

Welcome to DCC



Welcome to the Department of Critical Care (DCC)

We have two Departments of Critical Care (DCC) at the Trust: one at Doncaster Royal Infirmary and one at Bassetlaw Hospital.

The departments care for critically ill patients or patients who need to be closely monitored. Some patients may be unconscious and connected to lots of equipment such as ventilators and pumps. Other patients may be well enough to sit out of bed. There are 22 beds at Doncaster Royal Infirmary and seven beds at Bassetlaw Hospital.

Equipment

Special equipment is used in the departments. Some of this equipment can help support organs in the body that are not working properly – for example, a ventilator to help with breathing. Patients are connected to a heart monitor and special pumps give fluids and drugs. Alarms might ring to give information to nurses. Please do not touch any of the equipment.

Health and Safety

If you see anything that could cause an accident, please inform the staff.

The Team

Critical care doctors and nurses work together to provide the best possible care. All staff wear name badges. Doctors from other wards will also visit the departments to give specialist advice or to see patients they looked after before they were admitted to DCC. Other team members you may see include: physiotherapists; pharmacists; radiographers; dieticians; chaplains; ward clerks; microbiologists; infection control nurses; outreach nurses; colorectal nurses; clinical nurse educators; nurse consultants; and service assistants. Please feel free to ask them questions.

Telephone

You may telephone DCC at any time but only limited information can be given over the telephone. To reduce the time we spend on the telephone, we ask that only two named people telephone. They can then pass information on to other family members. When you visit, staff will try to answer any questions you may have.

Contact details:

Department of Critical Care, Doncaster Royal Infirmary
Tel **01302 366666** ext **3152** or direct dial **01302 553248/553152**.

Department of Critical Care, Bassetlaw Hospital
Tel **01909 500990** ext **2107** or direct dial **01909 502106/502107**.

Visiting

Press the doorbell and a member of staff will let you in. Please do not follow other visitors onto the unit without first being buzzed in. You may have to wait if nurses and doctors are busy with patients. Only two visitors are allowed at the bedside at a time. Please ask the nurse in charge about children visiting.

Please do not leave children alone outside the unit or in the relatives' room. On entering and leaving the unit, please use the hand gel at the doorway.

If you are visiting a patient with an infection, please ask the nurse for further information. Patients who are very ill can easily catch infections so please do not visit if you are poorly. Staff wear gloves and aprons and wash hands between patients. Ask a nurse if you are worried about infections.

Visiting times

The visiting times are advertised on the units.

Speak to a nurse if you have any queries about the visiting times. If you are called to the unit at night, enter the hospital via Accident & Emergency and inform the reception staff.

Patient Care

Patients are admitted to critical care for many different reasons. Some will be very ill and some will be admitted just for close observation. The length of stay will vary with each patient. Patients sometimes get frightened and confused because of their situation. Staff will always work to make them feel safe and comfortable. Please speak to staff if you have any concerns. Sometimes patients do not remember being in critical care. Relatives can help patients to make sense of the situation by **keeping a diary**. Ask the nurses for more information about this.

Visitors need looking after too

Visitors can get upset and find it difficult to eat and sleep. It is very important to rest and try to eat. Spend time with family and friends at home. Chaplains are also available on both sites - please ask staff to page the Chaplain on call if you would like to speak to him or her. The Chaplain can also tell you about support groups that may also help you.

Patients' property/personal items

There is very little storage space so we ask that patients' property is kept to a minimum. If a patient is transferred from a ward, we ask for most of the patient's property to be taken home for safekeeping. All jewellery should be removed from patients as they may develop swollen wrists and fingers.

Personal items e.g. spectacles, dentures and hearing aids can be brought in. The Trust does not accept liability for loss or damage to patients' and visitors' property.

Toiletries

Please bring toiletries such as soap, comb, deodorant, shaving equipment, toothpaste, toothbrush etc. We provide clean towels and disposable flannels daily for infection control purposes. Alcohol gel hand rub is available at each bedside for patient or visitor use.

Moving a patient to another hospital

Sometimes we have to move patients to another critical care unit at a different hospital when we are very busy or because the patient needs specialist treatment. An anaesthetist and an operating department assistant or a critical care nurse travel with the patient. The patient is continually monitored to make the journey as safe as possible. We try to transfer our patients to the closest possible critical care unit in the area.

Leaving Critical Care

The doctors will decide when a patient is well enough to be moved to another hospital ward. Moving to the ward is often a step towards recovery. In some situations, patients go straight home from critical care. When patients go to another ward, outreach staff visit them to check on their progress. We will try to prepare patients and relatives for discharge to the ward and always try to tell you when we plan to transfer or discharge a patient but sometimes patients may be moved at short notice due to

emergency admissions. Please tell us of any worries you may have about leaving critical care - we are here to help.

Your Opinion Counts

We welcome any ideas to improve our service. Use the 'Your Opinion Counts' form at the back of this booklet and place it in the box provided. If you have any concerns about care, please speak to the nurse in charge. The Critical Care Matron can be contacted at Doncaster Royal Infirmary: Tel 01302 366666 ext 3000.

Telephones

Mobile phones can be used in public areas, but not in wards and critical care unit. There are public telephones on the ground floor of both hospitals.

Flowers

Flowers and plants are not allowed.

Waiting room

We have waiting rooms for visitors with access to toilet and drinks facilities. Please keep it clean and tidy and share it with other visitors.

Staying at night

If you have to stay at night there is a room for emergency use.

Chaplaincy

A member of our Chaplaincy team is available at any time to offer spiritual or emotional support. They are also available to give you the opportunity to discuss fears, worries and anxieties. There are Church of England and Roman Catholic ministers and they will be happy to help if you wish to see a minister of another religion.

The Hospital Chapel is open to anyone. A member of staff will give you directions if you would like to visit the chapel. To contact the Chaplaincy team, please speak to a member of staff or contact them through the hospital switchboard.

Social Worker

Ask the nurse if you would like to speak to a social worker.

Smoking

There is no smoking in the hospitals or grounds.

Dining Facilities

There are dining rooms and coffee shops in the hospitals. Refreshments and snacks are available throughout the day.

Hospital Shop

This is situated on the ground floor in the main foyer. Cold drinks, toiletries and gifts can be purchased.

Car Parking and Transport

Doncaster Royal Infirmary

There is a Park and Ride car park situated opposite Doncaster Racecourse. Visitors' car parks can be found at Gates 1, 3 and 4. Parking is also available on Armthorpe Road (outside Gate 4) and on Thorne Road.

Bassetlaw Hospital

At Bassetlaw Hospital there is pay and display parking available around the site.

Clearly marked disabled spaces are available around the hospitals close to main entrances. Do not park in front of the main entrances or the Accident & Emergency entrance, as these areas must be kept clear at all times. Nursing staff, switchboard, or staff at the main reception desk will be able to help you with information about public transport and taxi services. Free shuttle buses are available between Doncaster Royal Infirmary and Bassetlaw Hospital and between Doncaster Royal Infirmary and Montagu Hospital.

Helpful Resources

Your Opinion Counts - overleaf.

The Intensive Care Society (provides information booklets about intensive and critical care) www.ics.ac.uk

ICU steps (founded by ex-patients) Tel: 0870 4715328 www.icusteps.org

Brake Care (dedicated to helping those affected by motor vehicle accidents), Helpline Tel: 0845 6038570 www.brake.org.uk

I-CANUK - the Intensive Care Aftercare Network provides a forum for those interested or involved in critical care follow up. www.i-canuk.com

Can we help you?

YOUR OPINION COUNTS!

If you have any views or suggestions about the service we provide, please let us know.

Comments can be anonymous, but if you would like a reply, include your name and address.

We guarantee you a response within 14 days.

Your name and address:

To what area/department does this refer?

.....

Date:

.....

I would like a response: yes no

This is: an idea a compliment a comment a concern a complaint

** Please place the completed form in the box provided*

All your opinions will be dealt with in the strictest confidence
Please note: This does not replace the formal complaints procedure.



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