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# Welcome to Cedar Ward

## A guide to the Hyper Acute Stroke Unit



# The Hyper Acute Stroke Unit

## Cedar Ward

### Introduction

Welcome to Cedar ward, a 23 bedded Stroke Unit, which is located on 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

Cedar ward consists of 8 Hyper Acute Stroke beds and 15 Acute Stroke beds for patients who are acutely unwell and need constant monitoring and observation. Often this requires equipment and medicine to support them following their initial diagnosis of stroke, as well as neuro-rehabilitation.

Stroke care within the Unit is managed primary by the Stroke Consultants:

- Dr G Gulli
- Dr B Affley
- Dr K Kamman

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### 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 Experience Team on 01932 723553 or email [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net). If you remain concerned, the team can also advise upon how to make a formal complaint.

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## Outpatient Appointments

When you leave hospital, in order that the consultant can keep an eye on your condition, you may be required to come back to an Outpatient's appointment.

If you do, the appointment will be booked for you, and you will receive a card telling you when and where to go.

**Please speak to the Nurse in charge if you are concerned about any aspect of your or your relative's care.**

## Visiting the Unit

Please note visiting times of **3pm - 4.30pm and 6pm - 8pm**. Also note that only two visitors are allowed for each patient at any one time.

We do, of course, make exceptions for newly admitted patients or seriously ill patients.

Please speak to any member of staff on the ward before entering the bays. You may have to wait 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 the 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 unaccompanied.

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

## Personal items

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

Basic personal toiletries, shaving equipment, nightwear and basic loose clothing is all that is required during the patients 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.

## **The Unit at night**

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

## **Meals and special diets**

In this hospital we have a protected mealtime policy, meaning during mealtimes, patients are given the time to eat and drink in a peaceful environment without being disturbed by visitors, staff or investigations.

- **Lunch approx. 12.30 - 1pm**
- **Dinner approx. 5 - 5.30pm**

If you have any special dietary requirements, please inform your nurse of the reception staff when you are admitted.

## **Infection control**

We are keen to reduce the risk of infections being spread. All staff wash their hands with soap in between seeing each patient.

Visitors are also asked to use the "alco-gel" provided before entering and leaving.

Please approach staff if infection control signs are noted on the door of each bay, as you may require extra personal protective equipment (PPE).

## **Telephoning the Unit**

Relatives and friends may want to know the patients progress. We are not able to discuss this over the phone other than to the patients recognized next of kin. It is also helpful if only one relative phones the unit for an update and informs those who are concerned. If there are changes to a patient's condition, the next of kin will automatically be contacted.

Due to the busy nature of work on the unit in the morning time, we also ask that you **call after 9.30am** unless instructed otherwise.

**Cedar ward: 01932 722003 or 01932 723252**

## **Chaplaincy**

A hospital Chaplain, also Ministers of other denominations, visit Cedar Ward. If you would like to see one of them, please speak to the Nurse looking after you or reception staff.

## **Discharge**

Whilst awaiting delivery of your tablets, or the arrival of transport to take you home, you may be asked to wait in the Discharge Lounge.