

# The Critical Care Area

A visitor's guide



## **Welcome to Papworth Hospital Critical Care Area**

This leaflet will give you information about Critical Care (CCA), to help make the experience less stressful. The staff in CCA are always available to answer your questions and provide you with as much information as possible.

Papworth Hospital provides specialised heart and lung services, known as cardiothoracic services.

CCA is one area of the hospital where patients are admitted if they require intensive therapy or care.

The unit has 32 beds including 5 side rooms. One nurse usually cares for only one patient on Critical Care except on some occasions when the level of care required by patients allows for one nurse to care for two patients at the same time.

The Critical Care team consists of nurses, doctors and allied health professionals such as health care assistants, physiotherapists, dietitians, pharmacists, technical staff, ward clerks and housekeepers. These all contribute to the care and support of critically ill patients.

Critical Care is led by two matrons with a team of experienced sisters (critical care practitioners). They are responsible for ensuring the highest standard of care is delivered and are always available to answer any questions. A consultant in anaesthesia and intensive care leads the team on a daily basis.

**Enquiries by telephone**  
**Hospital Switchboard**  
01480 830541

**Critical Care direct line**  
01480 364400

Critical Care is divided into different areas. There is a Cardiac Recovery Unit, which cares for patients immediately following surgery, and an Intensive Care Area, divided into separate bays, providing care for a range of patients.

If you know in which bay your relative is being cared for, you can phone direct:

**Cardiac Recovery (CRU)**  
01480 364347

**Intensive Care Bay B**  
01480 364404

**Intensive Care Bay C**  
01480 364401

**Intensive Care Bay D**  
01480 364183

**Intensive Care Bay E**  
01480 366180

We would appreciate it if you could nominate a representative from your family to phone the unit for updates and then pass on information to other relatives and friends.

We hope you understand that for reasons of confidentiality we cannot give much information out over the telephone. The nominated person is welcome to ring anytime for an update on the patient's condition.

### **Meeting the doctors**

When you visit more detailed information and explanations can be given. Do not hesitate to ask for a formal meeting, if you require a complete update from the medical staff.

### **Ward rounds**

Doctors' rounds usually occur between 8.30-10.30am and 8.30-10.30pm.

During these times you may be asked to wait in the relatives' room. This is necessary to respect and protect the privacy of all our patients.

## **Visiting**

There is open visiting on the unit but as space is limited we ask that only two visitors be at the bedside at any one time. We do, however, ask that visitors leave the unit between 2.00-3.00pm when possible, so we can dim the lights and allow patients a quiet rest period.

Please 'press the buzzer' before entering the unit following the instructions displayed on the door. You may be asked to wait for a while if procedures or personal care are being carried out. When you come in please use the alcohol hand gel provided. This is to help prevent the spread of infection.

We do not recommend that babies or children visit the unit as it is often not an appropriate environment. There are also concerns in relation to infection control. However, please discuss this with the sister or matron if you feel it is important for your child to visit.

## **Controlling infection**

All patients will be screened for infection. If your relative or friend has been transferred from another hospital they may be nursed in a single room initially, until we have the results of our screening. Please talk to the nurse who will explain what you need to do when you visit.

Family and friends often like to bring flowers. Unfortunately fresh flowers or plants are not permitted within CCA, as there is a small risk of infection.

### **Facilities for you and your family**

There is a small relatives' room next to the unit with a payphone and toilet nearby.

We are not able to offer overnight accommodation but can provide you with a list of accommodation within Papworth village and surrounding areas.

The Garden Restaurant is open from 7.30am to 7.00pm.

The use of mobile phones is not permitted within CCA as this can interfere with sensitive electronic equipment.

### **The chaplaincy service, pastoral and spiritual care**

The hospital chaplain (Anglican) works full time, and is backed up by the Catholic priest and a part-time assistant.

They offer spiritual support and care, whether of a specifically religious nature or none. They can also try to contact a member of another faith on your behalf.

Should you wish to see a chaplain, the nurse caring for your friend or relative or the sister can arrange this.

The chaplaincy area is located near to the Garden Restaurant. A quiet rest area is also available here for relatives and visitors. The facility is usually open between 8.00am and 8.00pm.

## **Car parking**

Car parking on the hospital site is available. There are some designated spaces for patients and relatives located close to the main hospital.

Should you encounter any problems during your relatives' stay in CCA please speak to the matron or sister.

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[www.papworthhospital.nhs.uk](http://www.papworthhospital.nhs.uk)

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