

"How can I help?"



For your relative's comfort please provide the following items:

- Shower gel
- Deodorant
- Nightwear cut up the back
- Shaving gel and razors (if applicable)

Please do not provide flannels and towels (for infection control reasons)

Items of comfort such as cards and photographs are also welcome.

"What other health professionals might I see?"



Clinical Psychologists work with the staff to ensure the psychological care of your relative whilst in Critical Care.

Dieticians make sure that your relative is receiving the correct amount of calories and appropriate nutrition.

Hospital Chaplains are available at any time for patients and relatives. They are always willing to listen and offer support. If you have any religious or spiritual needs, please ask a nurse who will contact the Chaplains for you. The Hospital Chapel is situated on the fifth floor of B block next to the main lifts and a Prayer Room on the corridor between B5 and C5.

Pharmacists make sure that the drugs are appropriate, accurate and safe for your relative.

Physiotherapists visit daily and assess each patient, helping to clear their lungs. They also exercise patients' joints to enable them to keep a good range of movement.

Radiographers come onto the unit to take x-rays of patients with a portable machine. During this procedure we will ask visitors to move to a safe place.

Sometimes patients have to be moved for more specialist investigations such as CT or MRI scans.

Specialist Nurses are specially trained nurses who we may call on for advice, for example about pain control or wound care.

"Where can I find refreshments?"



There are two visitors' rooms for your use, one on each corridor.

In the A3 visitors' room there is a hot drinks vending machine and in the B3 visitors' room there is a cold water machine. There is also a cold drinks vending machine on B3 corridor.

On the upper ground floor of A block there is a restaurant which is open daily from 07:30.

You can also buy hot and cold snacks from the concourse on the ground floor by the main entrance.

Toilets for visitors are available on A3 and B3 corridor and in the concourse.

"Where can I park the car?"



Indigo are responsible for all car parking by visitors and staff. Car parks for your use are clearly marked.

In addition to using Pay and Display or Pay on Foot facilities, you may purchase an **ALPHA Pass** from the Parking Shop in the multi storey car park if you are visiting for an extended period.

Being in possession of a pass, however, does not guarantee that a space will be available.

Your views are important to us. Please let us know if we can improve our service to you. If you are not completely satisfied with any aspect of your care, please talk to the consultant or nurse in charge.

Information for relatives

Adult Critical Care Services Cardiff



Introduction

This leaflet is to give you some general information about the Adult Critical Care Unit. Should you wish to find out more please ask a member of staff or visit our website: cardiffcriticalcare.co.uk

When your relative is admitted they will be assessed by a team of doctors and nurses. This may take more than an hour because we are assessing their current needs. During this time we may need to put in drips, take x-rays and attach any necessary equipment.

We ask for your patience at this time. The patient is always our priority. We will, however, try to keep you updated as frequently as possible.

Should you wish to meet with a Critical Care consultant please speak to the nurse looking after your relative, to arrange an appointment.

Urgent updates will happen as soon as the consultant is free to speak to you.



"When can I visit?"



You are welcome to visit your relative between:

08:00 - 10:30,
12:30 - 19:00 and
20:00 - 22:00.

We will always do our utmost to help you spend as much time as possible at the bedside, but this may not always be possible. Please be aware that the unit is very busy between 08:00 and 10:30. You will also be asked to leave the whilst the consultant ward round (10:30 and 12:30) and nursing handover (19:00-20:00) are in progress.

You may also be asked to leave to allow for medical procedures and nursing tasks to take place. Our visiting times are restricted overnight to allow patients to rest. This aims to reduce patient confusion and delirium.

We suggest that only close family visit and that only two visitors be at the bedside at any time. This keeps the noise down for all patients and allows the nurse space in which to continue caring for your relative.

Children can visit but this should be discussed with the nurse caring for your relative.

Each time you visit please speak to the receptionist or ring the bell and wait until we answer before entering the unit. On entering and leaving the unit please wash your hands and use the alcohol gel provided.

You can telephone the unit at any time and will be able to speak to the nurse looking after your relative. Please be aware, however, that nursing staff cannot give out detailed information over the telephone.

It would be helpful if you could choose one family member to call the unit, who can then pass the information through the family. This means that the nurse is not called away from caring for your relative too often.

The telephone numbers are:

- Emerald (A3 South): **029 20 742078**
- Sapphire (A3 South): **029 20 742071**
- A3 North: **029 20 748384**
- B3 South: **029 20 746800**

For the privacy and dignity of all our patients and visitors, it is ward policy for mobile phones to be switched off before entering Critical Care.

