



Royal Berkshire
NHS Foundation Trust

Welcome to the Short Stay Unit

Information for patients,
relatives and carers

**Please use the hand gel provided
when entering and leaving the Unit**

Compassionate

Aspirational

Resourceful

Excellent

Welcome to the Short Stay Unit. This leaflet explains what the unit does and gives some useful information on what you can expect to happen during your stay.

What is the Short Stay Unit?

The Short Stay Unit is a service that provides 'same day' emergency hospital care to patients referred by their GP or hospital doctor. This means that patients are assessed, diagnosed, treated and are able to go home the same day.

The Short Stay Unit also has 10 beds for patients for those needing an overnight stay if additional plans are required to ensure your safe discharge. We will maintain your privacy and dignity at all times and strive to prevent mixing male and female patients in the same bedded bays. Unfortunately, on some occasions, this is unavoidable due to the busy nature of the unit.

Your assessment

The assessment process will take between 4-8 hours, and you will be seen by several different health care professionals. Following your initial assessment, the team will organise any tests that they feel are needed on the basis of this information. Please be aware these may differ from those that other doctors have mentioned – if you have any questions about tests, please ask the ANP or doctor about it.

However, it may not always be possible to fully assess you within this timeframe due to unforeseen events. If this is the case, we apologise and ask you to be patient. There will always be a nurse within the area who can tell you what is happening and help with any problems.

X-ray and ultrasound

You may require an X-ray or ultrasound scan during your visit. Please see the attached map for these locations. If you require assistance we can arrange a wheelchair and porter to escort you.

Going home

After your assessment, if the consultant decides you are well enough to go home, you will be given a letter explaining the results of your assessment. A copy of this letter will be sent to your GP, and if required, you will be given medication. If the hospital pharmacy is closed, you may be given a prescription that will enable you to collect your medication from your local pharmacy. You may receive a phone call from the ANP following your visit to discuss your results and any further necessary treatment.

General information

- Monday to Friday opening times are 8am – 10pm for the assessment area, and weekends we are open 8am – 8pm. The bedded bays are open 24/7.
- We have open visiting but try to keep to **one visitor per patient**. Refreshments including drinks and sandwiches are available on the unit, with hot meals for those patients who are admitted.
- Please bring your medication that you currently take as the doctor may want to review this with you as part of your assessment.
- Free WiFi access is available for patients, although the signal is not always good. Connect using the RBFT_GUEST network.
- If you have any comments or suggestions on how we can improve our service, or if you have any concerns, we would like to hear them. Please speak to a member of staff or ask for a copy of the Patient Advice and Liaison Service (PALS) leaflet. When available, the ward manager or matron on the Short Stay Unit is also happy to talk to patients or relatives – please just ask any staff member to contact them.

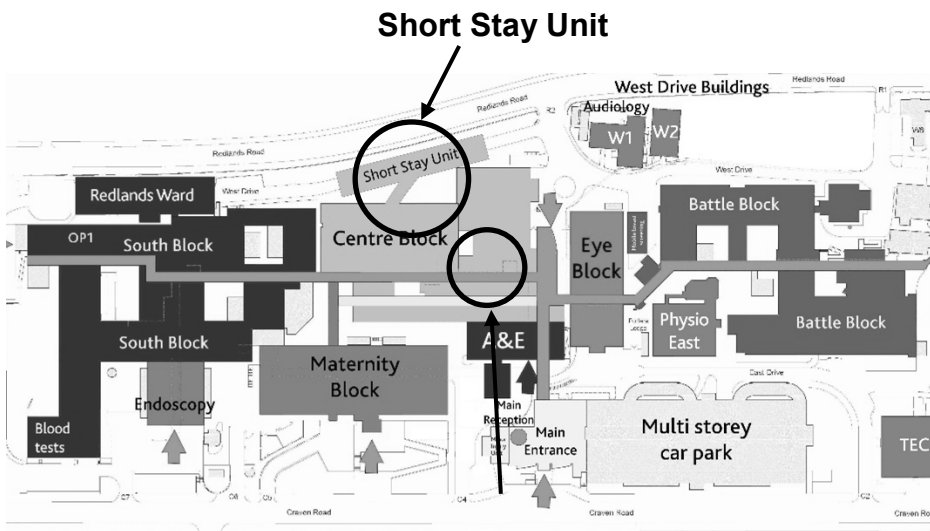
Friends and Family Test

We invite you to provide feedback about your experience in the unit by completing the Friends and Family test question card which asks “Overall, how was your experience of our service?” This card will be

provided to you on your discharge. All patient feedback is valued and can help us to improve services.

Contacting us

Short Stay Unit, Level 1, Centre Block, Royal Berkshire Hospital
Tel: 0118 322 5220 or 0118 322 5218



**Radiology (X-rays and scans)
Level 2 Centre Block**

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Short Stay Unit, June 2023. Next review due: June 2025