



**Royal Berkshire**  
NHS Foundation Trust

Please use the hand gel provided  
when entering and leaving the unit.

Welcome to the Acute  
Medical Unit (AMU) and  
the Higher Monitoring  
Unit (HMU)

Information for patients,  
relatives and carers

## Welcome to the Acute Medical Unit

Our aim is to facilitate the best possible care for patients admitted with acute medical problems.

The AMU is an emergency admissions assessment unit providing assessment of patients requiring immediate investigations and treatment.

### Your assessment

The initial assessment process will take 4-6 hours, and you will be seen by a number of health care professionals. Tests appropriate to your presenting complaint (the main medical condition for which you were admitted to the unit) will be undertaken, and the results given to you when available.

It may not always be possible to fully assess you within this time, and if this is the case, we apologise. Please be patient. There will always be a nurse on the unit who can tell you what is happening and help with any problems.

We strive to provide single sex accommodation, but due to the way the assessment area functions and the type of work that we do, this is not always possible. However, we will ensure that all patients are examined and treated with due regard to privacy and dignity. If you have concerns about being in a mixed sex area, please tell one of the staff. We will do what we can to address your concerns.

AMU has 34 beds, with 30 assessment beds and 4 beds in the Higher Monitoring Unit (HMU).

The HMU is a 4-bedded bay within AMU for patients needing closer monitoring and more input for their illness. The HMU deals with patients who have greater medical needs, so the beds are allocated based on necessity and we cannot maintain a single sex unit.

However, we will endeavour to maintain your privacy and dignity throughout your stay with us. Once your condition has stabilised you will move on to the hospital wards to complete your recovery.

## Patient's property

Please be aware we cannot accept responsibility for any property / valuables; therefore, please only bring essential items into hospital.

## Medication

Please do not take any medicine you have brought from home without checking with a member of staff that it is safe to do so.

## Meal times

Lunch: 12.30pm-1.00pm – hot meals and sandwiches.

Dinner: 5.30pm-6.30pm – hot meals and sandwiches.

No menus are provided; however, special diets can be catered for. Please ask your named nurse so this can be arranged.

## Transfer to wards

Please note that patient transfers to other wards may occur during the day and night in order to ensure the patient gets the right treatment in the right place at the right time. We are unable to contact the next of kin for each patient and inform them of a patient's transfer due to the high number of patients admitted. We are happy for relatives to contact us (but we prefer one family member to act as a spokesperson to avoid multiple phone calls) and we can inform them which ward the patient has been transferred to. Please ensure the correct phone numbers are available in order for us to contact in case of emergency.

## Going home

After your assessment, if the doctor decides you are well enough to go home, you will be given a letter explaining the results of your assessment and a copy of this letter will be sent to your GP.

If you are prescribed medication, the medication will be given to you if it is available, but if the hospital pharmacy is not open, a prescription will be given to you so that you can collect your medication from a local pharmacy.

## Visitor information

The AMU has an open visiting policy. The safety of our patients is paramount. Therefore whilst visiting may we politely request:

- Do not sit on patient beds.
- Limit visitors to two per bedside.
- Ensure your chair is put away after your visit.
- Wash your hands and use hand gel before and after visiting.
- Please note we are not able to discuss detailed medical information over the telephone due to patient confidentiality. Please make telephone enquiries to the ward after 10.30am.

## AMU staff uniforms

Charge Nurse – navy

Senior staff nurse – royal blue

Staff nurse – pale blue

Health care assistant – pink/white tunic

Student – pale grey tunic

## Talk to us

Please talk to a staff nurse, the nurse in charge or the unit sister if you have further questions or need to discuss any concerns about you or your relative or friend's care.

## Friends and Family Test

You can give feedback about your experience in the AMU by filling in a card given to you by a member of staff and answering the Friends and Family test question *“How likely are you to recommend our service to family and friends if they needed similar care or treatment?”*.

Acute Medical Unit, Level 1 Centre Block, Royal Berkshire Hospital

Tel: 0118 322 6936 or 0118 322 6937

Higher Monitoring Unit, Tel: 0118 322 8850

AMU, April 2018. Review due: April 2020