

Critical Care Unit

Facilities

Toilets

Toilets can be found on each floor of the hospital as shown on the hospital map here <https://www.uhcw.nhs.uk/download/clientfiles/files/UHCW-Wayfinding-Map-Portrait-Plain.pdf>

The nearest toilets to the General Critical Care Unit can be found by the main visitor lifts when you turn left as you leave the unit. There are also toilets by the west wing entrance, which is accessed by turning right as you leave the unit.

Shops

The shops are found on the ground floor as you enter the hospital.

The shops are:

- WH Smith, which sells newspapers and books as well as snacks and personal care products.
- M&S Food, which sells food as well as greeting cards, gifts and hot drinks.
- The Stock Shop, which sells clothes and gifts.

There is also a smaller shop on the first floor by the Women and Children's entrance on the West wing. This is our nearest shop. To find it just turn right as you leave the Critical Care Unit and keep going!

Telephones

Please do not use your mobile phone when in the General Critical Care



Patient Information

Unit.

Mobile phone signal is can be picked up in the hospital corridor by the window. Please ask if you need help or are having problems making important calls.

Cash Points

There are two cash points on the ground floor of the hospital. One cash point is inside WH Smith and the other is located next to the main reception desk.

There is also a cash point located by the Women and Children's entrance. Cash points can also be found at nearby super-markets and in the City Centre.

Supermarkets

There are a number of supermarkets located near to the hospital.

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

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

The General Office may also be of assistance if you need help with cash. The General Office is found on the ground floor near signs for the Bereavement Suite.

Cafés and Restaurants

The main restaurant on the ground floor opens from 7am-6pm. It serves a range of food that covers breakfast, lunch and dinner meal times.

Union House Coffee Company serve Starbucks Coffee and they are located near the main restaurant on the ground floor. It is open Monday to Sunday, 6.30am-6pm.

Subway is located in the main restaurant on the ground floor. It is open Monday to Friday 8:00am-2am, Saturday and Sunday 9am-2am.

Patient Information

Café Qualita sells Costa Coffee and it is located at the Women and Children's entrance. It is open Monday to Friday 8am–4pm.

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 a long corridor.

You are welcome to visit the Faith Centre at any time. It is a quiet space in which to pray or to 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 special situations you may be entitled to concessionary parking. Please ask at the General Office and they will be happy to assist you with any questions.

Visitors are encouraged to pay for car parking through alternative ways to avoid queues at payment machines.

Payments can be made by:

- PAYPHONE mobile app
- by visiting www.paybyphone.co.uk
- texting REG and your car registration to 65565
- by calling 0304007275

Payment can be made at any time until midnight on the day of parking.

Patient Information

If you use the pay machines onsite, please use the alcohol gel before and after.

Accommodation

We encourage relatives to spend time at home. With our support and information this is possible and beneficial.

In certain situations we 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.

Please ask our team if you would like more information about this.

Patient Advice and Liaison Service (PALS)

PALS are there to help if you have an enquiry, concern or difficulty that you would like us to try and resolve. PALS will be happy to help you and they can be contacted on Freephone 0800 028 4203 or by email:

feedback@uhcw.nhs.uk

In order to make a formal complaint about the care you have received please write to the **Complaints Manager** at the following address:
**University Hospitals Coventry and Warwickshire NHS Trust,
Clifford Bridge Road, Coventry, CV2 2DX**

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.

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

Patient Information



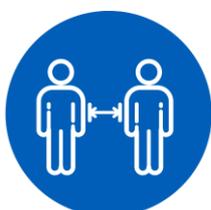
HANDS

Use the alcohol hand gel available and wash your hands with soap and water when entering or leaving the critical care unit.



FACE

You are required to wear a face mask over your nose and mouth at all times on when on our hospital sites unless you are exempt.



SPACE

Please maintain social distancing when you're on our hospital site.

When visiting patients, please stay at the patient's bedside at all times by using the chair provided.

Please do not visit other patients on the unit or in other wards.

Document History

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