Cardiac-Care Unit (CCU)
Information for Relatives

The unit has 7 beds and 1 procedure room, caring for patients with heart complaints. Care in the unit involves the use of complex equipment, the function of which will be explained to you. The average time a patient will normally be cared for in this unit is approximately 48 hours; after which they will be transferred onto a general ward. Our philosophy is to maintain rest to aid in their recovery.

PATIENT CARE
Each person is cared for by a consultant who has overall responsibility for medical care. A doctor who is a member of the consultant's team will see patients daily. A specific appointment can be arranged for you if you wish to see a member of the medical team. Please speak to the Ward Manager/Sister to arrange this. The nursing staff on C.C.U. recognise each patients' individual needs and, together with the other members of the multi-disciplinary team, aim to provide a quality caring service.

Each patient will have a named nurse who has overall responsibility for the nursing care of their patients.

VISITING TIMES
Visiting times are:
3.00pm - 5.00pm
6.00pm - 8.00pm
We advise that only close relatives visit and that visitors are kept to two at a time only.

CHILDREN
Children are only allowed to visit the unit at the discretion of the ward staff.

SMOKING
Smoking is forbidden on hospital property.
MOBILE PHONES
You are not permitted to use or bring mobile phones into the hospital as they can seriously interfere with medical and life support equipment.

FLOWERS
We operate a NO FLOWERS policy on the unit, for safety reasons. We appreciate your co-operation.

PRIVACY AND DIGNITY
CCU is a mixed sex ward, due to clinical need.

ENQUIRIES
Our telephone number is 01895 279695. Calls can be made at any time. However it would be greatly appreciated if only one member of the family telephones and passes the information on to other relatives and friends.

CAR PARKING
Visitors to the hospital can use the main car parks. Please pay at machine before leaving the car park. Car parking passes are available:
- £12.00 per week
- £25.00 per month
(a £10 deposit will be required)

These application forms are available from nursing staff and passes issued at the security desk.

Disabled parking bays are available in car parks A, C and D which are free if a disabled sticker is displayed.

ACCOMMODATION
There is a very limited overnight stay accommodation within the hospital. However we can provide you with details of outside hospital accommodation, all of which is a within a short travelling distance from the hospital. Please ask a member of the nursing staff for information.
ARE YOU HAPPY WITH OUR SERVICE?

We are constantly trying to improve our service to ensure all our patients receive the best possible care and treatment. Patient Experience questionnaires are available to give your views.

Any complaints or concerns can be directed to PALS (Patient Advice & Liaison Service) on 01895 279973, from 9.00am - 5.00pm Monday to Friday.

Amenities

NEWSAGENT

The newsagent located in the main reception area sells newspapers, magazines, confectionery, and cold drinks. Open 8.00am - 8.00pm weekdays, 8.00am - 6.00pm weekends Mon-Fri newspapers round to wards.

COFFEE SHOP

A coffee shop is located in the main reception area, and offers speciality coffees with delicious breads and pastries.

CHOICES RESTAURANT

The main hospital restaurant is situated on the lower ground floor of the main Tower Block and is open from 7.00am-8.00pm Monday to Sunday, supplying a range of traditional fayre.

YOUR TEAM OF CARERS

You may wish to note the names of the staff looking after your relative.

Your named nurse is:

..............................................................

Ward Manager:

..............................................................

Your consultant is:

..............................................................

We hope that your relative finds their stay at our hospital a comfortable and pleasant experience. Please ask their named nurse if you need any other information.
Languages/ Alternative Formats

Please ask if you require this information in other languages, large print or audio format. Please contact: 01895 279973

Fadlan waydii haddii aad warbixintan ku rabto luqad ama hab kale. Fadlan la xidhiidh 01895 279 973

充滿可粒，您想要以其他語言接收此資訊嗎？如果您需要，請與01895 279973接觸。

Jezeli chcialbys uzyskac te informacje w innym języku lub w duzej czcionce popros pracownika oddziału o kontakt pod numerem telefonu: 01895 279973

各國語言/模式選擇
若你需要以下資料改為其他語言，大寫，或其他模式例如收音式或盲人字體的話，請電 01895 279973。

إذا كنت تود الوصول على هذه المعلومات بلغة أخرى، بالأحرف الكبيرة أو بشكل برمجي صوتي، يمكنك أن تتماسك مع 01895 279973

أُذِكِرْ أَنَّ مَعْلُومَاتٍ كَمَّكِيِّنَّ ذَيَازِ مِنَ، ذَيَازُ النَّفَظِ المُعَلَّمِمَا أَثَّرَ مَرَّةً، سَيَدُرَّكُ بَيْنَ تَوْبَةٍ 01895 279973

01895 مرباني صيء بتنفْت انفارات تي ذيَاز نُلُّ كيَ دَرَّكُ بَيْنَ تَوْبَةٍ كَيَ ذِكْرَ كَيْ دَرَّخوُ وَسْتَ كَيْرِ.