

Cardiothoracic Critical Care

Facilities for relatives/visitors

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 Cardiothoracic Critical Care Unit can be found by turning right on leaving the Unit then right shortly after at the lift hub area. There are also toilets near reception on the ground floor. Please be aware that the lights are automatic and that the orange pull cord will activate the 'call for help' bell.

Shops

The main shopping complex is found as you enter the hospital on the ground floor. General items can be purchased from W.H. Smith. There is also a smaller shop on the first floor by the maternity entrance in the West Wing.

Telephone

Please do not use your mobile phone in Cardiothoracic Critical Care Unit as this may affect the electronic devices within the department. Phone signal reception is difficult but usually is available outside the Unit in the corridor by the windows. However, please ask if you need help or are having problems making important calls.

Cash Points

There is a cash point inside the main shop (W.H. Smith) on the ground floor, and in the main reception area on the ground floor. Cash points are found at nearby super-markets and in the city centre. Tesco can be found on Clifford Bridge Road; turn left as you leave the hospital. 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.

Opening hours: Monday to Thursday 9.30am to 4.30pm Friday 9.30am to 4.00pm

Telephone: 024 7696 6040

Food

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

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

The restaurant doors shut at 8.00pm. Food is available from a vending machine from



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7.30pm until 7.00am. There is also a coffee and snack bar to the left of the main Canteen, a coffee shop in Main Outpatients, and a smaller canteen and tea/coffee area on the first floor at the west wing entrance.

Spiritual

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 at 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 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.

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 you stay in or near the hospital. Cardiothoracic Critical Care has an overnight room available for relatives but please be aware that this is for use in exceptional circumstances only.

Patient Advice and Liaison Service (PALS)

The PALS service is available to help with any concerns, questions or difficulties you may experience with patient care or Trust services. PALS is a confidential service which aims to provide help, advice and support as required.

To contact PALS: Telephone 0800 028 4203, Monday to Friday 9.00am to 4.00pm

Email: 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 5793 and we will do our best to meet your needs.

This Trust operates a smoke free policy

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