

Patient Information

Stroke Unit

Welcome to Ward 41

Ward Manager

Natalie Gibbs

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 10am.

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 the consultant's secretary.

Visiting times

Monday to Friday: 6pm to 8pm

Weekends & Bank Holidays: 2pm to 4pm and 6pm to 8pm

Visiting is restricted to strictly **2 visitors per patient**, per visit.

Children under the age of 12 are not permitted to visit. Please speak to the nurse in charge if there are young children that wish to visit. You are



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required to wear a facemask at all times.

COVID-19 restrictions still apply within the hospital setting. If you test positive for COVID-19 during your stay in hospital, COVID-19 restrictions will apply, and visiting will be suspended while you isolate.

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

Mealtimes

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

Mealtimes are:

Breakfast	8am to 9am
Lunch	Midday to 1pm
Dinner	5pm to 6pm

What should I expect during my stay on ward 41?

We are a Stroke Unit with 43 beds for hyper acute and acute patients.

Initially, patients are admitted to the Hyper-Acute Stroke Unit (HASU), which is based on Ward 41, and you will be under the care of the stroke consultant on call. You will remain in HASU for an average of 72 hours.

When you are stable, you will be transferred to the Acute Stroke Unit (ASU) which includes beds on Ward 41 and Ward 42. During your stay on HASU/ASU you may need further tests, for example, carotid ultrasound of your neck arteries, MRI brain scan.

Your expected stay on Ward 41/Ward 42 is a maximum of 10 days. During this time, you will be assessed by members of our multi-disciplinary team

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(physiotherapy, occupational therapy, speech therapy) to determine the next step in your pathway.

If you are able to be discharged home, you may need ongoing therapy, This is generally provided by the Early Supported Discharge Team (ESD) or Community Integrated Neurology and Stroke Service (CINSS). Your care needs will also be assessed whilst with us to see if you require care support (package of care) on discharge.

You may require further inpatient rehabilitation. This will take place at either Felix Holt Ward (GEH) or Feldon Ward (Leamington Spa Hospital). If further inpatient rehab is required, you will be transferred to one of these units as a bed becomes available. You/your next of kin will be notified once a bed becomes available and transport will be arranged.

UHCW does not provide inpatient rehabilitation. If you require inpatient rehab, it will be available to you but only on Felix Holt or Feldon Ward.

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.

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Any 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.

Housekeeping

- Flowers are not allowed on the ward
- During your stay, you will be cared for by both nursing and medical students. If you have any concerns about this, please speak to the nurse in charge
- Please wash/gel your hands when entering and leaving the ward.

Who will I meet during my stay?

Consultants

Consultant stroke physicians

Dr A Kenton

Dr B Dallol

Dr U Ghani

Dr M Mirza

Dr N Gareeboo

Dr U Khan

Dr S Loharuka

Secretary for all: 024 7696 8261

Nurses

Ward manager - Natalie Gibbs

Clinical ward sisters

Natalie Corrigan

Kay Punnoose

Emily Taylor

Parameswari Senthamilselvan

Neethu Rajappan

Patient Information

Stroke services team leader

Alexandra Hunter

Stroke specialist nurses

Kimberly Yates

Michelle Clarke

Muna Sitali

Neren Landicho

Smitha Kurian

Yasmin Abdillah

Katrina Pascual

Stroke research nurses

Faith Omoregie

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.

Physiotherapy (PT) and occupational therapy (OT)

A therapist 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.

Physiotherapy may include:

- respiratory therapy
- movement analysis
- balance work
- transfer and mobility practise

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The therapy you receive will be appropriate to you. Your PT 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.

Occupational therapy will work with you to assess any difficulties you may have in completing activities of daily living. They will work with you to increase your independence with these tasks. This may include:

- personal care
- dressing
- meal/drink preparation
- eating and drinking
- leisure activities

Your OT will assess your cognition and mood and refer you on to appropriate services if required.

Your OT will also be involved in helping you prepare and support you with your discharge from hospital. This may include provision of equipment and virtual access visits of your property to assess and advise on any safety recommendations.

Claire Clarke (Physiotherapy Therapy Team Leader) 024 7696 7808

Joanne Taylor (Occupational Therapy Team Leader) 024 7696 7808

Sarah Howley (Occupational Therapy Clinical Specialist) 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 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 Service (Speech and Language Therapist) 024 7696 5709

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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 diets or on fluids.

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

Katie Harris (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 Malcolm Clayton (Consultant Clinical Psychologist) 024 7696 5217

General advice when visiting 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
- have difficulties with eating and drinking
- have difficulties with speaking or their vision

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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 you have been advised of the safest way to do so. Some patients need thickener added to their drinks, may be on a modified 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.**

Stroke rehabilitation

All initial assessments will be undertaken by the therapy staff to determine your rehabilitation requirements.

We have access to an Early Supported Discharge Team (ESD) and Community Integrated Neurological and Stroke Service (CINSS) who enable patients to leave hospital at an early opportunity and have their therapy at home.

Your care needs will also be considered, and carers will be provided if required.

If you require to have rehabilitation in an inpatient setting, then you will be transferred to one of the following destinations:

- Felix Holt Ward, George Eliot Hospital, College Street, Nuneaton, CV10 7DJ
- Feldon Ward, Leamington Spa Hospital, Heathcote Lane, Warwick, CV34 6SR

Inpatient rehab is not provided at University Hospital Coventry.

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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**

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 **Natalie Gibbs, Ward Manager** or one of the clinical sisters.

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

Alexandra Hunter, Stroke Services Team Leader

02476968336

Age UK

024 7623 1999

Or National free helpline 0800
009966

www.ageuk.org.uk

Stroke Association

0845 3033 100

www.stroke.org.uk

British Heart Foundation

020 7554 0000

www.bhf.org.uk

Arrhythmia alliance

01789 450787

www.arrhythmiaalliance.org.uk

NHS smoking helpline

0800 0224332 or 0800 1690169

www.nhs.uk/smokefree

Alcohol awareness

020 7766 9900

www.drinkaware.co.uk

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Patient and carer feedback

We would like to hear about your experience on Ward 41.

We would like you to tell us what you think about our services. This helps us to make further improvements and to recognise members of staff who provide a good service.



Have your say. Scan the QR code or visit:

www.uhcw.nhs.uk/feedback

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.