

Cardiothoracic Critical Care

Visiting Cardiothoracic Critical Care

Direct Phone Numbers:

024 7696 5793

024 7696 6214

024 7696 5794

024 7696 6213

Please call whenever you need to, day or night.

Please appreciate the area is often very busy and if possible, nominate one person in your family group to call Cardiothoracic Critical Care (CTCC) and establish a contact chain.

Information given via telephone is limited and only given to immediate family.

Current Visiting Rules

To book a visit, please call: 02476966560

Please be aware that due to COVID restrictions the visiting rules are currently:

- Green Pathway patient's relatives will need to wait 7 days before visiting to reduce infection risk.
- Each patient is allowed 2 visitors from the same household – these two visitors are the nominated visitors and **cannot change**. They will be the only visitors allowed for the duration of the patient's stay.
- Only two patients per ward are allowed visitors per hour. Ward clerks will be able to inform visitors of available time slots when they call to book.
- To ensure fairness, each patient can have a visitor every other day.
- Relatives must wear a surgical face mask and visor when visiting their relative.
- Visiting is strictly for 60 minutes.



Patient Information

Visiting times:

These are:

12:30pm until 3:00pm

And

5:00pm until 7:00pm

However we take individual circumstances into consideration

If this is difficult, please speak to the nurse in charge.

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. Also, the environment cannot accommodate too many people and can become very noisy.

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 would like 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 babies or small children to enter Cardiothoracic Critical Care, as they are more vulnerable to infections. Sometimes we do allow children to visit, especially if the patient is their parent, but please talk to the nurse in charge to discuss this.

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 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.

Patient Information

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. If you have been let into the waiting area and have been waiting for 15 minutes and no explanation for the wait has been given, please ring the bell again.
- Please remember that staffs 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 to 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 considered better and able to move around.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 5793 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

Document History

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