

## Discharge process

You may be told by the doctor that you will be discharged home today. We endeavour for you to leave as soon as possible however there may be a delay in you leaving because of the following:

1. The doctor needs to complete the ward round with 18 other patients.
2. Your tests, such as echocardiograms or an exercise tolerance test, will need to be requested.
3. You may need to wait for blood results or have verbal advice regarding your treatments.
4. You may need to wait for tablets to be dispensed from the pharmacy, which may take a minimum of 2 hours. If this is the case, we will arrange for you to go to wait in the Discharge Lounge.

**Please speak with your nurse before making arrangements to be collected.**

Please give feedback by completing the Friends and Family Test. You will be asked one question "Overall, how would you rate our service?"

## Useful contacts:

Ward Manager: Lisa-Ann Gray  
0118 322 6528

Abbyrose Andrews: Matron  
0118 322 6501

Cardiac Support Nurses  
0118 322 6638

## Charity Fund

The Cardiac Care Unit does have a charity fund. Donations can be made by cheque to the 'Cardiac Care Unit Trust Fund'. Please include your name and address details if you do donate so that we are able to thank you in writing.

To find out more about our Trust visit  
[www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

RBFT Cardiac Care Unit, June 2024  
Next review due: June 2026



# Welcome to the Cardiac Care Unit

Information for patients  
and relatives

0118 322 6528 or email  
[Cardiac.CareUnit@royalberkshire.nhs.uk](mailto:Cardiac.CareUnit@royalberkshire.nhs.uk)

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**This leaflet has been provided to answer some of the questions you may have about the Cardiac Care Unit (CCU) at the Royal Berkshire NHS Foundation Trust.**

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### **What does CCU do?**

CCU specialises in care of patients with acute cardiac conditions.

The Unit provides access to 24-hour emergency admissions and procedures, as well as weekday investigations and tests.

The Unit is a high care environment with a higher ratio of nurses to patients than a general ward. Most patients will be on monitoring equipment above the beds that may sound from time to time – this does not always mean there is a problem, so try not to worry.

The Cardiology Department has ten consultants and one associate specialist.

You will be seen by one of these doctors each morning about 8.30am and, if necessary, by a senior doctor in the afternoon, around 4.30pm.

The Cardiac Care Unit consists of three six-bedded bays. As patients that are admitted to CCU are often very critically unwell we cannot always guarantee that the bay you or your family member are nursed in is a single sex bay.

Once we have deemed you or your family members clinical condition as stable we will try our utmost to transfer you into either our identified male or female bay or step-down to a single sex bay on our adjacent cardiology ward (Whitley Ward).

### **Advice**

- If possible, please provide your current medication in its original packaging in order to ensure continuity of drug therapy.
- To maintain safety and comfort, please bring in any glasses, hearing aids, dentures, slippers, and walking aids. Also bring your own toiletries and nightwear.
- If you or your relatives wish to speak more fully to your doctor, please ask nursing staff to arrange this for you.

### **Visiting times**

<p><b>10.45am – 12.15pm</b> <b>2.00pm – 4.30pm</b> <b>6.00pm – 8.00pm daily</b></p>
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Please do not visit during protected mealtimes unless you are assisting the patient to eat. For patient comfort and wellbeing, we ask that only two visitors per bed space at a time. If you have any concerns or difficulties with regard to the visiting hours, please speak to

the Ward Manager, who will be happy to discuss this with you further.

When the door from the main corridor is locked, please ring the doorbell **once** and a member of staff will answer to let you in.

We appreciate your patience.

### **Telephone enquiries**

We are keen to ensure the nursing team spend uninterrupted quality time with patients in order to appropriately meet their needs.

We would therefore request, where practical, one nominated person make telephone calls to enquire about the patient's condition. This person would ideally then liaise with other family members and friends.

### **Smoking**

There is no smoking on Trust property.

### **Help and information**

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the nurse looking after you.

You can also pick up a copy of the Trust leaflet called 'Patient Advice and Liaison Service (PALS)', which explains how you can raise concerns or give feedback on your experience at the hospital. Visit [www.royalberkshire.nhs.uk/services-and-departments/patient-advice-and-liason-service-pals](http://www.royalberkshire.nhs.uk/services-and-departments/patient-advice-and-liason-service-pals) for more information.