

## Patient information factsheet

# Visiting the neurosciences intensive care unit

We have given you this factsheet because your relative or friend is being cared for on the neurosciences intensive care unit (also known as the neurosciences ICU or neuro ICU) at Southampton General Hospital. It contains important information about visiting the unit. If you have any questions or concerns, please speak to a member of our team.

### What is the neurosciences intensive care unit (neuro ICU)?

The neuro ICU provides specialist care and close monitoring for people with complex neurological conditions (conditions affecting the brain, spinal cord and/or nerves).

The unit is located in the Wessex Neurological Centre on B level at Southampton General Hospital.

### Visiting guidelines

#### Visiting times

Our visiting times are **10am to 7pm** every day.

#### Number of visitors

We allow a maximum of **two visitors at a time** during visiting hours.

We understand that visiting time is important for both patients and their relatives and friends. However, to ensure the privacy, dignity and confidentiality of our patients, there may be times when we ask you to leave the bedside for a period of time. This may be because:

- your relative or friend needs medical treatment, care or rest
- medical ward rounds are taking place on the unit (these usually take place at 11am and 4pm each day).

We will advise you where you can wait during this time. We thank you for your understanding and cooperation in helping us to provide the highest quality care.

#### Items you can bring with you

Please only bring in essential items for your relative or friend (for example, toiletries).

You may also bring in some personal items (for example, photos and cards), which you can display at your relative or friend's bedside.

#### Do not bring in any:

- valuables (unless you have discussed this with us in advance), as we cannot take responsibility for their loss
- flowers or plants
- items containing latex

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## When you arrive at the unit

### Intercom

For the safety and security of everyone, entry to the unit is controlled via an intercom system at the main door.

Please press the intercom button and wait for a member of staff to grant you access. If you do not get a response, it may be that our team is busy. Try the intercom again after a few minutes.

**Do not** pull on the automatic doors, as this may cause them to break. If there is still no response, please call the unit using the telephone numbers on page 4 to let us know you have arrived.

**Only people who have been given permission should enter the unit. If you notice anyone entering the unit with you without permission, please report this to the nursing staff.**

### Waiting areas

Unfortunately, the neuro ICU does not have a designated waiting room. If we have asked you to wait elsewhere because your relative or friend is not yet available for visitors or is currently receiving medical care, please take a seat in the waiting area just outside the main doors to the unit (under the staircase in the foyer). We will contact you via the phone by the seating area or will come and greet you at the door when your relative or friend is ready for visitors. If you have been waiting a while and think you may have been forgotten about, please use the intercom or call the unit as above.

We do have two small rooms on the unit which you may be able to wait in. These rooms are designed for private conversations with patients' families and friends, so please be aware that if you are waiting in one of these rooms, we may ask you to vacate the room at short notice. We apologise for any inconvenience. Please ensure you leave the room as you found it and place any rubbish in the bins provided.

## While you are on the unit

To help keep everyone on the unit safe, please follow the guidance below. If you have any questions or concerns, speak to the nurse caring for your relative or friend or the nurse-in-charge (if you are unsure who anyone is, please ask us).

- Ensure you wash your hands or use hand gel when entering or exiting the unit.
- Respect the privacy and dignity of other patients.
- **Do not** use a mobile phone on the unit unless we have given you permission to do so.
- **Do not** take photos or videos of patients or staff members.
- **Do not** eat or drink anything while on the unit.
- **Do not** visit the unit if you think you may have COVID-19, influenza (flu), or are experiencing symptoms such as diarrhoea and/or vomiting. Please telephone us for updates instead.

## Hospital facilities

Our hospital offers a range of facilities to make your visit more comfortable, including:

- a variety of cafés, shops and vending machines (the Feast restaurant can be found on B level, along the corridor from the waiting area outside of the neuro ICU)
- a 24-hour cash point (C level, centre block)
- a pharmacy (B level, main entrance)
- a chapel and multi-faith rooms (D level, centre block)
- free Wi-Fi for patients and visitors (search for 'NHSwifi')

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For more information about our hospital's facilities, visit:

[www.uhs.nhs.uk/for-visitors/southampton-general-hospital/shops-and-facilities](http://www.uhs.nhs.uk/for-visitors/southampton-general-hospital/shops-and-facilities)

The **nearest public toilet** can be found in the neurophysiology corridor next to the neuro ICU entrance.

## Parking

If you plan to visit the hospital regularly by car, you may find it helpful to buy a discounted weekly parking ticket from the Travelwise office. Ask a ward clerk or nurse to complete a parking form, which you can take to the Travelwise office during their working hours. For more information about parking or to check the Travelwise office opening times, call **023 8120 4133** or visit: [www.uhs.nhs.uk/for-visitors/southampton-general-hospital/uhs-travelwise-office](http://www.uhs.nhs.uk/for-visitors/southampton-general-hospital/uhs-travelwise-office)

## Hospital accommodation

Limited accommodation is available on site at Meller House for people travelling long distances to visit their relative or friend in hospital. If you would like to stay in one of these rooms, speak to a member of our nursing team who will be able to find out if there is any availability. Please note that an accommodation fee is charged for these rooms.

We can also provide you with details of local bed and breakfast and hotel accommodation in the Southampton area.

## Feedback and concerns

If you have any concerns during your visit, please ask to speak to the senior nursing team and they will address the matter. If your concerns have not been resolved by talking to the department, you can also contact our patient advice and liaison service (PALS) team.

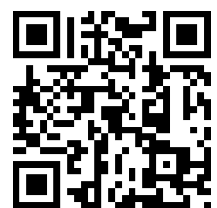
## PALS

Telephone: **023 8120 6325** (Monday to Friday, 9am to 4pm)

Email: [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk)

## Friends and Family Test

Seeking and acting on patient feedback is key to improving the quality of our services. The Friends and Family Test gives you the opportunity to give your view on the care or treatment you've received. To complete the survey, please scan the QR code or visit: <https://qthr.co.uk/c3744>



For more information about the Friends and Family Test, please visit:

[www.uhs.nhs.uk/for-patients/patient-experience-and-satisfaction/friends-and-family-test](http://www.uhs.nhs.uk/for-patients/patient-experience-and-satisfaction/friends-and-family-test)

## My Thank You

If you would like to say thank you to a specific member of staff, team or ward, please scan the QR code on the My Thank You posters around the hospital or visit:

[www.southamptonschoolsofcharity.org/get-involved/say-thank-you](http://www.southamptonschoolsofcharity.org/get-involved/say-thank-you)

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## League of Friends

The League of Friends of University Hospital Southampton NHS Foundation Trust is a volunteer-led registered charity which raises funds to support and improve the care and comfort of patients, visitors and staff.

To donate to the League of Friends, please visit: [www.justgiving.com/charity/uhs-nhs](http://www.justgiving.com/charity/uhs-nhs)

## Contact us

We understand that multiple people may want to know how their relative or friend is doing in hospital. To help us, please **nominate one person** (or two people maximum) to act as the main point of contact for your relative or friend while they are staying on the neuro ICU. This nominated person can then share any updates with the wider network of family and friends.

If you have any questions or concerns or would like an update on your relative or friend, please call the relevant telephone number below.

Side	Bed numbers	Telephone number
A	1 to 5 (side rooms A and B)	023 8120 6401
B	6 to 10 (side room C)	023 8120 3525

## Useful links

[www.brainandspine.org.uk](http://www.brainandspine.org.uk)

[www.nice.org.uk/guidance/conditions-and-diseases/neurological-conditions](http://www.nice.org.uk/guidance/conditions-and-diseases/neurological-conditions)

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **PFSH@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)**

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Charity Registration Numbers 1051543

