

Maternity

Ward 24

Welcome to the University Hospitals Coventry and Warwickshire NHS Trust (UHCW) and our Antenatal Ward. Our aim is to provide you with the best possible care during your pregnancy. We hope your stay with us will be pleasant for both you and your family.

Ward 24 is for women who need observation and monitoring during pregnancy or are being induced for labour.

The ward can be a busy area, with many staff members involved in your care. Midwives, Health Care Support Workers, and the wider obstetric team will work together to provide personalised care in a timely manner.

If you have any concerns during your stay, please speak to the midwife caring for you. This includes concerns such as **reduced fetal movements, pain, or vaginal bleeding**.

Visiting policy

For your safety, visiting on Ward 24 is limited. During your stay, you can have one birthing partner with you, day, and night. Unfortunately, we cannot allow the swapping of visitors.

We kindly ask that your birthing partner follows these requests:

- Regular hand washing and use of the hand gel provided.
- Always stay fully clothed, including wearing footwear when walking around the ward.
- A recliner chair is provided for your birthing partner, please do not share the bed.
- Do not lie on empty beds or remove furniture from an empty bed space.
- There is a separate visitors toilet, but we do not provide washroom facilities. Your birthing partner will need to go home to wash or shower.
- Food or bedding cannot be provided.



Patient Information

Your own children can visit between 9.am and 8.pm. But no other children are permitted on the ward. Children must be always supervised by your birthing partner.

Two visitors are allowed to visit you between the hours of 7pm and 8pm, including your birthing partner.

Please ask your visitors to come only at visiting times and to be patient when waiting for the door to be answered. Only staff members working on the ward are allowed to open the door and they may be busy providing care.

Mealtimes

- Breakfast Buffet (Self-Service) 07.30am to 09.30 am
- Lunch 12.00noon
- Supper 5.pm
- Self -service drinks are always available.

During your stay on Ward 24, your lunch and supper will be pre-ordered for you. You will be provided with the weekly menus, which can be found at your bedside, and a member of staff will take your pre-orders daily.

If you have any dietary requirements while an inpatient, please tell us as early as possible so we can give you the correct menu. You can also see our nutritional information on the board in the nutrition and hydration area.

Unfortunately, UHCW NHS Trust cannot heat or reheat food due to health and safety food standards.

Food cannot be provided for visitors, however, there are many food options available within the Womens and Childrens entrance on the first floor and on the ground floor.

Hot food is served in the main canteen on the ground floor.
Opening times are:

- Monday to Friday: 7am - 6pm
- Saturday to Sunday: 7.30am – 6pm

The main canteen doors close at 8pm. Food is available throughout the night from a vending machine, from 7pm until 7am.

Open curtain policy

We have an open curtain policy on Ward 24. This is for your safety. Curtains will be closed only for private procedures during your stay.

Medicines

Please tell the midwife caring for you during your stay about any regular medicines you take at home. If you have these with you, either give them to the midwife so they can be stored safely or ask a relative to take them home for you.

Your regular medicines will be prescribed by a doctor on admission and will be given to you when needed or during the allocated medicine rounds.

While in hospital, it is important not to self-medicate. If you need any medicine, please ask the midwife assigned to your care.

Money and valuables

UHCW NHS Trust cannot accept responsibility for the loss of personal property unless it has been handed over to a member of staff and a receipt has been obtained. We advise that you do not leave money, phones, jewellery or other valuables unattended at your bedside.

UHCW also advises that you do not bring or use your own electrical items on the ward.

Safeguarding Children and vulnerable patients

UHCW NHS Trust has a legal obligation to protect children and vulnerable adults from harm and to promote their welfare. To achieve this, we work closely with other agencies and healthcare professionals, in line with the Coventry information sharing protocol.

Mental health

If you are struggling with your mental health, it is important to talk to someone. You can speak to your midwife, GP, or a trusted friend.

As part of a national rebrand, the Coventry, Warwickshire, and Solihull 'Improving access to Psychological Therapies' (IAPT) service is changing its name to 'NHS Talking Therapies.'

Patient Information

If you are registered with a GP in Coventry, Warwickshire or Solihull, are over the age of 16 and are having low mood or anxiety, you can self-refer to this service by completing the form on the website below.

<https://www.talkingtherapies.covwarkpt.nhs.uk/>

Or you can contact the NHS Talking Therapies service on 024 7667 1090 or by emailing talkingtherapies@covwarkpt.nhs.uk

Smoking

You are more likely to have a healthier pregnancy and a healthier baby if you do not smoke. On admission to Ward 24, you will be asked to take a carbon monoxide reading. All smokers will be referred to a smoking cessation midwife, who will provide support and advice to help you quit.

If your carbon monoxide screening shows a high reading, but you are a non-smoker and live in a smoke-free household, we can arrange a Fire service safe and well check for your home.

UHCW NHS Trust operates an on-site smoke-free Policy.

General advice

There is limited space around the bedside. Please keep all your belongings in the bedside cabinet to leave the floor space clear.

UHCW has an in-house therapy dog that visits the ward regularly under supervision. If you do not wish to meet this therapy dog, please tell the staff on ward.

If you have any questions during your pregnancy, please speak to a midwife. You may also wish to write a birth plan, which your midwife can help you to complete.

Teaching

UHCW is a teaching hospital, and you may be asked if you would be willing to allow a student to be involved in your care alongside the midwife or doctor, or to take part in a teaching session attended by students. While your co-operation is greatly appreciated, if you do not wish to take part, please tell the midwife caring for you. Please be assured that declining the involvement of students will not affect the care you receive.

Car parking

Visitors are asked to park in designated car parks to avoid congestion, which could delay urgent hospital transport, such as ambulance and doctors on call.

There is a charge for car parking, which must be paid on exit. Unfortunately, no concessions are available for these charges.

Telephones, Radio, and Television

By each bedside there is TV and telephone facilities, for you to make and receive calls. You can buy tokens from a machine outside Ward 25 or call the number on the device to pay over the phone.

Please be mindful of the volume when watching the TV. If you need a headset, please ask a member of staff. We also ask that you do not use the loudspeaker for telephone calls.

Noise

Ward 24 is a busy ward, 24 hours a day. We try to keep the noise at an acceptable level throughout the day and night, and we ask that you also follow our restful night sleep pledge. Information about this can be found at your bedside or provided by a member of our staff.

Eye masks and earplugs are available on request.

Faith and Religion

The Chaplaincy team is in the Faith centre on the ground floor, West Wing. In the Faith centre provides a place of solace, quiet contemplation, and reflection for people of all faiths and none. It also includes prayer rooms for Christians, Sikhs, Hindus, and Muslims, as well as washrooms and Wudu facilities. You may also access a variety of Holy Books within the centre.

Interpreters

The hospital uses Language Line, a service that provides telephone or video-call interpreters. However, for complex information, it may be necessary to arrange a face-to-face interpreter. Your midwife will assess your communication needs and arrange an interpreter if needed.

Zero-tolerance policy towards abuse

UHCW NHS Trust has a zero-tolerance policy towards abuse of staff. In certain circumstances, the visiting service may not be available. If you or any of your visitors are asked to leave, we kindly ask that you do so immediately.

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 6577 and we will do our best to meet your needs.

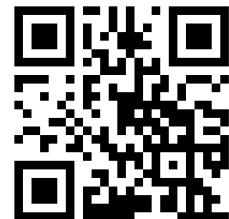
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Did we get it right?

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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