

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 you make any phone calls to the Ward after 10am.

It's helpful if just one person calls with any 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'd like more information, please contact your relative's consultant's secretary.

Visiting times

2pm – 8pm, 7 days a week.

Visiting is restricted to strictly **two 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 may be required to wear a facemask while visiting the Ward. Please follow the guidance displayed in the area or ask a member of the nursing team.



Patient Information

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. 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 can ensure patients get their meals and provide assistance to anyone that needs it.

The volunteer service supports mealtimes. But please tell the nursing staff if relatives would like to help with feeding.

Mealtimes are -

Breakfast: 8am - 9am

Lunch: 12pm (midday) - 1pm

Dinner: 5pm - 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. You will be under the care of the stroke consultant on call. You will remain on HASU for an average of 72 hours.

When you are stable, you'll 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, such as a carotid ultrasound of your neck arteries or an MRI brain scan.

Patient Information

Your expected stay on Ward 41/ Ward 42 is a maximum of 10 days. During this time, you'll be assessed by members of our multi-disciplinary team (Physiotherapy, Occupational Therapy, Speech Therapy) to determine your next steps.

If you can be discharged home, you may need ongoing therapy. This is provided by the Early Supported Discharge Team (ESD) or Community Integrated Neurology and Stroke Service (CINSS). We'll also assess your care needs to see if you require care support (package of care) on discharge.

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

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

When you or your relative can get out of bed, suitable day clothing should also be brought in. Loose-fitting clothing like joggers or leggings are ideal, and footwear such as trainers.

Patient Information

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. They can arrange for it to be placed in the hospital safe. Any property is kept at the patient's own risk. 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'll 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 physician

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, Manimala Rajiv, Uche Opara, Tooni Sanya and Biji John.

Stroke Services Team Leader

Alexandra Hunter

Stroke Specialist Nurses

Kimberly Yates, Michelle Clarke, Muna Sitali, Smitha Kurian, Yasmin Abdillah, Katrina Pascual, Arya Krishnan, Anila Emmanuel

Patient Information

Stroke Research Nurses

Faith Omoregie

Your first contact with one of our specially trained stroke nurses may be when you're admitted to the emergency department. They will complete your initial assessment.

Physiotherapy (PT) and Occupational therapy (OT)

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

A therapist will aim to assess you within 24 hours of admission to the Stroke Unit. They will provide ongoing therapy during your stay on the Stroke Unit as required.

Physiotherapy may include:

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

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 assess any difficulties you have in completing your daily activities and 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

Patient Information

Your OT (occupational therapist) will assess your cognition and mood and refer you to the appropriate services if required. Your OT will support you and help you prepare for your discharge from hospital. This may include providing equipment and virtual access visits of your property to assess and advise on any safety recommendations.

Speech and Language Therapy

Charlotte Service (Speech and Language Therapist) 024 7696 5709

Speech and language therapy is responsible for assessing and providing therapy for swallowing difficulties and communication impairments.

If a patient has a swallowing difficulty, they'll 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.

Dietitian

Katie Harris (Stroke Dietitian) 024 7696 6161

The dietitian sees patients at risk of not meeting their nutritional needs. Swallowing can be affected after having a stroke, so 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.

Orthoptist

An Orthoptist diagnoses and manages defects of visual development, binocular vision, visual fields, and eye movements.

Patients who've 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.

Patient Information

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

Dr Malcolm Clayton (Consultant Clinical Psychologist) 024 7696 5217

On Ward 41 we also have access to neuropsychology services.

General advice when visiting Ward 41

When a person has a stroke, it can affect them in many different ways. They may have a weakness down one side, or difficulties with their balance, eating and drinking, speaking or vision.

- Do not get any patient out of bed or walk with them unless you've been advised by a member of staff.
- Do not give any patients food or drinks unless you've been advised the safest way to do so. Some patients
 - need thickener added to their drinks
 - may be on a modified diet
 - 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 frustrated, give them a rest and try again later.
- Stroke patients suffer from fatigue whilst they recover. Please allow them to rest as required.

If in doubt, please ask any member of staff.

Patient Information

Stroke rehabilitation

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). These 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 need to have rehabilitation in an inpatient setting, you'll 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.

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.

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. Call free phone 0800 0284 203. They will be happy to advise you with any concerns you may have.

Patient Information

Other useful contacts

Alexandra Hunter, Stroke Services Team Leader

024 7696 8336

Age UK

024 7623 1999

Or national free helpline at 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.arrythmiaalliance.org.uk

NHS Smoking Helpline

0800 0224 332 or 0800 1690 169

www.nhs.uk/smokefree

Alcohol Awareness

020 7766 9900

www.drinkaware.co.uk

Patient Information

Patient and carer feedback

We would like to hear about your experience on Ward 41. Feedback can be given via the Trust impressions survey which can be found online at www.uhcw.nhs.uk.

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.

Did we get it right?

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

Have your say. Scan the QR code or visit:
www.uhcw.nhs.uk/feedback



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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, call the Dietetic Department on 024 7696 6161.

What to expect

Sessions are informal, last approximately 90 minutes and are for a maximum of 6 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 inpatient at University Hospital after having a stroke. A family member or carer can attend on your behalf or with you. Ideally, they would 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 to other organisations. Advice can also benefit other members of your household.

If you cannot attend

Please call 024 7696 6161, we may be able to offer you a home visit.