

Patient information factsheet

Welcome to the coronary care unit (CCU)

We've written this factsheet as a guide to the coronary care unit (CCU) for relatives and friends. It explains what to expect while your relative or friend is being cared for in the CCU. We hope it helps 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.

What is the coronary care unit (CCU)?

The coronary care unit, or CCU as it's more commonly known, is a 17 bedded, emergency admission unit (located on D level, East Wing) for people with cardiac (heart) problems. It is made up of two bays – CCU A and CCU. People who are at a lower risk and in a stable condition will be admitted directly into the assessment bay (CCU A) and people who are at higher risk will be admitted into the main bay (CCU). Once your relative or friend has been assessed as stable by a senior doctor, they may be moved into CCU A or on to another cardiac ward.

Due to the emergency nature of the unit, your relative or friend will be cared for in a mixed-sex bay. We will aim to move them into same-sex accommodation as soon as their doctors feel that it is medically safe to do so. If you are worried about your relative or friend being cared for in a mixed-sex bay, please speak to the nurse-in-charge.

Most people stay in the CCU for approximately 24 hours and are then transferred to another cardiovascular and thoracic ward for the rest of their stay in hospital. Some investigations and treatments cannot be carried out on the CCU, so your relative or friend may need to be moved earlier. The nurse allocated to care for your relative or friend will be able to advise you further.

Visiting your relative or friend

Visiting hours are 10am to 8pm. If you wish to visit your relative or friend outside of these hours, please contact the nurse-in-charge.

We have a rest period between 2pm and 3pm. Please avoid visiting during this hour to allow your relative or friend time to rest.

Infection control

When you visit, please remember to wash your hands using the alcohol gel provided at the start and end of your visit to help reduce infection.

Safety

For the safety and comfort of all, please limit visitors to two at a time.

Each bed is surrounded by a large amount of specialist equipment. Please take extra care when walking around the unit.

While you are on the unit, please listen to us and follow any instructions we give you.

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Flowers

Flowers are not allowed in our hospitals.

Main point of contact

You can phone the unit for an update on your relative or friend's progress, but we can only give out limited information over the telephone due to confidentiality. We also recommend nominating one person to be the main point of contact.

Telephone

If you wish to contact your relative or friend, the CCU has a digital cordless telephone that can be taken to them while they are on the unit. The number to call is **023 8120 5067**.

The CCU team

Your relative or friend will be allocated a registered nurse to care for them during their stay in the CCU.

Your relative or friend will also be referred to the care of a consultant cardiologist (a heart specialist), along with a specialist registrar, a senior house officer and an advanced nurse practitioner.

A consultant cardiologist will carry out a ward round at approximately 8am. A specialist registrar will then carry out a board round (a review of each patient's plan of care) with the nurse-in-charge.

Other hospital staff members will also be involved in the delivery of care, including health care assistants, ward clerks, and pharmacy and domestic staff. All staff should be wearing a name badge displaying their photograph.

If you are concerned about any member of staff, please speak to the nurse-in-charge.

Personal belongings

Please only bring in essential items for your relative or friend, such as:

- medications they are currently taking
- night clothes, slippers and a dressing gown
- a small amount of change (for newspapers and the League of Friends trolley)

Please note that mains-powered electrical items are not permitted on the unit.

UHS is unable to accept responsibility for any lost or stolen articles, unless you deposited these with our staff for safe custody. Please note that we will give you a signed receipt. Please bring this receipt with you when collecting your belongings.

Protected meal times

Breakfast: 8.30 to 9am

Lunch: 12.30 to 1pm

Dinner: 5.15 to 6pm

We ask that you avoid visiting during meal times, to allow your relative or friend time to eat with minimal interruption.

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Raising your concerns

We welcome feedback, whether positive or negative, because it helps us to improve the care and services we provide. If you have any comments or would like to raise a concern, please speak to one of the nurses on duty, or ask to speak to the nurse-in-charge.

Charity fund

We have a small ward charity fund that allows us to purchase items to improve the ward environment for our patients. If you would like to make a donation, please speak to the nurse-in-charge.

Wessex Heartbeat

Wessex Heartbeat is a registered charity that supports Southampton's CCU. It runs Heartbeat House which offers accommodation for relatives and carers who would like to stay closer to the hospital. If you would like to know more about getting a room at Heartbeat House, please speak to the nurse-in-charge or the ward clerk.

To find out more information about Wessex Heartbeat, please visit www.heartbeat.co.uk

Contact us

If you have any questions or concerns, please contact us using the telephone numbers below.

CCU

Telephone: **023 8120 8572**

Telephone: **023 8120 5067 (patients)**

CCU A

Telephone: **023 8120 4723**

Telephone: **023 8120 3635 (patients)**

Coronary care unit

Southampton General Hospital

Tremona Road

Southampton

SO16 6YD

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

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