

Facilities available

We have three rooms available for families who wish to stay while their relative is in ICU. These are intended for your use during the first few critical days.

Donations

Any and all donations are very gratefully received. The donations are used for many different aspects of the work in the ICU which benefit patients, relatives and staff in a variety of ways. Cheques for donations should be made payable to The Intensive Care Unit, RBH (U450) and send to Sister Melanie Gager, ICU.

Your views

We value the feedback we receive from our critically ill patients, their families and friends as it is a measure of the quality of our service.

Ways to feedback include:

1. Suggestions / Comments box in the Critical Care Waiting Area.
2. To any health care professional during or after the critical illness episode.
3. Through the Rehabilitation after Critical Illness process - at both clinic and 1:1 visits.
4. Through the Critical Care Bereavement team.
5. Through the ICU Support Network – email: icu.support@aol.com

6. By posting a review/rating on NHS Choices www.nhs.uk/comment
7. By telling your story on Patient Opinion <https://www.patientopinion.org.uk/youropinion>

The way we use your feedback:

1. At the time – if it is pertinent and safe to action the feedback immediately, we will do so.
2. Through the Clinical Governance process – all feedback is thematically analysed, reported and actioned.
3. Through clinical practice – communication of feedback is essential to be timely and current.
4. If a particular theme emerges our practice is to invite service users (patients, family and friends) to work with staff to resolve the problem.

Visit www.royalberkshire.nhs.uk/in_the_press/trust_films.aspx to watch a film called ICU – Insight and Aftercare.

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

ICU_257
ICU, February 2016
Review due: February 2018



Welcome to the Intensive Care Unit

Information for patients,
carers and friends

This leaflet aims to provide information to people whose loved ones are admitted to an Intensive Care Unit (ICU) or a High Dependency Unit (HDU). Our Critical Care Area combines ICU and HDU beds although it is referred to as ICU.

What does our Critical Care Area look like?

Our ICU has 17 bed spaces which are divided into two areas. Beds 1 – 9 (two of which are side rooms) is the larger critical care area. Beds 10 – 13 and 14 – 17 are two further bays along the corridor from the main area. The unit is open plan. We do not have separate male and female sections but every effort is made to ensure privacy and dignity is maintained.

Please feel free to contact us at any time. However, we would appreciate you nominating one member of the family to phone for a progress report.

Direct phone numbers:

Beds 1 – 9	0118 322 7257 or 0118 322 7103
Beds 10 – 13	0118 322 8498
Beds 14 – 17	0118 322 8497

Entering the Critical Care Area

People who are significant to the patient are welcome to visit at any time.

On every visit to the unit please ring the bell at the main door. A member of staff will then allow you into the department.

You must use the hand foam on your hands before and after visiting your relative or friend in order to minimise the spread of infections. These can be found at each entrance/exit and at every bedspace.

Do not visit the ICU if you are ill, have an infection or have recently had diarrhoea or vomiting. Please wait 48 hours following your last bout of diarrhoea or vomiting before visiting again.

Patients do have a rest period from 3.00pm – 4.30pm and we would ask you if possible not to visit the unit at this time. If this is a particular problem please mention it to the nursing staff. In exceptional circumstances, visiting can be negotiated with the nurse in charge.

For more information visit www.readingicusupport.co.uk

Patients' property

We have very limited space in the unit for storing property and therefore we ask that the patients only have essential toiletries and cards. Photographs to display of family and friends are also welcome. Money and

other valuable items e.g. jewellery, need to be taken home or locked away in our safe. Long stay patients can use personal audio equipment.

Photographs

We do not allow relatives or friends to take photographs of patients, as this is a breach of individuals' rights to privacy and confidentiality.

Mobile phones

Please do not use mobile phones in the unit. Patients and visitors can use mobile phones in public and communal areas but please be sensitive to the needs of others when using your phone. Phone cameras are not to be used for breach of privacy reasons as stated above.

Flowers are not allowed on the unit for control of infection reasons.

Car parking

Public parking is usually Pay on foot. However, when a patient is very unwell, close family can request a concessionary parking ticket, valid for one week. Visitors should speak to the bedside nurse, who will authorise the issue of a concessionary permit.