

Patient information factsheet

Welcome to the acute stroke unit (F8 ward)

Information for patients, families and carers

This factsheet provides information for patients being cared for on the acute stroke unit (also known as F8 ward) and their families and carers. We hope it will help to answer some of the questions you may have. If you have any further questions or concerns, please speak to a member of our team.

About the acute stroke unit

The acute stroke unit provides specialist care and rehabilitation for people who have had a stroke.

The unit has 28 beds and is located on F level, West Wing at Southampton General Hospital.

Meet the team

Our team is made up of a wide range of healthcare professionals specialising in stroke care, including:

- consultants
- doctors
- matrons
- ward nurses
- healthcare assistants
- research nurses
- clinical nurse specialists (CNS)
- orthoptists
- physiotherapists and occupational therapists
- speech and language therapists
- neurological psychologists
- dietitians

Our team are here to help support you and your family in any way we can. We will aim to make it clear who we all are, but please ask us if you are unsure.

Visitors

You will be able to have a maximum of **two** visitors at a time by your bedside, between the hours of **2pm and 8pm**. Any visiting outside of these times must be agreed with the acute stroke unit manager regardless of any agreements made on other wards you were being cared for on.

Please note that medical investigations and therapy sessions will take priority over visiting times.

Patient information factsheet

Important information for visitors

- Visitors are **not** allowed to sit on the bed.
- Please use the alcohol gel (found in the wall dispensers) when you enter and leave the unit.
- Before entering a side room, ask a member of staff if there are any special precautions that need to be taken (for example, wearing protective equipment if there is a risk of cross infection to yourselves).
- You must get permission from the nurse-in-charge before bringing children onto the unit (we advise **not** bringing young babies as they are more at risk of infection).

Mealtimes

We cater for a variety of dietary needs and offer a range of different menus for your meals. Please ask a member of our team for more information.

The mealtimes on our unit are:

Meals	Times
Breakfast	8am
Lunch	12pm (noon)
Dinner	5pm

We aim to protect all mealtimes from interruptions, such as therapy sessions, medical and/or nursing checks and visitors.

It is important that you check with the nurse-in-charge before your family or friends bring in any food for you as your doctor may have placed you on a special diet (for example, a different textured diet).

Personal belongings

To help increase your confidence and promote independence, we will ask you to practise some day-to-day tasks such as washing and dressing while you recover. To help with this, please ask your family and friends to bring in the following items for you:

- clothes
- shoes and/or slippers
- toiletries (for example, a toothbrush and toothpaste, hairbrush, shower gel, shaving equipment and deodorant)
- night clothes
- towels
- glasses and/or hearing aids (if worn)

Please note that the hospital does not wash personal clothes or towels. These items will be rinsed if necessary and placed into property bags in your individual locker, ready to be collected and taken home to be washed.

If appropriate, your family or friends can also bring in:

- photographs
- reading material (for example, books, magazines and newspapers)
- electronics (for example, a radio, mobile phone, fan or laptop) and chargers (consider labelling these with your name) – these **must** be checked by a hospital electrician before use

It is important that you let the nurse-in-charge know of any personal belongings that have been brought in or taken home.

Patient information factsheet

Valuables

We recommend leaving all valuables at home. If this is not possible, please tell the nurse-in-charge what valuables you have brought in (for example, chequebooks, credit cards or jewellery) and they will place these in the hospital safe for the duration of your stay. Make sure to collect all belongings before you leave hospital or move ward.

Hospital facilities

Full details of hospital facilities and services can be found in our 'Your stay in hospital' booklet. Please ask us for a copy. Alternatively, you can view this booklet on our website by scanning the QR code or clicking the link below:

www.uhs.nhs.uk/Media/UHS-website-2019/Patientinformation/Visitinghospital/Yourstayinhospital-patientinformation.pdf



Facilities	Location
Shops	C level (in the main entrance foyer)
Feast restaurant	B level (central block). Opening times are Monday to Friday, 7.30am to 7.30pm, Saturday to Sunday, 7.30am to 7pm.
Non-charging cash machine	C level (near the main entrance)
League of Friends café	F level (next to the acute stroke unit)

Spiritual care and chaplaincy

Our spiritual care service offers support for everyone, and you do not have to have a religious belief to use the service. A hospital chaplain can visit you on the acute stroke unit if you would like this. If you would like to speak to a member of the chaplaincy team, please ask a member of our team.

For more information about the spiritual care team, please call **023 8120 8517** or visit:

www.uhs.nhs.uk/Media/UHS-website-2019/Patientinformation/Visitinghospital/Spiritual-care-team-3371-PIL.pdf

Feedback and concerns

If you have any concerns regarding any of the services offered by the acute stroke unit, please speak to the person providing your care. If you do not feel your concerns have been addressed, ask to speak to the nurse-in-charge. If after that you still feel your concerns have not been resolved, you may wish to contact our patient advice and liaison service (PALS) team:

PALS team

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

Email: pals@uhs.nhs.uk

For more information about raising a concern, please visit: www.uhs.nhs.uk/Media/UHS-website-2019/Patientinformation/Visitinghospital/Call-4-Concern-service-3586-PIL.pdf

Preparing to leave the acute stroke unit

Depending on how you are progressing with your recovery and rehabilitation, we may start to plan your discharge (leaving hospital) early on in your stay. By getting plans in place early on, we will be able to get you home quicker.

Patient information factsheet

We will aim to send you home in the first instance, but if you have needs that mean returning home is not possible, it may be necessary for us to move you to a suitable alternative care setting or to another ward in the hospital. We will discuss this with you and your family in more detail, if appropriate.

For more information about leaving hospital, please read our 'Leaving hospital' factsheet which can be found here: www.uhs.nhs.uk/Media/UHS-website-2019/Patientinformation/Visitinghospital/Leaving-hospital-3429-PIL.pdf

Contact us

We understand that your family and friends will want to know how you are doing in hospital. To help us, please nominate one family member to be the spokesperson who contacts the acute stroke unit on behalf of your family and friends. If your family or friends would like an update on your care, your nominated family member should call the unit between 9am and 5pm.

If you or your family or friends would like to speak to one of our consultants, please speak to the nurse-in-charge who will arrange a suitable appointment for you.

Acute stroke unit (F8 ward)
Telephone: **023 8120 6998**

Alternatively, you can contact us by calling the hospital switchboard on **023 8077 7222**.

Useful links

www.nhs.uk/conditions/stroke

www.stroke.org.uk

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 **patientsupporthub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

Join our family of charity supporters with a monthly donation! It's a wonderful way to show your ongoing support of our patients and staff.

Scan the QR code or visit southamptonshospitalscharity.org/donate



**Southampton
Hospitals
Charity**

Charity Registration Numbers 1051543

