



Critical Care **(including Intensive** **Care Unit and High** **Dependency Unit)**

i Important information for all relatives and visitors of critical care patients.

About this booklet

The purpose of this booklet is to tell you about our Critical Care Department and what you can expect when you visit your relative there.

What is the Critical Care department?

The Critical Care department is where we look after patients who need a higher level of care than can be provided in a general ward environment. It is made up of Intensive Care beds and High Dependency beds. All of these are located on level three.

What is the Intensive Care Unit?

The Intensive Care Unit (ICU) is where we care for patients who require very close observation and whose condition may be life-threatening.

In ICU, nursing staff provide constant close monitoring and support with equipment and drugs.

In ICU1, a Consultant Intensivist oversees the care of patients immediately after surgery. They are supported by a Surgical Registrar with input from the Consultant Surgeon.

In ICU2, a Consultant Intensivist oversees patients who are expected to be in ICU for more than a day or two. They are supported by an Anaesthetic Registrar with input from the Consultant Surgeon or Cardiologist. Patients will also be reviewed by an Advanced Critical Care Practitioner in both ICU1 and ICU2.

What is the High Dependency Unit?

The High Dependency Unit (HDU) is where we look after patients who need a higher level of monitoring and care than is normally provided in a ward but do not need the same level of care provided in ICU.

In HDU, a surgical doctor reviews all patients with input from the Consultant Surgeon. There is also an Advanced Nurse Practitioner who assesses patients.

Who else is involved in patient care?

Depending on the reason your relative is in ICU or HDU, they may also be reviewed by a Consultant from another speciality, for example a kidney specialist or a neurologist.

Physiotherapists will work with your relative twice a day to provide chest physiotherapy and improve mobility.

Other health care professionals regularly involved with patient care include:

- Pharmacists,
- Dieticians,
- Speech and Language Therapists,
- Radiographers,
- Microbiologists,
- Health Care Support Workers, and
- Occupational Therapists.

Other staff you may come across include:

- Unit Coordinator,
- Housekeeping staff, and
- Catering staff.

If you wish to be involved in providing care to your relative or friend, for example assisting in washing or hand/foot massage, please discuss this with their named nurse.

The Critical Care Environment

Your relative will be attached to several machines, drips and tubes. Please let us know if you want us to explain the purpose and need for these.

You will hear a lot of alarms and beeps. These are there to help us monitor patients. Staff will respond appropriately if required.

Delirium

Delirium is a condition that any patient in hospital who is unwell may develop. There are different kinds of delirium and your relative may become withdrawn and sleepy, or agitated and confused. They may also experience delusions or hallucinations. This condition is usually temporary and often improves as the patient gets better with time. There are many different potential causes of delirium, including infection, medications or an unfamiliar environment. The nursing and medical staff will assess the patient regularly, minimise and treat any potential causes.

Patients in critical care are assessed for delirium on a daily basis, however if you notice a change in your relative please let the nurses or medical team know. The nursing staff will help you with ways you may support your relative if they are experiencing delirium, and will provide you with a Health Improvement Scotland information leaflet. We may also contact you at home if your relative is seeking reassurance from a familiar voice over the phone or to come in to visit.

Contacting Critical Care

The designated preferred first contact will be phoned once the patient returns from theatre after surgery.

We ask that one person phones the unit to make enquiries. Usually this is the next of kin or another nominated contact. We cannot discuss medical details over the phone and cannot give information to anyone who isn't next of kin or the named contact.

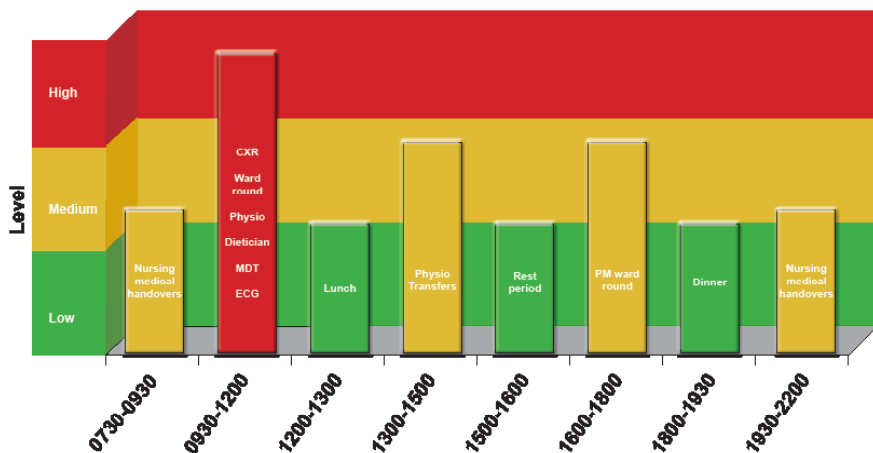
If your relative is well enough, you can speak to them on a portable phone. You may phone at any time as we provide 24-hour care, so please phone if you are looking for peace of mind rather than lying awake worrying.

Our telephone numbers are: Critical Care reception 0141 951 5706
ICU1 0141 951 5304
ICU2 0141 951 5305
HDU2 0141 951 5302
HDU3 0141 951 5303

Visiting ICU and HDU

We operate open visiting – please check the graph below for indications of busy times.

We have a strict two visitors per room policy. If your relative has had a heart transplant, we ask for only the same two nominated family visitors to enter the patient's room while they are in Intensive Care.



Please contact the receptionist in the Critical Care waiting area on arrival. They will check with the nurse if your relative is available for visitors.

The waiting area desk is manned Monday to Friday 9am to 4pm. If the receptionist is unavailable, please ring the buzzer of the unit your relative is in.

If your relative is available for visitors, please ring the bell or press the buzzer and wait for a member of staff to speak to you before entering. As Critical Care looks after very unwell patients, we ask for your patience if the bell or buzzer isn't answered right away.

Please wait five minutes before ringing the bell or pressing the buzzer again. Patient care always comes first. While it may be frustrating to wait or be asked to leave the unit, this is because care is being prioritised for our patients.

Hand hygiene and personal protective equipment

Please use the hand gel on entering and leaving the unit. If your relative is in isolation for any reason, staff will inform you of this and let you know if you need to wear an apron, gloves and mask.

Updates on your relative

The bedside or Charge Nurse will regularly update you on your relative's condition and can arrange for you to speak to medical staff.

Flowers

Flowers are not allowed, but cards, photographs and other gifts are welcome.

Mobile Phones

Please do not use your mobile phone when visiting or when standing in the corridors of the unit.

Family rooms

We have two private rooms across from the waiting area which are used to provide updates on your relative. Use of these rooms outwith this can be granted by the nurse in charge.

Toilets

Toilets are available near the Critical Care waiting area.

Catering and shop facilities

Vending machines selling hot and cold drinks and snacks are available in the Critical Care waiting area.

Catering and shopping facilities are provided on level one (ground) in the Golden Bistro, Café Latte and shop. Opening hours are displayed at the entrance to each facility.

The Golden Jubilee Conference Hotel serves food and a selection of hot and cold drinks. If you wish to book a room in the hotel or make an enquiry about services. Please call 0141 951 6000.

Privacy

To protect patient confidentiality, please do not take photographs of your relatives or post information about their condition on social media websites. If you have any enquiries regarding this, please ask to speak to the nurse in charge.

Spiritual Care

The Spiritual Care Centre on level one (ground) is available 24 hours a day for those looking for a quiet space to reflect or pray. Please let nursing staff know if you wish them to arrange for a Spiritual Care volunteer or local religious leader to visit you or your relative.

Look after yourself

Please be reassured your relative will be very well cared for while in Critical Care and the staff will contact you straightaway if there are any changes.

We advise you to take care of yourself during this stressful and worrying time. You may find it difficult to sleep and may not feel like eating but take time to eat regularly and rest when you can.

Your family and friends will be concerned about you. Accept offers of help from them with child or pet care, shopping etc. You may find it easier to update family via a group message or tell one person and ask them to pass the message on to others.

Feedback

We constantly strive to improve our care and services and appreciate any ideas or suggestions. Please feel free to speak to a member of staff or leave a comment in the suggestions box provided in the Critical Care waiting area.

You may also leave feedback online via the following link:

<https://www.nhsgoldenjubilee.co.uk/patients-and-visitors/have-your-say/feedback-leaflet/> or at www.careopinion.org.uk/about

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: 0141 951 5513

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