops and vending machines throughout the site, and cashpoints next to the Amigo shops on Level 2 of the main hospital building and in the West Wing atrium.

Toilets

There is a toilet in the unit's relatives' room. There are also toilets near the John Radcliffe Hospital main entrance on Level 2 and a disabled toilet by the League of Friends café, also on Level 2.

Parking

The most convenient car park for CTCCU is Car Park 2. Parking at the John Radcliffe Hospital is Pay on Foot (barrier-controlled parking). Concessions are available for visitors of long stay patients; please see the posters on site or contact the parking office on 01865 223044.

For more information about this and alternative transport, visit www.ouh.nhs.uk

The Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. Staff will help with any queries or concerns. You can contact PALS Monday to Friday 9.00am - 4.00pm. Telephone 01865 221473 / 740868 or email PALSJR@ouh.nhs.uk

Fundraising

If you are interested in making a donation or holding a fundraising event, please call Charitable Funds on 01865 7434444 or email campaign@ouh.nhs.uk

Feedback

We welcome all comments on the service we provide. Please ask nursing staff for a feedback form or email feedback@ouh.nhs.uk

Further information

For further information please visit www.ouh.nhs.uk/heartcentre

If you need an interpreter or need a document in another language, large print, Braille or audio version, please call **01865 221473** or email **PALSJR@ouh.nhs.uk**

Gemma Rowbury
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www.ouh.nhs.uk/patientinformation