How to contact us

**Intensive Care Unit**  
Telephone 01709 304277 or 01709 307448

**High Dependency Unit**  
Telephone 01709 307883 or 01709 307448

**Switchboard**  
Telephone 01709 820000

**Care for the bereaved (CRUSE)**  
**Sheffield**  
Telephone 0114 2725797
With this leaflet we aim to answer some of your questions, and hopefully ease some of your worries.

We hope you will find this leaflet helpful and would like to wish the patient a speedy recovery.

Introduction
Patients are admitted to High Dependency (HDU) and Intensive Care (ITU) when their condition means they need a high level in nursing and medical care. The doctors involved in the care of the patients on the HDU and ITU are Anaesthetists, and the admitting Consultant remains involved in the treatment.

Whilst on ITU, each patient has one qualified nurse to care for him/her. Student nurses are also on the Unit, as part of their learning experience.

The ratio of nursing staff to patients on ITU and HDU is different to that on the wards. On ITU there is usually 1 nurse to 1 patient. On HDU there is usually 1 nurse to 2 patients.

The staff on the HDU and ITU try to keep patients, family and friends informed of their progress. We try to ensure that you are able to see a doctor every day or two, to talk about your relative’s progress and to discuss any worries you may have. Please ask the nurse caring for your relative if you wish to speak with the doctor.
ITU and HDU are both mixed sex wards. We will do all we can to respect your relatives privacy and dignity at all times, but recognise this may not be sufficient for everyone. Please let a member of staff nurse know if we can do more.

Please wash your hands and use the alcohol gel before entering the unit.

The nurses are willing to talk with you at any time, although during busy periods, it may take a little time to arrange this.

If patients have a large family or group of friends, we advise you to ask one person to act as a spokesperson to keep in contact with the doctor, and pass on information to other family or friends. This person can then take the telephone calls at home from other relatives, to avoid numerous calls to the units from distant relatives.

We realise that it is not always possible to arrange a spokesperson, so other arrangements can be made, but we are limited in the amount of information we are able to give over the telephone.

Whilst your relative or friend is in HDU or ITU, we realise it is a very stressful time for you. Do try to have some rest, and spend some time away from the Unit. Try not to forget meals. By looking after yourself, you are also looking after your relative or friend.
Visiting times
When you arrive to visit someone, there is a bell to ring outside ITU’s doors. Please ring the bell and a member of staff will come to you. Sometimes you will not be able to come into the Unit immediately. Occasionally you may have to wait whilst nursing or medical procedures are performed e.g. bed bathing.

On HDU the doors will be open at visiting times. At any other time please ring the bell and wait.

There is a Visitors’ Waiting Room for your use and this is situated on the approach corridor to HDU and ITU. When your relative is ready for visiting, a nurse will bring you onto the Unit. We do try to give an idea of how long you may have to wait. Occasionally, you may need to remind staff that you are still waiting.

On ITU there are few restrictions on visiting times, visiting is encouraged. However, we do have a rest period between 4pm and 6pm when the patient is able to have a quiet time with minimal disturbances. Visiting on HDU is restricted to 1pm to 3.30pm and 6pm to 8pm.

Only two visitors are allowed to each patient at one time. Please limit visiting to immediate family only. This is at the next of kins discretion.

Prior permission is needed from the nurse-in-charge of HDU and ITU before children are allowed to visit.
Visitors guide to ITU & HDU

HDU and ITU tend to be busy during the morning, due to doctors rounds, routine X-Rays and Physiotherapy, so if possible visit during the afternoon and/or evening.

**Property**
There is no space for storing property on the unit, so please ask for your relative’s property to be returned to you at a time convenient to you.

Please leave spectacles, dentures and a wash bag with the patient.

**Public telephones**
There are several Public Telephones in the hospital situated in the following locations:
- ITU/HDU Corridor (Pay Phone)
- Main Entrance on ‘C’ Level
- Maternity Entrance on ‘C’ Level
- Psychiatric Entrance on ‘D’ Level
- Rooftop Restaurant Entrance on ‘A’ Level
- Accident and Emergency Entrance on ‘B’ Level

**Toilets**
There is one toilet on the HDU/ITU main corridor. The nearest Public Toilets are situated in the Accident and Emergency corridor on ‘B’ Level. There are also toilets in the Main Entrance on ‘C’ Level.
Food and drink
There are food outlets in the Shopping Concourse on ‘C’ Level, during the day time and early evening. You are able to purchase many other items and goods on the Concourse.

The Rooftop Restaurant is also available on ‘A’ Level. It is always open for a wide variety of meals and snacks, except during the night between 1.30am, through to 8am in the morning, when the restaurant closes briefly. Vending machines are available during this time.

Overnight accommodation
There is a limited amount of overnight accommodation available in the hospital, if you wish to stay. Please ask the staff for further information.

Car parking
If your relative is a patient on ITU, please speak to a member of staff about car parking arrangements.
Further assistance

There is a Medical Social Work Department within the hospital. Please ask the staff on the Unit to put you in contact if you wish to see someone from the department.

The Hospital Chaplain is available to talk with you if you wish. Please ask the staff if you wish to contact her. The Hospital Chapel is on ‘C’ Level and is open 24 hours a day.

If you wish, your own Chaplain can visit whilst the patient is in hospital. A Roman Catholic Priest is also available. If you wish to contact him, please inform staff on the Unit.
Notes
Useful contact numbers

NHS Direct
Telephone 0845 4647

Patient Services
Telephone 01709 3074461
Freephone 0800 9531303

Health Info
Telephone 01709 307190

Quit Smoking Service
Telephone 01709 302444

For GP out of hours, contact your surgery

Useful websites
www.nhs.uk
www.gov.uk
www.therotherhamft.nhs.uk

If you require this document in another language, large print, braille or audio version, please contact Patient Information on 01709 307521.
How to find us

**Hospital site plan**

**Rotherham main routes**