

Patient information factsheet

The surgical high dependency unit

The surgical high dependency unit, also known as SHDU, provides care to patients who require closer monitoring and observation, either before or after surgery or as a step down between intensive care and moving to a ward. The unit has ten beds and cares for both men and women.

Our commitment

We understand that being in hospital can be an anxious time, but we will do everything we can to ensure you are as comfortable as possible. If you have any concerns, please speak to the person providing your care or the nurse in charge. You may also wish to speak to the matron.

Who will look after me?

The staff you will see most are doctors and nurses, but you will also meet a variety of other healthcare professionals on SHDU who each play a key role in your care, including physiotherapists, dietitians and pharmacists.

We are a teaching hospital so it is also quite common to see medical students on the unit. We will always ask your permission before involving students in your care.

Medical team

There is a resident doctor present on the unit for each shift. They will manage your care under the guidance of a surgical consultant and an intensive care consultant.

Reviewing your care

Every day during the ward round, a member of each team will review your care and suitability to remain on the unit. Ward rounds usually start from about 8am but can also take place at other times of the day.

Speaking to your consultant

If you wish to speak to your consultant or a senior member of the team, please ask the nurse in charge to arrange this for you.

Nursing team

You will be allocated a nurse at the start of each shift, who will usually be responsible for looking after you and one other patient. Your nurse will be responsible for meeting your care needs and will be supported by other nursing colleagues and the nurse in charge. You will also have a nurse call bell by your bed if you need any assistance.

Uniform guide

During your stay in SHDU, you will meet lots of different members of staff. To help you identify the different teams working on the unit, we have included the uniform guide on the next page:

Job description	Uniform colour
Senior members of the nursing team	Navy blue uniform or 'scrubs'
Staff nurses	Mid blue 'scrubs'
Healthcare assistant	Light blue
Housekeeper	Pink

Not all hospital staff wear a uniform, but all staff will have a name badge that identifies who they are and what their job is. If you are approached by anyone who cannot identify themselves and you are concerned, call a staff member that you do know.

Shift times

Nursing shift times are generally 7.45am to 8.15pm and 7.45pm to 8.15am but can sometimes be split into shorter shifts of 7.45am to 3.45pm or 12.15pm to 8.30pm.

Unit routine

Washing

You will normally be offered a wash outside of the unit's busiest periods, either first thing in the morning or late at night by the night staff. This helps us to protect your privacy.

Handovers

Medical and nursing handovers are undertaken at the beginning of each shift and the formal ward rounds start from 8am.

Mobility

You will be encouraged to move around (mobilise) daily. Even if it is the first day after your operation, it is vitally important that we get you moving as soon as possible. We may, therefore, sit you on the edge of your bed, move you out into a chair or even get you to march on the spot or have a little walk.

Spiritual care

Our spiritual care team is available to support you and your family.

You can also visit our chapel and prayer rooms on D level 24 hours a day. Regular services are held here.

You don't need to have a particular faith or belief in order to use this service, and visits by representatives of all the major faiths and beliefs can be arranged as requested. For more information, ask the ward staff to contact the spiritual care team for you or call **023 8120 8517**.

Preventing infection

Cleaning

We take infection control very seriously. We are one of the UK's leading trusts for infection prevention. The risk of getting an infection in one of our hospitals is extremely low.

There are daily cleaning schedules, which you may view on request. Please raise any concerns you have about the cleanliness of the ward or department with the person delivering your care.

Visiting times

Please see www.uhs.nhs.uk/for-visitors/southampton-general-hospital/current-restricted-visiting-access for the most up-to-date information about visiting.

We may ask your visitors to leave your bed space for the ward round and any clinical procedures or nursing care.

Information for visitors

Please press the door buzzer on arrival at the unit and wait to be invited in by a member of staff. Due to the risk of infection, children under five years are not permitted without agreement of the nurse in charge.

You are welcome to use the outpatients' waiting room, which is near the unit.

For relatives visiting from outside the area, local accommodation details can be provided on request.

Mobile phones

If you need to use your mobile phone on the unit, please be considerate of other people. We cannot accept any responsibility for the security of mobile phones on the unit.

Please ask if you would like to use the unit telephone.

Mealtimes

Your consultant and/or the resident SHDU doctors will tell you when you are able to eat. All meals are provided by the hospital caterers. A catering assistant will visit you to take your orders. You are welcome to have food brought in from home to keep in our fridge as long as it is in a suitable container on which your name and an expiry date are clearly marked.

Personal belongings

Please make sure your property is clearly labelled. All your personal belongings need to remain in your bag during your stay on the unit. Do not bring large sums of money or valuables into the hospital. University Hospital Southampton NHS Foundation Trust cannot accept responsibility for any loss of valuables unless they are given to staff for safekeeping.

Your clothing

It is sometimes easier for you to wear a hospital gown when attached to our monitoring equipment, but if you would like to wear your own clothing, we will try to accommodate this wherever possible.

Car parking

Discounted daily, weekly and monthly parking is available for patients and their visitors. Ask a member of staff for details. Alternatively, contact our Travelwise department by calling **023 8120 4133** or emailing travelwise@uhs.nhs.uk

Complaints and compliments

Your feedback is very important to us. Please inform the ward sister or nurse in charge if you have any questions or concerns and we will do the best we can to resolve them for you.

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Alternatively, if you do not wish to talk to us directly, you can talk to our patient advice and liaison service (PALS) team, situated at the main entrance of the hospital. The team provides help when you need information, want advice or have concerns.

Opening hours: Monday to Friday, 9am to 4pm

Telephone: **023 8120 6325**

Email: **pals@uhs.nhs.uk**

There are also leaflets in the waiting room which explain more about how to submit a complaint or compliment.

Feedback form

Before you leave hospital, we will ask you to complete an SHDU patient and relative feedback form. This is a short tick-box form that allows you to provide feedback on your hospital experience. We are always grateful for your feedback as it can help us to praise good practice and identify areas for improvement.

Contact us

If you have any questions or concerns, please contact us.

Telephone: **023 8120 2192** (24-hour line)

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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**