

Stroke Care at Princess Royal University Hospital

Information for patients, relatives and carers



This leaflet explains the care we provide in our stroke centre, which is one of eight Hyper Acute Stroke Units (HASU) across London. We also have a Stroke Unit (SU). If you have any questions, please do not hesitate to ask the nurses and doctors caring for you.

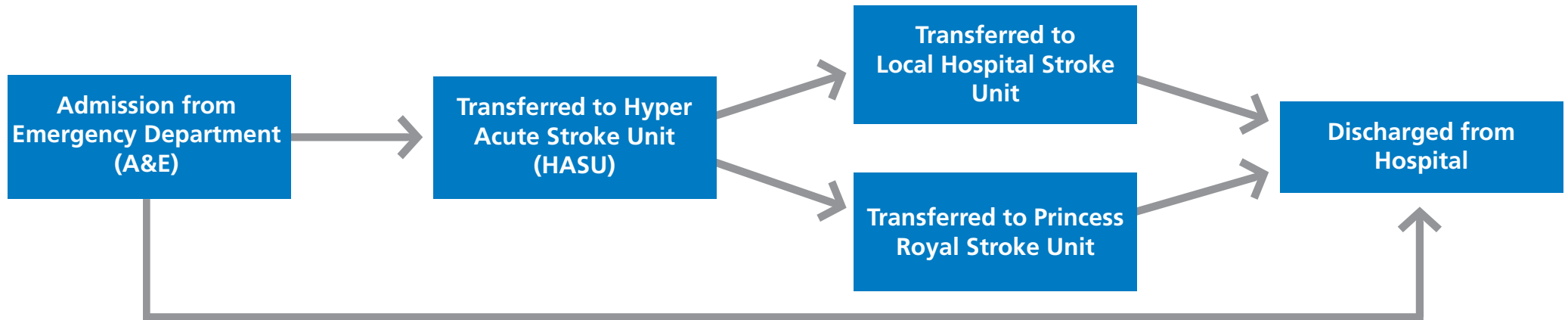
Hyper Acute Stroke Unit (HASU) and Stroke Unit (SU), Level 0, North Wing.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.



First 72 hours: Hyper Acute Stroke Unit (HASU)

Most patients are transferred to our Hyper Acute Stroke Unit (HASU) from A&E. HASU is a specialist short-stay unit where our team of stroke experts can assess you and give you immediate treatment.

We will closely monitor you for the first 24 hours while you have more investigations. This will help us to find out why you have had a stroke and what treatment you may need to help prevent you having any more.

During this time, the specialist team will assess your needs such as mobility and swallowing.

After 72 hours

After about 72 hours, you will be moved from HASU. You may be:

- **moved to your local Stroke Unit.** If your condition is stable and you need rehabilitation, but you are not well enough to go home, we will move you to the Stroke Unit at your local hospital. If you live locally, this will be the Stroke Unit at Princess Royal University

Hospital, next to the HASU. You can find out which Stroke Unit you are likely to be moved to by putting your home postcode in the London stroke unit lookup website:

www.londonsulookup.nhs.uk

- **discharged home.** If it is appropriate, community support services will help you. These will enable you to continue rehabilitation or they will give you care in your own home.

If you want to know more about your treatment or the daily routine on the ward, please feel free to ask the team caring for you.

Who will look after me?

Your care will be provided by a group of experts called a multidisciplinary team (MDT). They specialise in caring for and treating stroke patients 24 hours a day.

The team includes doctors, consultants, nurses, therapists and health care assistants (HCAs).

You may also see other specialists such as dieticians, pharmacists and social workers.

They are responsible for your wellbeing and will be happy to answer any questions you may have.

How do I get information and updates?

We aim to give you all the information and support you need every day.

- Please nominate one named person (usually the next of kin) as the main point of contact with our team.
- We can provide limited information over the phone. For updates, please call after 2pm to speak to the matron or the nurse in charge of the ward.
- If you would like to speak to a consultant, please make an appointment through their secretary. You can do this by phoning switchboard on **01689 863000**.

Visiting times

Our visiting times are 2pm – 8pm every day.

- Please speak with the ward manager or nurse in charge if you need to visit outside of visiting hours or want to bring in children under the age of 12.
- Two visitors are allowed at the bedside at any one time.
- Do not use mobile phones at the bedside.

Please help us to prevent the spread of infection by:

- using alcohol hand gel from the dispensers to clean your hands when you come onto and leave the wards
- not sitting on beds
- not bringing in flowers – cards and photos are ok
- following special instructions on any isolation signs.

Helping us to care for our patients

Protected meal times are **12 midday – 1pm and 5pm – 6pm** every day.

- During meal times we stop all non-urgent treatment other than therapy.
- Nursing and catering staff help patients to eat and drink.
- We welcome you helping the person you are visiting at meal times, if this is appropriate. Please speak to a member of the nursing staff if you would like to help.
- Please take note of signs above the patient's bed telling you what they can eat or drink.
- You may see the letters NBM. This stands for nil by mouth and means you should not give them anything to eat or drink.

Ask the ward manager or nurse in charge for advice about the best snacks to bring in for your relative or friend.

If you have any concerns about the care of your relative or friend, please talk to one of our ward managers.

Things to bring in

To help your relative or friend feel more comfortable while they are in hospital, please bring in:

- basic toiletries such as a toothbrush, toothpaste, razor and flannel
- a few items of day and night wear - we encourage all patients to wear their own clothes during the day
- supportive shoes with backs.

There is a small storage area for personal belongings at each bedside.



Going home

When you are well enough to go home, we will make plans for your discharge. We will include you and your next of kin in these plans.

We will also involve Social Services, if appropriate.

Before you leave, we will:

- ask you to fill in a 'How are we doing?' questionnaire. Your comments are very important to us and how we develop our team
- arrange hospital transport home, if necessary
- discuss what support you need at home and how to arrange this.

Who can I contact with queries and concerns?

For updates while at Princess Royal University Hospital (please make all calls after 2pm):

- HASU Nurses Station, tel: **01689 863410** or **01689 863412**
- Stroke Unit Nurses Station, tel: **01689 863363** or **01689 863364**

For advice once you have been discharged:

- your GP (home doctor)
- the consultant whose name is at the bottom of your discharge letter.

Support groups

Princess Royal University Hospital Carers' Group

We run a monthly Carers' Group – look out for posters with details of when and where it is going to be held or ask the ward manager.

Stroke Association

We have a wide range of Stroke Association information leaflets available in our stroke centre. You can read and discuss them with a member of our team or with your relatives or friends.

Helpline: 0303 3033100

www.stroke.org.uk

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you.

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252**

Email: **kch-tr.palskent@nhs.net**

You can also contact us by using our online form at

www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.



What part of my brain has the stroke affected?

Stroke affects people in different ways. Your symptoms will depend on the part of your brain that is affected.

