

Feedback

Please kindly give feedback by sparing a few minutes to complete the Friends and Family Test.

Smoking

There is no smoking on Trust property.

Help and information

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the nurse looking after you.

You can also pick up a copy of the Trust leaflet called 'Patient Advice and Liaison Service (PALS)', which explains how you can raise concerns or give feedback on your experience at the hospital

Useful contacts:

Cardiac Care Unit: 0118 322 6528

Suja Varghese, Ward Manager Jim Shahi

Unit: 0118 322 8950

Abbyrose Andrews, Matron 0118 322 6501

Call 4 Concern

The Call 4 Concern (C4C) service has been developed as part of a patient safety initiative to provide patients and families with the facility to call for immediate help if they feel they are not receiving adequate attention.

The Critical Care Outreach (CCO) team is available 24 hours a day, and help support ward teams in the care of patients who are unwell or deteriorating. The team can be contacted directly if the patient and/or their family or carer feel there is an emergency. You can directly access the CCO team via the internal hospital telephone number 40250, or by dialling 0777 475 1352. Alternatively, bleep 250.

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

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

RBFT Jim Shahi Unit, December 2023

Next review due: December 2025



Welcome to the Jim Shahi Unit

Information for
patients who have
been moved to the
unit and their
friends, relatives
and carers

**0118 322 8950 /
0118 322 6502**

This leaflet has been provided to answer some of the questions you may have about the Jim Shahi Unit and why you have been moved here.

What is the Jim Shahi Unit?

The Jim Shahi Unit is a day case unit where patients needing cardiac (heart) procedures attend. This unit normally operates Monday to Fridays 8am to 6pm.

During busy periods, the Jim Shahi Unit may be set up to provide care for individuals requiring an inpatient admission. It will then be staffed 24 hours a day including weekends.

Why have I been moved here?

You have been moved to the Jim Shahi Unit because there has been an increase in the number of patients attending the hospital who require continuous care in an acute setting. Caring for you on the Jim Shahi Unit will help us keep you and other patients safe while supporting patient flow through the hospital.

Who will be looking after me?

You will be cared for by a registered nurse and a health care assistant. You may also be seen by a member of the medical team if necessary.

If you are well enough to be discharged the day after being moved, you will be transferred to the Discharge Lounge to wait for your medication and your transport.

When you are ready to be discharged, please speak with your nurse before making arrangements to be collected.

However, if you are not well enough to leave hospital, you may be moved back to the ward you came from or moved to another medical ward with an available bed.

Whilst on the unit, you may be cared for in a mixed sex bay. However, we will make sure your privacy and dignity are maintained at all times.

During your stay on the unit

The healthcare team will do everything possible to make sure you have all your care needs met.

Telephone enquiries

We are keen to make sure the nursing team can spend uninterrupted quality time with patients in order to appropriately meet their needs. We would therefore request where possible, that one nominated person make telephone calls to enquire about your condition. This person would ideally then liaise with other family members and friends.

Advice

- If you or your relatives wish to speak to a member of the medical team, please ask the nursing staff to arrange this for you.
- Visitors are welcome – please see visiting times (below).

Visiting times

10:45am – 12:15pm

2:00pm – 4:30pm

6:00pm – 8:00pm daily

Please do not visit during protected mealtimes unless you are helping the patient to eat.

For patient comfort and wellbeing, we ask for only two visitors per bed space at a time please.

If you have any concerns or difficulties with regards visiting hours, please speak to the Ward Manager, who will be happy to discuss this with you further.

When the door from the main corridor is locked, please ring the doorbell **once** and a member of staff will answer to let you in.

We appreciate your patience.