Intensive Care Unit
The James Cook University Hospital
Information for visitors

Intensive Care 2
Telephone (01642) 282680

Intensive Care 3
Telephone (01642) 854539

General High Dependency Unit
Telephone (01642) 854898
The Critical Care Unit and what we do

The Intensive Care Unit (ICU) is an area of the hospital that caters for patients that require a high level of care (previously referred to as an intensive therapy unit, or ITU). Patients in the unit are constantly monitored so that changes in their condition are noted immediately and responded to. You will see much more equipment on the unit than you will have seen on the ward.

General High Dependency Unit and what we do

The General High Dependency Unit (GHDU) is either a continuation of care in preparation for a patient’s move to the ward or patients needing a step-up of care from the ward.

Critical care management team:
- Professor Stephen Bonner (Clinical Director)
- Lindsay Garcia (Directorate Manager)
- Angela Milbourne (Clinical Matron)
- Joanne Knight (Ward Manager, ICU2)
- Debbie Craddock (Ward Manager, ICU3)
- Kathryn Tennant (Ward Manager, GHDU)

We operate an open door policy and are available if you wish to discuss any aspect of your relative’s care.

Visiting

Occasionally, you may have to wait to see your relative, however, we will endeavour to keep this time to a minimum.

There is an intercom outside the unit. When reception is closed, please use it and wait for a member of staff to answer you. We may be busy and unable to answer straight away, but please wait a while and try again.

We request that only two visitors approach relative’s bedside at any time, and visiting is restricted to close family only. During visiting it is unfortunately unavoidable that you may be asked to leave the department whilst important procedures and treatments are being performed.

<table>
<thead>
<tr>
<th>Visiting in ICU2 and ICU3:</th>
<th>Times:</th>
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<tbody>
<tr>
<td>Visiting commences</td>
<td>11.00 – 12.30</td>
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<tr>
<td>Staff handover and patient rest period</td>
<td>12.30 – 15.00</td>
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<tr>
<td>Open visiting</td>
<td>15.00 – 19.15</td>
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<tr>
<td>Staff handover</td>
<td>19.20 – 20.00</td>
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<tr>
<td>Evening visiting</td>
<td>20.00 – 21.30</td>
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<table>
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<tr>
<th>Visiting in GHDU:</th>
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Between these times staff handover and the patient’s rest period takes place. If there are any extenuating individual circumstances regarding visiting times, please discuss these with the senior staff nurse who will strive to accommodate your wishes.
Out of hours access

The South Entrance is closed between 10.00pm and 06.30am. Please use the Maternity or the North Entrances during these times.

Hand washing

To help reduce the spread of infection, we ask that visitors wear disposable aprons and rub alcohol gel into their hands, or wash their hands, on entering and leaving the unit. The aprons should be removed after each bedside visit. The gel dispensers are situated immediately outside each of the units, and in every bed area.

Getting information

On admission to the unit, patients will be assessed and a plan for care and treatment made. As soon as this is done a doctor or nurse will talk to you about your relative’s condition and what our plans are. You can ask questions at any time – a nurse or doctor will always be available to talk to you.

Communicating with your relative

Patients who require help with breathing from a ventilator are unable to talk. This is because a tube is passed through the vocal cords. When the tube is removed, the voice returns. This can be frustrating for your relative and you, but with patience and understanding communication is possible.

Patients who are sedated or unconscious are assumed to be able to hear, so we feel it is important to talk to them and give encouragement and support. There is nothing to prevent you from touching your relative or holding their hand, as this can be very comforting for them. If you are worried about disturbing any equipment ask the nurse for advice.

Some patients become confused either because of the drugs they have been given, or because of the strange environment. This is distressing, but will pass with time.

Relatives’ liaison nurse

We are pleased to offer the services of a relatives’ liaison nurse, who is responsible for the well being and care of relatives during critical periods of intensive care. He or she will be one of our regular intensive care nurses, and will be available when on duty for any concerns or questions you may have. Please ask ICU reception or the nurse in charge who will contact the liaison nurse.

Religion

The hospital has a full time chaplain who can be contacted if you wish, or your own minister is welcome to come and see your relative. Please ask a member of staff if you have any special requests.
Property
We have limited storage space for belongings and we request that all items, except spectacles, hearing aid, dentures and personal items are taken home. We are sorry that flowers cannot be kept on the unit, but cards will be displayed. You are welcome to bring music and videos for your relative. Please make sure you clearly label them. Photographs are helpful too and can be displayed where patients can see them.

Accommodation
We do have very limited overnight stay accommodation available for people who do not live locally, or if your relative is critically ill. The accommodation is limited to one room per patient and for one relative only. Ask to speak to the relatives’ liaison nurse to help you with accommodation needs and any financial concerns.

Telephone enquiries
We welcome telephone enquiries at any time. If there are a number of relatives or friends, we would ask that one person is nominated to contact ICU. Please feel free to ask questions at any time – and remember we are here to help you, too.

Medical and nursing students
As this is a teaching hospital, medical students and student nurses are allocated to the unit on a regular basis.

Visitors’ car parking permits
If you are visiting the hospital on a regular basis, the Trust can offer you a regular car parking permit at a reduced rate. For further information please contact the relatives’ liaison nurse / ICU reception.

Other information
If at any time you have a problem, comment or complaint, please ask to speak to the nurse in charge. If you wish, an appointment can be made to speak to a member of the management team.
Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care.

However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf.

This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

Website: www.southtees.nhs.uk/icu

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