

Aintree Site

Lower Lane, L9 7AL Tel: 0151-525-5980

Royal Site

Prescot Street, L7 8XP

Broadgreen Site

Thomas Drive, L14 3LB

Royal & Broadgreen Tel: 0151-706-2000

A Guide for Patients and Relatives

Introduction

We appreciate that this may be a difficult time for you: we have therefore put together this booklet to give you more information about the Critical Care Department.

If you are booked for admission to the Critical Care Department and wish to visit the department prior to your admission, you may contact a member of staff in the Department who will make an appointment for your visit.

Telephone: 0151 529 3790

Please Note visiting times are:

13.30hrs – 16:00hrs

17.30hrs – 19:00hrs

What is the Critical Care Department (CCD)?

On the CCD we care for patients who need closer monitoring and more specialised treatments than those patients cared for on the wards.

Nurses on CCD care for either one or two patients each.

We cannot guarantee that you will be located with patients of the same sex; however, we will make every effort to maintain your privacy and dignity. As soon as your condition allows, you will be transferred to same-sex accommodation on one of our wards.

Where is the CCD?

The CCD is situated on the first floor above the Accident and Emergency Department.

When you arrive, please press the intercom button to speak to a member of the CCD team. The button is located on the right of the double doors at the relative's entrance to the CCD.

Someone will be with you as soon as possible to let you in to the unit. At busy times, there may not be anyone who can answer you immediately. Please wait a few minutes and try again.

Contacting and Visiting the CCD

Please ensure that only one or two family members are nominated to telephone the department. They can pass on the information to other family and friends; this will help keep down the number of calls to the CCD.

Please note that we usually only give a brief update over the phone. If possible, messages for patients can be left with the nursing staff. If you would like to contact the CCD by telephone to enquire about a patient's condition, please call the unit directly on:

0151 529 3790

We try to have flexible visiting, please speak to your relative's nurse. To allow patient care, to ensure rest time for both you and the patients and to maintain a day night routine, our visiting times are:

13:30- 16:00

17:30-19:00

The doors are locked to help maintain patient's privacy and staff security. Therefore we ask that you make sure the doors close behind you when you leave and you do not enter until a nurse has given you permission to do so.

We ask that the number of visitors is kept to a minimum. Two patients can be at the bedside at one time. In certain circumstances you may visit at any time, please discuss this with the nurse caring for the patient.

Children

If you would like children to visit, please ask the nurse in charge. However, we do not recommend babies or young children **under the age of 16** be brought in to the department.

Facilities for Visitors

Visitors will be directed to the Relatives Lounge area that provides seating, tea and coffee facilities and toilets. Please be considerate towards other relatives who may be distressed.

The smaller rooms along the corridor are for private interviews between relatives and critical care staff. These rooms are not adequate for sleeping as there are no washing facilities. However, it is sometimes possible to arrange temporary accommodation within the hospital.

There is unfortunately a charge for this facility. For further information please speak to the nurse in charge. Details of alternative local accommodation are listed at the end of this booklet.

Valuable should not be left unattended as the Trust does not accept liability for the theft or loss of valuables.

What Will Happen When I Arrive on the Unit?

When a patient is first admitted to the CCD, the doctors and nurses will be very busy treating the patient. Sometimes, this can take several hours. We will try to keep you informed of their condition during this time.

A doctor or nurse will discuss with you the patient's condition, treatment and ongoing care plans with you as soon as possible.

You will be able to see the patient at the earliest opportunity. If you have been waiting a long time, please speak to a member of staff.

Daily departmental routines include a ward round done every morning and evening when decisions are made regarding the patients treatment.

There is also a microbiology ward round done during the afternoon. During this time we ask relatives to wait outside the department until this is complete. This is to protect patients' confidentiality.

There could be times whilst you are visiting when particular therapies need to be performed and you will be asked to leave the bedside temporarily.

The CCD Team

When a patient is admitted to the CCD a qualified CCD nurse is designated to look after them. This nurse will introduce themselves to you. We try to make sure that a small number of nurses will care for the patient from admission to discharge.

This continuity helps you identify your nurse easily, improves communication between staff, patient and family and helps and helps with orientation for the patient.

You will not only see specialist critical care nurses, doctors and consultants but also doctors and nurses from other specialties who will be involved in caring for the patient.

Other professionals will also be helping to look after the critical care patients. These include: physiotherapists, dieticians, occupational therapists, speech and language therapists, pharmacist, the pain team, specialist nurses, domestics, porters and volunteers.

Uniforms

Staff in the CCD can be identified by the colour of their uniform:

Staff Member	Uniform Colour
Doctors	Dark blue scrubs
Matron	Black/White Stripe
Senior Sister/Charge Nurse	Navy Blue/Red Collar
Staff Nurse	Royal Blue
Student Nurse	Grey
Assistant Practitioner Nurse	Purple
Healthcare Assistant	Pale Green
Outreach Nurse	Navy/White Stripe
Dietician	White/Lilac
Physiotherapist	White/Navy
Domestic	Lilac

Equipment used in the CCD

Staff at the bedside will explain all the equipment in use and will be happy to answer any questions you may have with regards to your relative's treatment and care.

Ventilator: This machine helps a patient to breathe by pushing air and oxygen into the lungs via a tube. The tube is placed into the windpipe via the nose, mouth or neck. Patients are unable to speak whilst on a ventilator. Most patients are given some sedation to make them more comfortable.

Dialysis Machine: This machine helps to wash the blood of toxins and remove fluid when the kidneys are failing.

Oxygen Therapy: Patients may require supplemental oxygen. This may be administered via a facemask, nasal tube or through more specialised masks.

Monitor: Patients are connected to a monitor with leads attached to the chest, finger and lines. This helps the staff to quickly detect any changes in their condition.

Drip: Most patients have several drips in their hands, arms, feet or neck. They allow us to give fluids, drugs and antibiotics. A pump is attached to the drip to ensure the drugs are given at the correct rate.

Nasogastric Tube: This tube goes up your nose and down into your stomach and allows patients to be fed. Sometimes, if you cannot have food into your stomach, you may be fed through a drip into a vein.

Mitts: Sometimes patients can become confused and disorientated and cause themselves harm by pulling at lines and breathing tubes. In this case mitts can be put on the patients hands to ensure their own safety.

What will the patient need?

- The patient will need toiletries such as a toothbrush, soap and deodorant whilst on CCD.
- Glasses, dentures and hearing aids will be required if worn.

- When the patient is first admitted we will provide gowns as these are easily taken on and off and allow for the tubes and equipment the patient may require whilst critically ill. As the patient recovers they feel more comfortable in their own nightwear, dressing gowns and slippers.
- If the patient is awake consider bringing in small items to help keep their mind active such as a newspaper, magazine, colouring, game of cards or dominoes.
- Whilst we need to keep patients' property to a minimum due to limited space it is helpful to bring in some photos of friends and family to help keep spirits up. Other property including valuables should be taken home.
- Please do not bring flowers to the department as we will not be able to display them as they can harbor infection

How can I (as a visitor) help the patient?

If we expect that the patient will be on the CCD for a few days, you will be given the opportunity to keep a diary of events for them. Friends, family and the CCD team can write in the diary.

They have been shown to help with recovery after critical illness. Many patients have gaps in their memories or strange altered realities that they recall and the diary can help in discussions about this and may help recovery. Please ask the nurse caring for the patient about these.

Although your relative/friend may not be able to speak to you or may appear to be asleep they often will be able to hear you, so please talk to the patient as you would normally and hold their hand, even if you think you will not be heard or understood.

Bring in a favourite piece of music that can be played quietly.

If you would like to be involved in some of the basic nursing care, ask the bedside nurse.

It is important that you have adequate rest and sleep in order to maintain your own well-being. Please be assured that everything is being done for the patient whilst they are being cared for on the CCD.

Recovery from Surgery

A key part of your recovery from surgery is an early return to activity and independence. For a video showing what to expect when being admitted to critical care for an elective operation please follow the link:
<https://vimeo.com/370069902>

How will my mobility be affected?

Your mobility may be restricted due to the equipment used in CCD for example oxygen mask, tubing and drips. However, you will be moved as carefully and gently as possible and the nurses will explain what they are doing.

Will I receive physiotherapy?

During your stay in CCD, you will be seen and treated by a physiotherapist. They will visit you after your operation to encourage you to continue with your breathing exercises, limb movements and mobility.

How will my pain relief be managed?

A pain relief specialist nurse will visit you. The CCD nurses will monitor how much pain relief is required to ensure you are kept comfortable.

How will I be fed after my operation?

A dietitian will visit you to work out your nutritional needs and how you will be fed. You may be fed:

- Orally taking oral diet and fluids but you may need dietary supplements.
- Through a nasogastric tube (a tube that goes up your nose and down into your stomach).
- Through a jejunostomy (a tube that goes directly into your small bowel).
- Through a drip which will feed you directly into a vein.

Eating and Drinking

After your operation, you may have lost your appetite or find that your sense of taste has changed. Your sense of smell may also be altered which may discourage you from eating.

These changes are temporary and should return to normal with time.

Eating small meals may be easier, with nourishing snacks or drinks in between your meal times. Dietitians are available to discuss your diet and offer advice for you to follow once you are at home.

What can I expect to achieve each day following my operation?

Day of your operation

- You will return from theatre recovery and will be encouraged to perform breathing and circulatory exercises in the bed (see exercise information leaflet)
- You will be sat up into a sitting position in the bed.

1st day after your operation

- You will be assisted to sit out of bed and into your chair in the morning by the CCD staff.
- A physiotherapist will visit you and will check your breathing and circulatory exercises.
- You will be assisted to walk around the CCD in the morning. You will repeat this in the afternoon.

2nd day after your operation

- You will be continuing your breathing and circulatory exercises with encouragement from the physiotherapists.
- Assistance will be given to walk around the CCD at least twice today.

3rd and 4th day after your operation

- You will be encouraged to walk the whole length of the CCD at least twice with the assistance from the staff to carry your drips and drains.
- You will be encouraged to help yourself as much as possible with personal care (having a wash and getting dressed).
- You will carry on with your breathing and circulatory exercises.

Day 5-9 after your operation

- You will now have fewer drips and drains so will be more independent.
- The staff on the ward will encourage you sit out of bed every day and to walk to the toilet and bathroom for personal care. You will be expected to walk the length of the ward corridor at least 4 times per day until you go home.

When your drips and drains have all been removed, you will be supervised to practice walking up and down a flight of stairs.

What will happen when I leave CCD?

As you start getting better, you will not need the machines that were helping to support your body's normal functions or such close monitoring.

- The team will discuss with you your next stage of care.
- You will be transferred to a ward. If you were on a ward prior to CCD admission we will try and return you to the same ward.
- From this time on, you will be cared for by the ward staff. You will be visited by a Critical Care Outreach nurse who will check on your progress.
- If you have been a patient on CCD for more than three days we will send you an invitation to attend our Follow-up Clinic to discuss your experience whilst you were a patient on the department.

This invitation will arrive approximately 2-3 months after you have been discharged from hospital. The meeting will be to discuss any physical, psychological or other problems you may have since you left the hospital.

If you have concerns before you receive your appointment please telephone 0151 529 3790.

General Information

Research

Research has helped bring about advances in medical knowledge and treatments. We participate in research in this department along with other departments nationally and internationally.

To ensure that patients' best interests are protected, all our research trials have been approved by an independent ethics committee. Patients and relatives may be asked to participate in this research.

A member of the research team will discuss any research trials that may involve you or your relative including options and consent. If you would like further information please ask a member of nursing staff.

What can I do to help reduce the spread of infection?

There are some simple guidelines to reduce the risk of infection throughout the hospital and the CCD:

- Use alcohol gel frequently during your visit.
- Please follow any specific guidance given to you by the nurses regarding your relative and infection control.
- If you are feeling unwell, if you have a cold or diarrhoea, please avoid visiting for a period of time. Please ask a member of staff about any concerns by telephoning prior to visiting.

Hospital Facilities

Catering facilities:

- Restaurant on ground floor at rear of hospital. Opening times Mon-Fri 09:30-14:00. Closed Sat-Sun.
- Coffee lounge on ground floor of tower block near main foyer. Opening times Mon-Fri 07:30-20:00. Sat-Sun 09:30-19:30.
- Fresh (wraps and juice bar) next to coffee lounge. Opening times Mon-Sun 08:30-18:00.
- Bistro (next to restaurant). Opening times Mon-Fri 07:30-20:30 Sat-Sun 08:00-20:00.

Shop selling sweets, drinks and magazines is also situated in the main foyer.

Payphones: Downstairs in main foyer of hospital.

An interdenominational Chapel is situated on the first floor of the Tower Block. Religious representatives also visit the CCD regularly. If you have a specific wish or would personally like to speak with a minister, the nursing staff will gladly arrange this for you.

Parking

Parking at the hospital is a pay on foot, number plate recognition system. It is possible to get one free parking pass per family per day.

Please speak to the nurse looking after your relative or someone at the desk. You will need your car registration plate for us to input on to the computer.

Local Hotels

Holiday Inn Express Knowsley 3*, 2.3 miles from hospital. Tel: 0151 549 2700

Premier Inn Liverpool Aintree, 1.5 miles from hospital. Tel: 0871 527 8612

Travelodge Liverpool Stonedale Park, 1 mile from hospital. Tel: 08719 846 437

Charitable Giving

Critical Care has a charitable fund to which donations can be made: the fund is used to improve patients' and relatives' comfort. Cheques can be made out to 'Critical Care Charitable Fund'.

No Smoking

Aintree University Hospitals NHS Foundation Trust is a health prompting organization and therefore has a no smoking policy within the hospital and its buildings and asks that this be strictly adhered to.

Support Organisations

The Intensive Care Society offers a website for relatives of patients who have been or are in ICCU.

It is useful for further information and provides an opportunity to discuss your feelings online. This can be found at www.ics.ac.uk or they can be contacted by writing to:

The Intensive Care Society
29B Montague Street,
London
WC1B 5BW
0207 291 0690

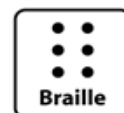
ICUsteps was founded by ex-patients, their relatives and ICU staff to support families through the long road to recovery from critical illness.

It is useful for further information and provides an opportunity to discuss your feelings and experiences online. This can be found at www.icusteps.org and click on Community. They also organize local support groups. Our nearest group is in Whiston.

Comments and Suggestions

We aim to provide a high standard of care with the CCD. If you have any comments or suggestions on how we can improve the written information we provide or the visitors' area, please feel free to write your ideas in the space provided below and post in the suggestion box situated in the relatives' room.

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**If you require a special edition of
this leaflet**

This leaflet is available in large print,
Braille, on audio tape or disk and in other
languages on request. Please contact:

Tel No: 0151 529 2906

**Email: [interpretationandtranslation
@liverpoolft.nhs.uk](mailto:interpretationandtranslation@liverpoolft.nhs.uk)**