

Visiting:

Visiting times are: 9am to 9pm

Patients normally appreciate frequent visits and it is helpful if you can plan for family and friends to visit at different times. On some occasions it may be possible to arrange visits outside of normal visiting hours - please talk to the nurse in charge to discuss this.

What to bring:

Reading newspapers, magazines and books and completing puzzles can help patients to pass the time. Writing letters, if stationery is provided, may also be a welcome activity. Providing a small radio with headphones can provide some relaxation and interest.

Contacting SSU: Ward Tel: 01438 284003

The mornings are particularly busy on the SSU and we would be grateful if you could avoid telephoning the ward between 7.30am and midday, especially on Saturday and Sunday when there is no Ward Clerk available to answer the phone. When nurses answer the phone they are taken away from caring for the patients, which is their key priority.

Patients are allowed to use their mobile phones on SSU and you are welcome to call the patient during the day time if this is appropriate.

- ◆ **With the patients permission we can arrange for family members to meet with the medical team. Please call 01438 284003 if you wish to book an appointment.**
- ◆ **You can ask to speak to the nurse caring for the patient during visiting times or telephone the ward in the afternoon or evening.**
- ◆ **The Ward Manager is also available to meet with relatives 2-4pm Monday-Friday.**

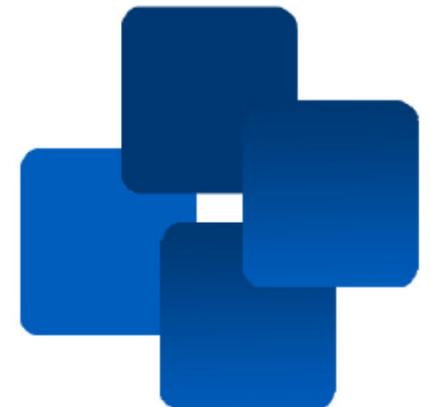
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information in a
different format or
another language.

Short Stay Unit (SSU)

Patient and Visitor Information Leaflet



Introduction:

The Short Stay Unit (SSU) provides care for patients who are admitted and are either expected to be discharged within three days or who require assessment before being transferred to another ward within the Trust.

We know that staying in hospital is a very worrying time for our patients and their families. It is vitally important that you have confidence in the commitment of the staff to provide the high quality care our patients need. **On SSU we care for many patients who need a wide range of care and we are passionate about ensuring that every patient gets the very best care we are able to provide.**

You can expect the following essential information to be shared with you, as appropriate, depending upon whether you are the patient, the next-of-kin, a family member or a visitor:

- ◆ Reason for admission and expected duration of stay
- ◆ Risk assessments and plan of care - eg pressure area, falls, nutrition
- ◆ Information about transfer to another ward in the Trust
- ◆ Plans for discharge from hospital

Please ask the nurse in charge if you have any questions about your care planning or discharge from SSU.

Most patients are seen every day of the week by the medical team and decisions are made with regard to investigations, treatment and plans for discharge or transfer within the Trust. During the week (Monday-Friday) there is a daily multi-disciplinary team meeting where all our patients care plan and needs are reviewed. The ward team make every effort to ensure that investigations, treatment and plans for discharge or transfer are made as quickly as possible.

SSU is an exceptionally busy ward with many admissions, discharges and transfers taking place every day. This means there are often many staff on the ward including nurses caring for the patients, doctors reviewing treatment plans, physiotherapists and occupational therapists assessing and giving therapy care to patients, specialist nurses providing specific care and phlebotomists, to name but a few.

Patient care on SSU:

The nursing team are here to help you, please use the **call bell** when you need assistance. Nurses may be caring for other patients but will respond to your call bell as soon as they can.

The nurses will tell you if they are worried that you may develop a **pressure sore**. You may be given a special mattress and the nurses will encourage you to move onto your sides or off your bottom regularly.

The nurses may be concerned that you may **fall** and will discuss with you how to keep safe. When people fall they can injure themselves. This may mean a longer stay in hospital and may affect your long term health. It is important that you follow the nurses' advice to reduce your risk of falling.

Good **nutrition and hydration** is really important to help you to recover from your illness and to promote good health. If you need help with eating or drinking please tell the nurses. Please let the nurses know if you would like additional drinks or snacks whilst on SSU. Visitors may bring nutritious food and drinks for patients and this can help with their recovery—please check with the nursing staff that this is appropriate.

Patients can develop dry mouths and lips so low sugar drinks, mints and lip balm can be very helpful in making patients more comfortable and in encouraging them to eat and drink.

You may be cared for on a side room on the SSU. Caring for patients in isolation is essential either to prevent the potential spread of infection or to prevent patients who are immune-compromised from becoming infected. Visitors are asked to talk to nursing staff before visiting patients in a side room as protective aprons or gloves may need to be worn.

Personal belongings and valuables:

The Trust cannot accept responsibility for items of value that patients and/or visitors bring into hospital.