Intensive Care Unit (ICU)
J53/J54, St James’s Hospital
Information for patients and relatives
Welcome to the Intensive Care Unit (ICU), J53 and J54, Lincoln Wing, St James’s Hospital.

With this booklet we aim to answer some of your questions, and hopefully ease some of your worries. We understand it is a distressing and emotional time to have someone admitted to a critical care environment.

Introduction

When you or someone you care for is admitted to ICU/HDU it can be a very stressful, worrying and uncertain time. We designed this leaflet to give you information you might find useful at this time.

The ICU is split into two different areas. J54 ICU has 15 beds split into two main areas, and J53 ICU has eight beds.

There are no set male or female sections, but every effort is made to maintain dignity and privacy.

We appreciate that family want to know how their relative is, but we cannot give much information over the phone for reasons of confidentiality. We ask that one nominated family member ring the unit in the morning who can then pass this information to other family and friends. We also ask that you avoid ringing between 07:30 and 08:00 and 19:30 and 20:00 as the nurses hand over at this time.

Visiting times are between 14:00-21:00
Intercom entry system and waiting area

ICU is split into the two main areas of J53 and J54. For fire safety reasons and security, you will have to ring the bell or intercom.

On J54, there is an intercom - please ring the bell and a member of staff will let you in. You should then use the telephone on the wall to ring the area where your relative or friend is:

| Beds 1-9   | 0113 206 9154 |
| Beds 10-15 | 0113 206 6741 |
| Beds 16-23 | 0113 206 9153 |

Sometimes, you will not be able to come onto the unit immediately, or you may be asked to wait in the waiting area if nursing or medical procedures are being performed.

We realise that at times, it may feel that you are being kept waiting for a while and you may feel frustrated and worried. We are helping the person who you want to visit and we will come and collect you when they are ready and able to have visitors. If you are waiting more than 20-30 minutes then please use the phone again to contact the staff on the ward for more information.

There are some £1.00 deposit lockers in the waiting area on J54 available for property and valuables when visiting patients on J53 and J54. Please be aware that property has gone missing in our waiting areas previously and the Trust cannot be held responsible for any property left in the waiting area.
Mobile phones
As when visiting anyone in hospital we ask that you turn off your mobile phone when you enter a clinical area (indicated by red doors). You can use your mobile phone in the waiting area.

Visiting
Visiting times are 14:00 - 21:00 daily.

We have these visiting hours as ward rounds, physiotherapy and nursing care tends to occur in the morning. You will be asked to step outside whilst nursing handover takes place between 19:30 and 20:00, to protect patient confidentiality.

If you are unable to visit within our visiting hours, ring and ask to speak to the nurse looking after your relative, or the nurse in charge. Wherever reasonable, we will allow you to visit outside these hours.

Overnight stay facilities
There are no overnight facilities on ICU. We do however have a bed settee for emergency use, at the discretion of the nurse in charge.

Who is involved in caring for your relative?
Everyone who cares for your relative are part of a multi-disciplinary team. This team consists of staff from many different specialities.
Doctors:
ICU doctors are responsible for the day to day medical management of patients on ICU. There may be also Medical and Surgical doctors from the specialities relevant to your relative’s condition.

ICU Nurses:
Each patient will have a nurse dedicated to their care whilst they are on ICU. This is on a 1:1 nurse patient ratio for the most part. When your relative is improving, the nurse may be looking after another patient on a 1:2 nurse patient ratio.

Other specialities include:
- Physiotherapists
- Advanced Nurse Practitioners
- Dieticians
- Pharmacists
- Microbiologists

What to expect when you visit ICU
The initial reaction on entering a critical care environment for the first time can be overwhelming.

It is common for people in ICU to be confused, drowsy or sedated and they may not be able to respond due to their illness or the drugs they are being treated with.
There are usually a number of machines involved in the treatment, care and monitoring of your relative. Often these machines will beep or the alarm will sound, which can cause concern for visitors. Please do not be concerned if you hear these alarms, as they are very sensitive and are to alert the staff of any changes.

Some of the common machines on ICU

**Monitor**
This is a large screen above the bed which displays the patient’s vital signs, such as heart rate, blood pressure and other vital signs.

**Ventilator**
This helps with the patient’s breathing. The patient is connected to the ventilator by a tube that passes through their mouth.

**Infusion pumps**
These pumps help deliver the drugs we use to treat patients.

**Dialysis machine**
This assists the patient with any kidney problems they may have.

What you can do to help?

- Bring in photographs or mementos
- Play any music your relative/friend may like
• Read to your relative/friend
• Touch and talk to them
• Bring in any toiletries they may use, e.g. perfumes, moisturiser etc.
• You may also find it helpful to keep a diary of what is happening. It can help you to look back and see any small improvements the patient has made. A diary can also be very useful later on to help the patient - they may have confused memories of their time in the ICU and a diary can help them understand what happened to them and fill in the gaps
• Look after yourself; you can help the patient by looking after yourself. You shouldn’t feel guilty for not being at their bed space 24 hours a day. You need to take a break which will also help the patient rest.
• Take time to eat regularly and rest.

Infection Control

Please do not visit if you have a cold or flu, or if you have had diarrhoea recently.

Cards are welcome for your relative, but please do not bring flowers as they are an infection risk.

Alcohol gel is available throughout the unit, so please gel your hands when entering and leaving the unit. You will also find alcohol gel at the bed space for your use.

If you find an empty alcohol gel or soap dispenser please inform a member of staff.
When visiting, please ensure that only two visitors at a time are at each bed space. This is so the nursing staff can care safely for your relative and attend to the machines and pumps. Other visitors can wait in the waiting area and you can swap at intervals to suit yourselves.

**Visitor information**

- There are chairs around the unit that you can bring to the bedspace so you can sit next to your relative. We ask that you return them to where you found them once you have finished visiting. Please do not sit on the beds when you visit.
- Although we are a big unit, we do not have any storage to keep patients’ property. The only essentials the patient may need are a toiletry bag, dentures, spectacles, photos or personal mementos.
- We ask families to take property home until your relative is discharged to a ward.
- Please do not eat food or drink at the bed space.
- Toilet facilitates for visitors are near the entrance to the main unit.
- Relatives of patients admitted to critical care are entitled to one parking permit. For more information please speak to either the nurse looking after your relative or the ward clerks.
- If you would like an update from the doctor please speak to the bedside nurse who will be able to arrange this for you.

Children under the age of 14 should not visit J53 and J54 due to the sensitive nature of ICU. Any exceptional circumstances need to be discussed and agreed with the nurse in charge.
Cafes and restaurants

‘The Retreat’ cafe, Gledhow Wing
Please ask a member of staff for directions.

Opening times:

Breakfast 07:30-11:00 Monday - Friday,
           08:30-11:00 Weekends

Lunch    11:30-14:00 every day.

Costa Coffee, Gledhow Wing

Opening times:
Monday - Friday 06:30 - 20:30
Weekend 08:30 - 19:30

Other food outlets are also available in Gledhow Wing
including a sandwich shop and a bakers which are open 11:00-14:00pm Monday - Friday.

There is also a coffee and sandwich shop on the ground floor
of Bexley Wing

Faith Centre
The Faith Centre is on Level 1 in Bexley Wing and is open 24 hours a day. The centre is an open space available to everyone, whatever their background or faith.

Phone number: 0113 206 5935 or 0113 206 4365
Comments and Complaints

We value any feedback of your experience in ICU and we welcome you discussing any worries or concerns with either the bedside staff or the nurse in charge (who wears a red “Nurse in charge” badge). If unresolved and you feel it is necessary to make a written complaint we will guide you through the process.