



Royal Berkshire
NHS Foundation Trust

Welcome to the Intensive Care Unit

Information for people whose loved ones are admitted to an Intensive Care Unit (ICU) or a High Dependency Unit (HDU)

0118 322 7248 / 7249

Please follow government COVID-19 guidance. We encourage all visitors to perform regular lateral flow tests and do not visit if you have any COVID-19 symptoms www.gov.uk/coronavirus.

What does our Critical Care Area look like?

Our Critical Care Area combines ICU and HDU beds, although it is referred to as ICU. Our ICU has 19 bed spaces that are divided into two pods. Pod 1 beds 1 – 9 (two of which are side rooms) is the larger critical care area. Pod 2 beds 10 – 19 can be found along the corridor from the main area. We do not have separate male and female sections but every effort is made to ensure privacy and dignity is maintained.

Please feel free to contact us at any time. However, we would appreciate you nominating one member of the family to phone for a progress report. Direct phone numbers:

Beds 1 – 9 0118 322 7257 or 0118 322 7103

Beds 10 – 13 0118 322 8498 Beds 14 – 19 0118 322 8497

Entering the Critical Care Area

People who are significant to the patient are welcome to visit using the booking system. Once you arrive a member of staff will meet you in the Relatives Waiting Area and escort you to your loved one.

You must use the hand sanitiser on your hands before and after visiting your relative or friend in order to minimise the spread of infections. This can be found at each entrance/exit and at every bed space.

Do not visit the ICU if you are ill or have an infection. If you have an infection or have recently had diarrhoea or vomiting, please wait 48 hours following your last bout of diarrhoea or vomiting before visiting again.

Patients do have a rest period from 3.00pm – 4.30pm and we would ask you if possible not to visit the unit at this time. If this is a particular problem please mention it to the nursing staff. In exceptional circumstances, visiting can be negotiated with the nurse in charge.

Flowers are not permitted for infection control reasons.

Patients' property

We have very limited space in the unit for storing property and ask that the patients only have essential toiletries and cards. Photographs of family and friends to display are also welcome. Money and other valuable items, e.g. jewellery, need to be taken home or locked in our safe. Long stay patients can use personal audio equipment.

Photographs

We do not allow relatives or friends to take photographs of patients, as this is a breach of individuals' rights to privacy and confidentiality.

Mobile phones

Patients and visitors can use mobile phones in public and communal areas but please be sensitive to the needs of others when using your phone. **Phone cameras are not to be used (see above).**

Car parking

Public parking is usually 'pay on exit'. However, when a patient is very unwell, close family can request a concessionary parking ticket, valid for one week. Visitors should speak to the bedside nurse, who will authorise the issue of a concessionary permit.

Facilities available

We have rooms available for families who wish to stay while their relative is in ICU. These are for use during the first few critical days.

Royal Berks Charity ICU Fund U450

Any and all donations are gratefully received and are used for many different aspects of the work in ICU that benefits patients, relatives and staff. Visit www.royalberkscharity.co.uk/what-would-you-like-to-do/donate-to-us/ to find out different ways to donate. Please include your surname and fund number U450 with your payment.

Your views

We value the feedback we receive from our critically ill patients, their families and friends as it is a measure of the quality of our service.

Ways to feedback include:

1. Suggestions / Comments box in the Critical Care Waiting Area.
2. To any health care professional during or after the critical illness episode.
3. Through the Recovery after Critical Illness process – at both clinic and 1:1 visits.
4. Through the Critical Care Bereavement team.
5. Through the ICU Support Network – email: icu.support@aol.com
6. By posting a review/rating on the NHS website www.nhs.uk/comment
7. Tell your story on Care Opinion www.careopinion.org.uk/tellyourstory

The way we use your feedback:

1. At the time – if it is pertinent and safe to action the feedback immediately, we will do so.
2. Through the Clinical Governance process – all feedback is thematically analysed, reported and actioned.
3. Through clinical practice – communication of feedback is essential to be timely and current.
4. If a particular theme emerges, we will invite service users (patients, family and friends) to work with staff to resolve the issue.
5. Visit www.royalberkshire.nhs.uk/in_the_press/trust_films.aspx to watch a film called ICU – Insight and Aftercare.

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 ICU. Revised: September 2021. Review due: September 2023