

## General Critical Care Unit

### Facilities

#### Toilets

Toilets can be found at regular intervals on each floor of the hospital as shown on the hospital map. The nearest toilets to the General Critical Care Unit can be found by the main visitor lifts turning left as you leave the unit. There are also toilets by the west wing entrance, which is accessed by turning right as you leave critical care.

#### Shops

The main shopping complex is found as you enter the hospital on the ground floor. In addition to the clothes shop, general items can be purchased from United News (W.H. Smith).

There is also a smaller shop on the first floor by the maternity entrance in the West wing. This is our nearest shop; just turn right as you leave the Critical Care Unit and keep going!

#### Telephones

Please do not use your mobile phone in Critical Care. Mobile phone signal is difficult but usually is available in the corridor by the window. There is a payphone in our waiting area, however please ask if you need help or are having problems making important calls.

#### Cash Points

There are two cash points on the ground floor, one inside the main shop and the other next to the main Reception desk.

Cash points can also be found at nearby super-markets and in the City Centre.



## Patient Information

Tesco can be found on Clifford Bridge Road, turn left as you leave the hospital.

Aldi, Asda and a further Tesco store are also found on the Ansty Road. Turn right as you leave the hospital and head for the M6 and M69.

If you need help with cash, the General Office may also be of assistance. The General office is found on the ground floor near the bereavement suite.

## Food

It is so important to keep well fed and watered during this stressful time. Hot food is served in the main canteen on the ground floor. Opening times are:

- 8.00am -11.00am
- 12.00pm - 4.00pm
- 5.00pm - 7.30pm

The Restaurant doors shut at 8.00pm. Food is available from a vending machine from 7.30pm until 7.00am.

There is also a coffee and snack bar to the left of the main Canteen and a smaller canteen and tea coffee area on the first floor at the west wing entrance. There is a cold soft drinks machine at the reception in the General Critical Care Unit.

## Spiritual Care

The Multi Faith Centre can be found on the ground floor in the west wing. On entering the hospital turn left and the Faith Centre is on your right towards the end of this long corridor. You are welcome to visit the Faith Centre at any time, it is a lovely quiet space in which to pray or just take time to think. There is also a small garden that you are welcome to use. All faiths are represented at our hospital; if you need any help or guidance just ask the nursing staff who can contact a chaplain or religious representative for you.

## Parking

Unfortunately it is necessary for all staff and visitors to pay for parking at the hospital. In certain circumstances you may be entitled to concessionary parking. Please ask at the general office they will be happy to assist you with any queries.

## Accommodation

We encourage relatives to spend time at home, and find that with sufficient support and information this is possible and beneficial.

In certain circumstances staff may advise that you stay in or near the hospital. Critical Care has two overnight rooms available for relatives.

There is also a list of local B&B's and hotels; if you haven't got a copy of this information ask staff or contact the Health Information Centre on the details above.

## Patient Advice and Liaison Service (PALS)

PALS are there to help if you do not want to make an official complaint, but do have an enquiry, concern or difficulty that you would like us to try and resolve for you. In these instances PALS will be happy to help you and they can be contacted on Freephone 0800 028 4203 or by email: [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk).

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	
Department:	GCCU
Contact:	02476966892
Updated:	January 2020
Review:	January 2022
Version:	4.1
Reference:	HIC/LFT/1181/11