

## Stroke Unit

# Welcome to Ward 41

### Ward Manager

Natalie Gibbs  
024 76967813

### Useful Contact Numbers

|                 |               |
|-----------------|---------------|
| Ward 41, Area 1 | 024 7696 7817 |
| Ward 41, Area 2 | 024 7696 7816 |
| Ward 41, Area 4 | 024 7696 7818 |

**We ask that any phone calls to the ward are made after 10.00 am.**

Please remember we are a busy Ward but the staff will try to keep you and your relatives informed as much as possible.

It is helpful if just one person telephones with enquiries and then informs other relatives and friends. We will keep the patient and next of kin informed about their care and management. If you would like more information please contact your/your relative's consultant's secretary.

### Visiting times

2.00pm – 4.00pm and 6.30pm – 8.00pm weekdays

11am- 8pm weekends and bank holidays

Please remember that patients get tired very quickly, so only two people should be around the bedside at any one time. Please speak to a member of staff if there are younger children wishing to visit.

The ward promotes the patient's rest period from 1 – 2pm.

**If you need to visit outside of visiting hours you must obtain permission from the Ward Manager.**



### **Meal Times**

On the Ward we have protected meal times. This is so staff are free to ensure patients get their meals and provide assistance to anyone that needs it. Meal times are supported by the volunteer service but please see nursing staff if relatives would like to help with feeding.

**Meal times are:**

**Breakfast 8.00am-9.00am   Lunch 12 noon-1.00pm   Dinner 5.00pm-6.00pm**

### **What should I expect during my stay on ward 41?**

We are a Stroke Unit with 36 beds for hyper acute and acute patients.

Initially patients are admitted to one of the hyper acute beds on ward 41 and will be under the care of the stroke consultant on call. After 24-72 hours patients will be transferred to an acute stroke bed on Ward 41. Patients who live in South or North Warwickshire will be repatriated to the acute stroke unit at either South Warwickshire or George Eliot Hospitals respectively, when medically fit to transfer. Following the hyper acute phase of the stroke those patients remaining on Ward 41 will be transferred to the care of another of our stroke consultants. There are daily ward rounds and weekly multidisciplinary team meetings.

### **What essential items do I need during my stay on ward 41?**

We need you to provide basic toiletries for your stay with us:

Toothbrush and toothpaste, Soap/Shower gel, Towel, Hairbrush and/or comb, Suitable slippers, Dressing gown & Pyjamas or nightdress. However when you or your relative is able to get out of bed, suitable day clothing should also be brought in. Loose fitting clothing like joggers or leggings are ideal, plus footwear such as trainers.

Please avoid bringing any valuables into hospital. If you do have any property that is of value please let one of the nursing staff know so that arrangements can be made for it to be placed in the hospital safe. Any

## Patient Information

property is kept at the patient's own risk and on admission either the patient or next of kin will be asked to sign a property disclaimer.

## Who will I meet during my stay?

### Consultants

#### Consultant Stroke physician

Dr A Kenton      Secretary for all: 024 7696 8261

Dr B Dallol

Dr U Ghani

You may also be care for by the on call neurologist over the weekend.

### Nurses

#### Ward manager

Natalie Gibbs

#### Clinical Ward Sisters

Tara Brown, Natalie Corrigan, Kay Punnoose, Muna Sitali, (part time)

#### Specialist Stroke Nurses

Sarah Mountford – Stroke Services Co-Ordinator

Kimberley Yates – Stroke specialist nurse, (part time)

Michelle Clarke – Stroke specialist nurse, (part time)

Muna Sitali- Stroke specialist nurse, (part time)

#### Stroke Research Nurses

Michelle Clarke (part time)

Kimberley Yates (part time)

## Patient Information

Your first contact with one of our specially trained stroke nurses may be when you are admitted to the emergency department, where they will complete an initial assessment.

The nursing team on the acute stroke unit perform observations such as checking patients' neurological status and blood pressure. They also manage hygiene needs, encourage adequate nutrition and deliver medications. They provide a link for patients and their families to information and counselling and help with discharge planning. Our nursing staff also plays an active part in the rehabilitation and discharge process by monitoring how patients perform with activities, such as washing and dressing, and encouraging mobility, in partnership with our therapy team.

### **Physiotherapy**

A Physiotherapist will aim to assess you within 24 hours of your admission to the Stroke Unit. They will then provide appropriate ongoing therapy during your stay on the Stroke Unit as required. This may include respiratory therapy, movement analysis, balance work, transfer and mobility practise as appropriate to each individual patient. The Physiotherapist will help you to prepare for discharge from hospital and co-ordinate with other members of the Stroke Team to ensure an appropriate discharge plan is in place.

*Claire Clarke (Physiotherapy Team leader) 024 7696 7808*

### **Occupational therapy (OT)**

Your occupational therapist will work with you to assess any difficulties you may have in completing activities of daily living. This could include personal care, dressing, meal/drink preparation, eating and drinking and leisure activities. As part of your therapy, your OT will use activities to increase your independence with tasks. The OT will also be involved in helping you prepare and supporting you with your discharge from hospital. This may include provision of equipment and visits out to your property to assess and advise on any safety recommendations.

*Ankur Singh (Occupational Therapy Team Leader) 024 7696 7808*

### **Speech and Language Therapy**

Speech and Language therapy are responsible for assessing and providing therapy for swallowing difficulties and communication impairments. If a patient has a swallowing difficulty they will have either a

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yellow sign or NBM (nil by mouth) sign above their bed. Please check with nursing staff before giving your friend/relative a drink or snack.

*Charlotte Mitchell (Speech and Language Therapist) 024 7696 5709*

### **Dietitian**

The Dietitian sees patients at risk of not meeting their nutritional needs. Swallow can be affected following a stroke therefore the Dietitian may need to advise on liquid feed for feeding tubes or supplements for patients on modified texture diet/fluids.

The Dietitian is also available for diet and lifestyle advice to avoid the risk of another stroke.

*Bonnie Delahaye (Stroke Dietitian) 024 7696 6161*

### **Orthoptist**

An Orthoptist diagnoses and manages defects of visual development, binocular vision, visual fields and eye movements. Patients who have had a stroke can have various visual problems. The patient may complain of symptoms such as double vision, missing parts of their vision or blurry vision. Patients may also have problems with reading. The patient can be referred to an Orthoptist who determines what the visual problems are and help relieve the symptoms by using prisms, exercises or patches and offer advice to carers.

### **Neuropsychology**

On ward 41 we also have access to neuropsychology services.

*Dr Louise Price (Consultant Clinical Psychologist) 024 7696 5217*

### **General advice when visiting on Ward 41**

When a person has a stroke, it can affect them in many different ways. For example, they may have a weakness down one side; have difficulties with their balance, with eating and drinking, speaking or their vision. Some people may have all of these problems. Others may only have one or two of them.

## Patient Information

### **Please be aware of the following:**

- Do not try to get any patient out of bed or walk with them, unless you have been advised of the best way by a member of staff.
- Do not give any patients food or drinks, unless have been advised of the safest way to do so. Some patients need thickener added to their drinks, may be on a liquidised diet, or may not be able to eat and drink at all.
- Be patient if the person has a speech difficulty and give them time to answer. If they seem to be getting frustrated, give them a rest and try again later.
- Also remember that stroke patients suffer from fatigue whilst they recover. Please allow them to rest as required.
- **If in doubt about any aspect, please ask any member of staff.**

### **What will happen when I leave ward 41?**

The nursing and therapy teams will help you prepare for going home as early in your stay as possible. This is to ensure that all arrangements have been made to promote a safe and timely discharge.

## **Stroke Rehabilitation**

### **Coventry and Rugby Patients**

The majority of your Stroke rehabilitation will not take place on Ward 41, all initial assessments will be undertaken by the therapy staff and you will then be referred to the appropriate team. We have access to an Early Supported Discharge Team (ESD) for Coventry and Rugby patients who enable patients to leave hospital at an early opportunity and have their therapy at home; this may be supported by carers if appropriate.

Alternatively if your rehabilitation may take a little longer or going home is not an option at the time then ongoing stroke rehabilitation may take place by the Community Neuro Rehab team (CNRT) at home or at an alternative discharge destination. Another option is that patients may be transferred to Mulberry ward at the Hospital of St Cross, Rugby to continue their rehabilitation in an inpatient setting.

## Patient Information

### **Patients from outside Coventry and Rugby**

Stroke patients from outside the Coventry area will be referred onto local teams to continue their rehabilitation if required.

Nursing or Therapy staff may refer you to Sophia Costa or Sue Thelwell, our Stroke Association **Family and Carer Support Coordinators**. Sophia or Sue will contact you to offer advice and support. However you can contact them if needed on **024 7623 7030 or 024 7623 7031**

**Age UK – Going Home from Hospital** provides information and advice for patients' age 65 years and above. Staff from Age UK visit Ward 41 on Thursday afternoons, but are available to contact Monday – Friday between 1 – 4.40 pm on 02476258176.

### **Complaints**

If there is any aspect of our care that you are unhappy about, please let us know as soon as possible by speaking to **Emma Cook, Ward Manager** (telephone 02476967813).

However if you would prefer, you can contact our complaints manager on 024 7696 5153.

### **Patient Advice and Liaison Service (PALS)**

A patient advisor can be contacted in the PALS office at the entrance to the hospital telephone free phone 0800 0284 203. They will be happy to advise you with any concerns you may have.

### **Other useful contacts**

Kim McIntyre, Stroke Specialist Nurse  
024 7696 8336

Sarah Mountford, Stroke Services Co-ordinator  
024 7696 8336

## Patient Information

### Age UK

024 7623 1999

Or National free helpline 0800  
009966

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Arrhythmia alliance

01789 450787

[www.arrhythmiaalliance.org.uk](http://www.arrhythmiaalliance.org.uk)

### Stroke Association

0845 3033 100

[www.stroke.org.uk](http://www.stroke.org.uk)

NHS smoking helpline

0800 0224332 or 0800 1690169

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

### British Heart Foundation

020 7554 0000

[www.bhf.org.uk](http://www.bhf.org.uk)

Alcohol awareness

020 7766 9900

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

## Patient and carer feedback

We would like to hear about your experience on Ward 41. Feedback can be given via the trust online Impressions survey which can be found on the trust website [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk). Alternatively you can provide feedback to Emma Cook and/or Sarah Mountford.

You may also be asked to take part in a stroke service survey.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 8335 and we will do our best to meet your needs.

The Trust operates a smoke free policy

### Document History

|             |                 |
|-------------|-----------------|
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## **Department of Nutrition and Dietetics**

# **Secondary Prevention of Stroke**

### **Are you interested in diet and lifestyle advice to help reduce your risk of stroke?**

Regular group sessions are held on Ward 41, University Hospital, Coventry. For available dates and to book onto a session please call the Dietetic Department on: 02476 966161.

#### **What to expect:**

Sessions are informal, last approximately 90 minutes and are for a maximum of 6 people...all recent stroke patients.

Sessions are led by a Registered Dietitian.

Written supporting information will be provided.

#### **Who can attend?**

You can attend if you have recently been an in-patient at University Hospital after having a stroke. A family member or carer can attend on your behalf or with you; ideally they will be involved in some way with food preparation / purchasing.

#### **Benefits of attending:**

Healthy eating and a healthy lifestyle along with medications can help reduce your risk of stroke. Sessions are led by a Registered Dietitian who may be able to signpost you on to other organisations. Advice can also benefit other members of your household.

#### **Unable to attend?**

Please call 02476 966161, we may be able to offer you a home visit.