

General Critical Care Unit

Visiting General Critical Care

Direct Telephone Numbers

Area 1	024 7696 6824 / 5
Area 2	024 7696 6561 / 6556
Area 3	024 7696 6823

- Please call whenever you need to, day or night.
- Please appreciate the area is often very busy and establish one person in your family group to call Critical Care and establish a contact chain.
- Information given via telephone is limited and only given to immediate family.

Visiting Hours

These are:

12:30pm until 3:00pm

And

5:00pm until 7:00pm

However we take individual circumstances into consideration.

Visitors

Visitors are limited to **two** at a time by the patient's bed. This enables staff to act quickly in the event of an emergency.

There are times when we will be flexible regarding how many people can visit. Each case is treated individually and with compassion.



Who can visit?

Visiting is best kept to immediate family only. However friends may visit with your permission. Please liaise with the nurse looking after your relative as to who you will allow to visit. We may discourage a lot of visitors as patients tire easily and are best visited by friends when back on a ward.

Children

It is not advisable to allow small babies to enter Critical Care, as they are more vulnerable to infections.

We do sometimes allow children to visit (particularly if it is a parent that is critically ill) but please talk to the Staff in charge to discuss this so that we can help you to support the child/children during their visit.

Waiting

We try to not to keep you waiting for long, as we are aware that it is very important for families to remain in close contact with their sick relative.

Please remember to use the alcohol gel when entering and leaving the Critical Care area to protect you and your relative from infection.

Please be patient:

- There will be times when you will have to wait before entering the critical care area.
- Please ask a member of staff if you are worried and have been waiting for a long time.
- Please remember that staff have to stay near patients at all times and even if visible it may not be safe for them to leave the area to let you in.
- Visiting is often stressful and upsetting, we are here to help and support so please ask anything you need to and we will try and help.
- Both you and your relative will benefit from time spent together even if it is just spent sitting quietly.
- Remember that patients will find visits very exhausting until they are considerably better and able to move around.

Patient Information

For further information or if you have any questions, please contact the Critical Care Team on 024 7696 6892.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 6892 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History

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