The philosophy of our Coronary Care Unit is
The nursing staff of the Coronary Care Unit aim to utilise and develop their specialised skills in order to provide a high standard of care for their patients.

The patient’s privacy and dignity will be maintained throughout and consideration will be given to ensure that their individual needs are met wherever possible.

The patient’s right to confidentiality will be respected during their stay. However, we will strive to ensure that the family and members of the multi-disciplinary team are kept informed of changes in the patient’s condition where appropriate.

Welcome to the Coronary Care Unit
We are a unit for both male and female patients, caring for patients admitted with acute coronary conditions.

The unit receives referrals from the Emergency Care Centre and other areas within the Trust.

After initial assessment of your condition and appropriate treatment initiated, your progress will be continually monitored. This will determine your length of stay on the Coronary Care Unit, before transfer to an appropriate medical ward prior to discharge home. A team of doctors, nurses and bed managers will be involved in finding the most suitable area to speed your recovery.

If appropriate you will be referred to a Specialist Nurse for support after your discharge home.

Your stay with us on CCU
On arrival in the unit you will be greeted by your named nurse, who is responsible for your care. Various routine tests and injections will take place such as:

- Recording your blood pressure, pulse, temperature and oxygen saturation
- Routine blood tests
- ECG (heart trace monitoring)
- X–rays

If you have any worries or questions regarding these matters, please do not hesitate to ask your nurse.

Initially a doctor will take a detailed medical history from you. You will then have to wait for all the test results to be gathered and see the Consultant on the ward round.
Please be aware that it can take some time for all tests and investigations to be completed and it is the Consultant or Registrar who makes the decision on your treatment and not the nursing staff.

A dedicated Cardiology Consultant visits the Coronary Care Unit on a daily basis.

In order to maintain the privacy and dignity of our patients, it is requested that relatives, carers and friends are not present during these rounds. However, if your relatives or carers want to speak specifically to the Consultant, please ask the nurse in charge to make arrangements. The Coronary Care Unit admits and discharges patients 24 hours a day, therefore transfers to wards may take place during the night. If transfer to another hospital within the Trust is appropriate, staff will try not to do so after 10pm. However, in extreme circumstances such as a bed crisis, unfortunately it may be necessary for transfers to take place to Leigh outside these hours.

**Medicines and tablets**

If you bring any of your own tablets or medicines with you please give them to a member of staff as you enter the unit. They will either be given to a relative to take home for you or be locked away safely.

**What belongings will you need to bring to hospital?**

- Night wear
- Toiletries
- Book/magazine
- A small sum of money for telephone or papers etc.

**We ask you not to bring**

- Valuables
- Large sums of money

Due to the fast turnover of patients it is best to keep property to a minimum and packed away safely in your draw. As the trust cannot accept responsibility for the loss of personal property, it is advised that any large sums of cash or valuables are handed over to the staff to be deposited in the General Office safe and the staff will ask you to sign a disclaimer form.

**Confidentiality**

Information about your condition and treatment is strictly confidential. Sometimes to help your recovery, parts of your information may need to be discussed with other clinical teams such as physiotherapists and dieticians for example. However, staff will not disclose any information without your consent.

If you have any questions about your condition please ask your nurse or doctor, they will be only too happy to help.
Privacy and dignity
Although the Coronary Care Unit is a mixed unit be assured that privacy and dignity will be maintained at all times.

Meal times
The catering department provides three meals per day, i.e. breakfast, lunch and evening meal. A selection of sandwiches and salads are also available. The Coronary Care Unit, as part of the health education encourages a low fat diet. If you have any specific dietary needs such as vegetarian or gluten free for example, please tell a member of staff as soon as possible after your arrival.

Visiting times
In order to take into account the wellbeing of all our patients, we only allow two relatives at the bedside at any one time, between the hours of 2:00pm and 8:00pm daily but between the hours of 5.00pm and 6.00pm there is no visiting due to protected meal times.

Due to the varying conditions of our patients we ask that no young children visit the unit. If you have a problem with these restrictions and visiting times, please have a word with the nurse in charge. Flowers are not allowed on the unit due to directives from infection control. In the interest of safety, we do ask visitors to replace their chairs at the end of visiting.

Interpreters
If you require an interpreter, please inform the nursing staff. A 24 hour telephone interpreter service is available within the trust for patients whose first language is not English.

Phone Calls
All staff appreciates the worry involved for family members and friends when their loved ones are rushed into hospital. However, we would politely ask relatives to minimise telephone enquiries to the Unit, by appointing one family member to telephone us and then pass the information on to other family members afterwards. This is to enable staff to carry out quality care to all of our patients.

Telephones and TV’s
TV’s and telephones are situated at each bed area via a pre-payment card.

Mobile phones
In the interest of other patients, mobile phone usage is restricted to day time hours.

No smoking policy
The trust operates a no smoking policy. There is no facility for smoking on any hospital site and this includes electronic cigarettes. Please do not smoke in the hospital or in its grounds.
Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.

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