

Discharge process

You may be told by the doctor that you will be discharged home today. We endeavour for you to leave as soon as possible however there may be a delay in you leaving because of the following:

1. The doctor needs to complete the ward round with 17 other patients.
2. Your tests such as echocardiograms or an exercise tolerant test will need to be requested.
3. You may need to wait for blood results or have verbal advice regarding your treatments.
4. You may need to wait for tablets to be dispensed from the pharmacy which may take a minimum of 2 hours. If this is the case we will arrange for you to go to the Discharge Lounge.

Please speak with your nurse before making arrangements to be collected.

Please give feedback by completing the Friends and Family Test. You will be asked one question "How likely are you to recommend our service to friends and family if they required similar care or treatment?"

Useful contacts:

Cardiac Care Unit:
0118 322 6528
Jenny Eley – Ward Manager

Chris Penhale – Matron
0118 322 6528

Cardiac Support Nurses
0118 322 6638

West Berks Heart Support Group
0118 984 4758
www.heartbeats-berkshire.co.uk

Royal Berkshire NHS Foundation Trust
London Road
Reading RG1 5AN
Telephone 0118 322 5111
www.royalberkshire.nhs.uk

This leaflet can be made available in other languages and formats, e.g. large print or Braille, upon request.

Cardiac Care Unit, September 2018
Review due: September 2020

NHS

Royal Berkshire
NHS Foundation Trust



Welcome to the Cardiac Care Unit

Information for patients
and relatives

This leaflet has been provided to answer some of the questions you may have about the Cardiac Care Unit (CCU) at the Royal Berkshire NHS Foundation Trust.

What does CCU do?

CCU specialises in care of patients with acute cardiac conditions.

The Unit provides access to 24 hour emergency admissions and procedures as well as weekday investigations and tests.

The Unit is a high care environment with a higher ratio of nurses to patients than a general ward. Most patients will be on monitoring equipment above the beds that may sound from time to time – this does not always mean there is a problem, so try not to worry.

The Cardiology Department has 10 consultants and one associate specialist.

You will be seen by one of these doctors each morning about 8.30am and if necessary by a senior doctor in the afternoon around 4.30pm.

Advice

- If possible, please provide your current medication in its original packaging in order to ensure continuity of drug therapy.
- To maintain safety and comfort please bring in any glasses, hearing aids, dentures, slippers, and walking aids. Also your own toiletries and nightwear.
- Mobile phone use is discouraged in patient areas; texting is permitted. You may use the Unit's portable phone.
- We provide an information folder on patients' lockers that outlines other information you may need.
- Should you or your relatives wish to speak more fully to your doctor, please ask nursing staff to arrange this for you.

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 assisting the patient to eat.

For patient comfort and wellbeing we ask that only two people at a time visit each patient.

If you have any concerns or difficulties with regard to the above 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 door bell once and a member of staff will answer to let you in.

We appreciate your patience.

Telephone enquiries

We are keen to ensure the nursing team spend uninterrupted quality time with patients in order to appropriately meet their needs.

We would therefore request, where practical, one nominated person make telephone calls to enquire about the patient's condition. This person would ideally then liaise with other family members and friends.

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 'Talk to us', which explains how you can raise concerns or give feedback on your experience at the hospital.