

WESTMEAD HOSPITAL  
E BLOCK - ZONE C

NEUROSCIENCE / TRAUMA  
HIGH DEPENDENCY UNIT

**Patient / Visitors Information Booklet**

This booklet is designed to be used as a guide to assist  
in the patient's stay in  
Neuroscience / Trauma High Dependency Unit

Telephone 9845 5555

**Visiting Hours**  
**12 midday to 2pm**  
**4pm to 8pm**  
**STRICTLY**

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## **Introduction**

This booklet is intended to provide some assistance to the patient and their families whilst a patient in the Neuroscience / Trauma High Dependency Unit.

The Neuroscience / Trauma High Dependency Unit aims to provide the highest possible specialised treatment to our patients. The unit specialises in the care of patients whose medical or nursing condition warrants more care than can be provided in the general ward.

Each bed is individually monitored with 24 hour medical coverage and experienced nursing and allied health staff. Many of our nurses have undertaken additional training in the specialty of neurosciences and trauma.

Visiting your family member in the unit may be very upsetting and a stressful experience no matter how well prepared you might be. Each patient will have a number of monitors and tubes attached to support body functions and assist us in evaluating and monitoring the patient's progress.

Some patients may only spend a short amount of time in the unit whilst others can spend many weeks. Each patient is different, if you or your family have concerns please discuss them with a member of the nursing staff. The Nursing Unit Manager (NUM) is available during office hours Monday to Friday for any other enquiry's you may have and can be contacted via the ward clerk or a member of the nursing staff.

## **Neuroscience / Trauma High Dependency Unit Staff**

During your stay in the unit you may come in contact with all, or some of the following members of staff.

- Acute Pain Team
- Chaplains
- Clinical Nurse Consultant
- Clinical Nurse Educator
- Dietitian
- Interpreters
- Neurosurgical Case Manager
- Nursing Unit Manager
- Occupational Therapist
- Pharmacist
- Physiotherapist
- Registrars
- Registered and Enrolled Nurses

- Resident Doctor or Intern
- Social Worker
- Specialist or Consulting Doctors
- Speech Pathologist

## **The admission process**

Soon after arrival to the unit, the nursing team leader or nurse caring for your relative will come out to the waiting room and inform of the patient's arrival and condition. Please use the intercom to speak to the nurse in charge of the shift. As soon as practical the nurse caring for your relative will ask you to come into the unit. We will try to allow you to see your relative as soon as the patient has been connected to the monitoring equipment. You may however be asked to leave if the patient requires further procedures or cares.

***Remember patient care always comes first.***

## **Visiting policy**

### Visiting Hours

12 midday to 2pm

4pm to 8pm

**STRICTLY**

To provide the highest possible care for your relative we will require your understanding, cooperation and patience with regard to visiting restrictions. Waiting to see your relative is one of the most frustrating and emotional times that will occur when visiting. The nursing staff understands this and will attempt to allow visitors as soon as possible.

To assist this we have reasonably flexible visiting hours, while still allowing for patients rest time. Visiting is not permitted during medical rounds, nursing handovers or while procedures are being carried out on your relative. This is to provide our patients with their privacy. If there are extenuating circumstances where you are unable to visit during these hours please advise the nursing team leader or Nursing Unit Manager to discuss alternative arrangements.

Visiting is restricted to two visitors per patient at any one time. This is so that staff can move freely around the patient and ensure the patient receives adequate rest, and is also as a occupational health and safety (OH&S) measure in the case of an emergency.

It is a good idea to nominate a family member as a spokesperson. This person can then be the contact for extended family members and friends who wish to

make inquiries about the progress of the patient. The staff wants you to be well informed and up to date about how your relative is progressing, however the time spent answering phone calls can mean less time to care for the patient. Patients are not able to use the ward phones, however staff are happy to pass on messages.

## **How to contact the unit from the waiting room**

To advise nursing staff you wish to visit please use the intercom provided in the waiting room to speak directly to either the Ward Clerk or a member of the nursing staff, if the front desk is unattended.

## **Infection control in the unit**

Once inside the unit you are required to wash your hands before and after visiting your relative. The nursing staff may also ask you to wear a plastic white gown and gloves. These policies ensure that your relative and yourself are protected from potential infections.

## **Children visiting relatives in the unit**

Children may visit their relative under adult supervision. Children are also required to wash their hands before and after visiting.

## **What to expect to see in the unit**

The Neuroscience / Trauma High Dependency Unit provides high level specialised care to patients whose condition is unstable and cannot be managed in general wards. When you visit the unit, you will see your relative connected to monitors and machines, which are used for monitoring and/or treatment purposes.

Please be mindful that the technology described below are used to assist the medical and nursing staff provide monitoring and care to your relative. Our main focus is the patient and providing them with the best possible care. Do not focus your attention on the alarms and the numbers displayed on the machines. Although they are useful in monitoring the patient's condition, they are not as important as the overall condition of the patient.

You can expect to see some or all of the equipment outlined below depending on the patient's medical condition and individual requirements. These tubes will be removed as the patient recovers and as soon as they are no longer required.

- A nasogastric tube (NG) is inserted into the nose to keep the stomach empty. This helps to prevent vomiting. It may also be used for feeding purposes if the patient is unable to eat normally.
- An indwelling catheter (IDC) is inserted into the bladder to drain urine. As soon as possible, this will be removed and the patient can go to the toilet as normal.
- Wound drains are placed near a wound, and help to drain wound fluid and enhance healing.
- Drip or intravenous cannula (IVC) in the arm or into a large vein just below the shoulder, or in the neck or groin. This will give fluids to the patient until they are well enough to eat and drink. It also allows certain medications eg; antibiotics and pain relief to be given.
- Medication pumps are the machines used to deliver intravenous fluids and medications accurately.
- Monitor is the screen above the patient's bed that displays the patient's heart rate, blood pressure and oxygen concentration in the blood.

## **Contact phone number**

If you are the next of kin, please provide your contact phone number to the nurse looking after your relative before you leave the unit.

## **Phone enquiries**

Westmead Hospital's phone number is (02) 9845 5555. We are happy to take phone calls from a family member, however due to patient confidentiality only limited information regarding a patient's condition can be provided over the phone.

It is recommended that the next of kin notifies other members of the family about the patient's condition. Answering multiple telephone enquires takes away time that could have otherwise been used to care for your relative.

## **Patient / relative satisfaction surveys**

Patient / relative satisfaction questionnaires are located in the unit. The survey is treated confidentially and you are encouraged to answer the questions truthfully so we can address your concerns to assist us to provide excellence in the delivery of health care. One of the nursing staff will collect the completed questionnaires.

## **Other important information**

### **Mobile phones**

**Mobile phones are to be switched OFF in the unit as they may interfere with essential medical equipment.**

### **No flowers policy**

Due to the lack of space and the dangers associated with water and electrical equipment, we request that no flowers or plants to be sent to the unit. Any flowers received will be sent home with family members. We are more than happy to display photos, soft toys and cards.

### **Photographs**

Taking photographs in the unit is not permitted. The rights of privacy, dignity and confidentiality of our patients is very important to us.

### **Valuables**

We encourage family members to take home patients valuables such as money and jewellery for safekeeping. Please ask the nursing staff if you are concerned about the whereabouts of any items.

### **Your relatives requirements**

In the early stages of the patients hospitalisation they usually wear a hospital gown, and may not require their own nightie or pyjamas. Please ensure your relative does not have medications, valuables or large amounts of money in hospital. The patient will require the following items:

- Soap
- Toothbrush and toothpaste
- Shampoo / conditioner
- Deodorant
- Razor / shaving cream
- Slippers
- Dressing gown

### **Discharge from the unit**

When the patient's condition has improved and no longer requires high dependency nursing and medical monitoring and management, they will be transferred to either the Neuroscience Unit (D5c) or the Trauma/Orthopaedic Ward (D4a) for further care. Please note that the general wards are different from the High Dependency Unit.

Your relative will no longer require intensive nursing care because of their improved condition. The ward nurse will not be present at all times as they will be

looking after other patients in the ward. They will however, be available regularly to attend to your relatives needs and continue to monitor the patient's condition.

Depending on the patient's progress in these wards they may require some rehabilitation at a suitable rehabilitation hospital or they may require further treatment as an outpatient. These options will be discussed with the patient and their relatives if required.

## **Caring for yourself**

Remember – your own health and those of your family are important too and we understand you have other commitments outside the hospital. Do not feel that it is expected you must be here at all times with your relative. Visiting hours are also arranged to allow you the necessary breaks you will require. Sleeping and eating are of vital importance when you also are experiencing stress.

## **Research**

The patient may be asked to be involved in research, if so the nurse or Medical Office involved in the research project will discuss this at length with you prior to your or the patient's consent being obtained. The patient can ask to be removed from a research project even after providing consent at any time, this will not change the care given to the patient at any time.

## **Accommodation**

### **Casurina Lodge**

On-site Westmead Hospital  
Phone: (02) 0945 6900  
Fax: (02) 9845 8336

### **Chisholm Cottage**

49 Alexandra Avenue  
Westmead NSW 2145  
Phone / Fax: 9633 4228  
Guest Phone: 9633 1477

### **Formula 1 Motel**

377-383 Great Western Highway  
Wentworthville NSW 2145  
Phone: (02) 9769 1240  
Fax: (02) 0769 1250

### **Wesley Lodge Motel**

175 Hawkesbury Road

Westmead NSW 2145  
Phone: (02) 9635 1233  
Fax: (02) 9893 7018

## **Westmead Hospital facilities – main foyer**

### **Coffee Shop (Darcy's)**

Light meals and snacks

Trading hours:

Open everyday (except Christmas Day) 8.00 am – 12 midnight

### **Something Fruity**

Fruit, juices etc

Trading hours:

7 days a week 8.30 am – 7.30pm

### **General Store**

Newsagent and general store

Trading hours:

Monday to Saturday 7.00 am – 8.00pm

Sunday & Public Holidays 9.00 am – 8.00pm

### **Post Office**

A Post Office is located on level 2, opposite the Newsagency.

### **Voluntary services gift boutique**

Gifts and Telecom phonecards

Trading hours:

7 days a week 9.00 am – 4.00pm

### **Banking services with handy bank access**

Within the hospital

- Arab Bank
- Automatic teller machines located in the main foyer and below the High Dependency Unit on Level 2

Across the road from the hospital

- Commonwealth Bank
- National Australia Bank

### **Local shops**

In Hawkesbury Road with easy walking distance you will find a shopping centre with chemist, take away, AJ's Restaurant, coffee shop and various local shops and cafes. There is a main shopping centre in Parramatta.

## **Public Transport**

Westmead hospital is only a short walk from Westmead railway station.

The local bus service is "Westbus". The bus stop for services going to Parramatta is located outside the front of Wesley Lodge (opposite the Emergency Department). The phone number for information on the bus service is (02) 9890 0000.

Taxis can be phoned on the free taxi phone in the main foyer. Otherwise Premier Taxi Service can be booked on 131 017.

## **Summary**

The staff of the Neuroscience / Trauma High Deendency Unit at Westmead Hospital aim to deliver the highest possible standard of care to your relative. We understand that this is a difficult time for you and your family.

If you have any questions during your relative's admission please feel free to ask the nurse caring for your relative.

We welcome suggestions on how to improve our services further. Please feel free to complete the patient / relative satisfaction survey to communicate your needs and suggestions.

If you have any comments or concerns we would like to hear from you. You may contact the Nursing Unit Manager during normal business hours or the Patient Representative on (02) 9845 7014.

### **HEALTHCARE INTERPRETER SERVICE**

**A full and confidential interpreter service is available 24 hours, seven days a week.**

**Ask staff to arrange an interpreter for you.**