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To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ने सुवातु उरनमे दी लेंड वै तं विरथा करके इस नंवर से बेंन करे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Welcome to the Coronary Care Unit (CCU)

A Guide for Patients and Carers

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

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telephones the unit for a daily update and informs those who are concerned. This will assist staff by saving them time, which could otherwise be devoted to patient care. If there are changes to a patient's condition, the next of kin will automatically be contacted unless we have been instructed otherwise.

Direct telephone numbers for Coronary Care Unit are

01932 723 804 or 723 551

and finally ...

Visiting the unit can be tiring. It is understandable to be worried about a loved one, but it is also important to take care of you.

Try to rest as often as you can and remember to eat sensibly too. You will need to keep up your own strength.

If you have any worries, questions or concerns that we can help with, please do not hesitate to ask any member of the staff.

Further Information

If you have any queries regarding the contents of this leaflet please contact the Coronary Care Unit on the telephone numbers shown under Contact Details at the beginning of this leaflet.

Welcome to the Coronary Care Unit

Introduction

Welcome to the Coronary Care Unit (CCU), a seven bedded facility, which is located at Level 4 in the Duchess of Kent Building at St. Peter's Hospital.

This leaflet aims to provide simple and practical information to people whose loved ones are admitted to our unit.

The Unit

Patients who are acutely unwell need constant monitoring and observation, often requiring equipment and medicine to support them, all of which is provided in our Unit.

Medical care within the Unit is managed primarily by the Cardiology Consultants

- Dr David Fluck
- Dr Peter Wilkinson
- Dr Ian Beeton
- Dr Adam Jacques

and their teams, but may also be cared for by other Consultants if they require treatment from another speciality.

Visiting the unit

Please note that **only two visitors** are allowed for each patient at any one time.

Visiting times are generally 14.00 - 16.00 and 18.00 - 20.00 hours daily. We do, of course, make exceptions for newly admitted or seriously ill patients. There is a patient 'rest period' set up between 13.00 and 14.00 hours which we ask visitors to kindly respect.

Please do speak to any member of staff before entering the unit. You may have to wait for a while if we are caring for your relative/friend.

All visitors are asked to use the "alco-gel" dispenser provided at the entrance door and at every bedside.

Children under the age of 12 are, generally, not allowed into the unit; however allowances can be made at the discretion of the nurse-in-charge. Children must **not** visit patients unaccompanied.

Please respect the patient's right to privacy. We usually ask visitors to wait outside the unit whilst we are performing nursing care, physiotherapy or medical examinations. We apologise if you are kept waiting for long periods of time.

Personal Items

Please take all valuables and outdoor clothing home, as we have very limited space around each bed.

Basic personal toiletries, shaving equipment and nightwear are all that are required during the patient's stay with us.

In some instances, with the use of monitoring equipment, drip lines and certain investigations, we may prefer that the patient wears a hospital gown.

A small amount of change may be required to purchase daily newspapers.

The unit at night

Unfortunately, because of the care that some patients require, the unit can be noisy at night. We will try to keep the noise to a minimum, but sleep can, at times, be disturbed.

Meals and special diets

If you have any specific dietary requirements, please advise the Nurse in Charge or reception staff when you are admitted.

Infection control

We are keen to reduce the risk of infections being spread. All staff should use alcohol gel to clean their hands between each patient.

Sometimes this may take place outside the bay, but if in doubt please challenge whoever is attending you and ask if they have cleaned their hands first.

Visitors are also requested to use the gel provided at the entrance to the ward before entering and leaving.

Telephoning the unit

Relatives and friends may want to know the patient's progress. We are not able to discuss this over the telephone other than to the recognised next of kin. It is also helpful if only one person