

Feedback

Please kindly give feedback by sparing a few minutes to complete the Friends and Family Test.

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

Useful contacts

Augusta Koroma, Ward Manager
Battle Day Unit: 0118 322 8723 /
07557 812 720

Mariana Carvalho, Matron:
0118 322 6722

Juliet Owusu Nelson, Lead Nurse:
0118 322 8386

To find out more about our Trust visit
www.royalberkshire.nhs.uk

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

RBFT Battle Day Escalation Unit, January 2024
Next review due: January 2026



Welcome to Battle Day Escalation Unit

Information for
patients who have
been moved to the
unit and their
friends, relatives
and carers

**0118 322 8723 /
07557 812 720**

This leaflet has been provided to answer some of the questions you may have about the Battle Day Escalation Unit and why you have been moved here.

What is the Battle Day Escalation Unit?

Battle Day Escalation Unit is in Battle Day Unit, on level 2 in Battle Block. During winter months when the hospital is particularly busy, patients with a stable condition, or who are medically fit and ready to leave hospital are transferred to Battle Day Escalation Unit. This is for an overnight stay or for a couple of days while they wait for their care package or community / nursing home bed to become available.

Why have I been moved here?

You have been moved to the Battle Day Escalation Unit because there has been an increase in the number of patients attending the hospital who require continuous care in an acute setting. As you are recovering well and in a stable condition, caring for you on the Battle Day Escalation Unit will help us to make beds available on the main hospital wards for those who are in need of acute medical attention.

Who will be looking after me?

You will be cared for by a registered nurse and a health care assistant. You may also be seen by a member of the medical team if necessary.

If you are ready to be discharged the day after being moved, you will be transferred to the Discharge Lounge to wait for your medication and your transport.

However, if you are not well enough to leave hospital, you may be moved back to the ward you came from or moved to another medical ward with an available bed.

Whilst on the unit, you may be cared for in a mixed sex bay. However, we will make sure your privacy and dignity are maintained at all times.

During your stay on the unit

The healthcare team will do everything possible to make sure you have all your care needs met.

Telephone enquiries

We are keen to make sure the nursing team can spend uninterrupted quality time with patients in order to appropriately meet their needs. We would therefore request where possible, that one nominated person make telephone calls to enquire about your condition. This person would ideally then liaise with other family members and friends.

Advice

- If you or your relatives wish to speak to a member of the medical team, please ask the nursing staff to arrange this for you.
- Visitors are welcome to visit until 8pm every day. Visitors are welcome if they would like to come and assist their relative during mealtimes.
- **For patient comfort and wellbeing, we ask for only two visitors per bed space at a time please.**

If you have any concerns. 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.

We appreciate that you may find this move unsettling but we hope that you understand why it has been necessary. And again, we would like to reassure you that you will receive all the care that you need during your stay on the unit.