Acute Stroke Unit

Patient Information
Acute Stroke Unit

The Acute Stroke Unit on Billinge Ward is a 22 bed specialist acute / rehab stroke unit staffed by a dedicated team of medical, nursing and therapy staff. The following information has been prepared in order to help alleviate the anxieties felt by both patients and relatives during a stay on the Acute Stroke Unit.

Prior to entering the ward we would ask you to use the alcohol gel provided to disinfect your hands in an effort to keep infections away. We would also ask you to do the same on leaving. **If you have a cold, upset stomach or any recent illness yourself then we advise you not to visit until you are well.** This is to protect yourself and your relative.

The ASU team are always willing to discuss care, treatment or procedures with you or your relatives with honesty, whilst maintaining confidentiality. If at any time during the stay patients or relatives feel a meeting with a doctor or therapy staff would be helpful, they should raise this with the nurse looking after them or their relative. A suitable time for this can then be arranged.

**Facilities**

The Unit comprises of 3 bays, 3 side rooms and an assessment bed. There are showers available on the ward for patient use, either with support or for independent use. Please do not hesitate to ask staff about these facilities.

Patient-Line televisions are available at each bed. There is a charge to use these facilities, details of which can be found on the television units themselves or by the yellow box located at the entrance to the ward.

In addition to mealtimes, fresh fruit is available at all times. Please ask ward staff for details. Snacks and newspapers are also available to purchase on the ward daily.

**Visiting**

Visiting hours on the ward are as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>3:00pm to 4:00pm</th>
<th>7:30pm to 8:30pm</th>
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<tbody>
<tr>
<td>Monday</td>
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<td>Tuesday</td>
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<tr>
<td>Wednesday</td>
<td>No visiting</td>
<td>7:30pm to 8:30pm</td>
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<tr>
<td>Thursday</td>
<td>3:00pm to 4:00pm</td>
<td>7:30pm to 8:30pm</td>
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<tr>
<td>Friday</td>
<td>3:00pm to 4:00pm</td>
<td>7:30pm to 8:30pm</td>
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<td>Sat/Sun</td>
<td>3:00pm to 4:00pm</td>
<td>7:30pm to 8:30pm</td>
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We operate a protected mealtime’s policy and ask that you please avoid visiting the ward between the hours of 12:30pm to 1:30pm and 4:30pm to 6:00pm.

Children are permitted onto the ward but we ask that they are closely supervised at all times.

In the event that you encounter any problems with the above arrangements, please discuss this with ward staff.
Staff
Here are some of the staff you may meet during your stay on the Acute Stroke Unit:

Medical team

On the unit there are consultants who specialise in stroke, along with other doctors at different levels of training.

A medical ward round takes place each day where each patient has the opportunity to see the consultant and doctors to discuss any medical issues relating to their care.

The medical team are on the ward from 9am–5pm weekdays, excluding bank holidays. If any medical problems arise out of these hours patients are referred to the doctors on call.

Nursing team

The nursing team consists of dedicated qualified and unqualified members of staff. They are available to assist and advise on most matters 24 hours a day.

Matron – Navy uniform with red trim
Ward Sister – Navy uniform with white trim
Staff Nurse – Royal blue uniform with white trim
Assistant Practitioner – Turquoise uniform with white trim
Nursing Auxiliary - Light blue uniform with white trim

Therapy Team

Physiotherapist – White tunic / t-shirt, navy trousers
The physiotherapists will assess each client on admission to the ward and identify an appropriate programme of physical therapy for each individual; this may be completed within functional activities or individual therapy sessions.

Occupational Therapist – White tunic / t-shirt, green trousers
The specific role of the occupational therapist is to ensure patients gain as much independence as possible. This includes the assessment and teaching of daily living skills such as washing, dressing, domestic and leisure activities.

Speech and Language Therapist – White tunic with red trim, black trousers
The Speech and Language Therapists will help with any communication difficulties patients may be experiencing. They also assess swallowing problems and advise on safe ways to eat and drink.
Dietitian – Grey top, black trousers
The dietitian will assess and give advice on patients’ nutritional requirements whilst giving consideration to their clinical state and nutritional status.

Therapy Assistant – Pale blue tunic with white trim, black trousers
Therapy assistants work with the therapists and nursing staff on the unit. They will continue treatment programmes already established by physiotherapists, occupational therapists and speech and language therapists.

Other Staff

Housekeeper – Striped uniform

Domestic – Pink uniform

Ward Clerk – Blue blouse

Parking
Please note that in addition to the on-site parking facilities, there is an additional car park located on Freckleton Street which is a short way down Wigan Lane. Please ask staff for directions.

If your relative has been a patient on the ward for longer than 2 weeks, a parking permit can be obtained for one member of the family. These are available from the on-site security office. Please ask a member of ward staff for details.

Dining Room
The hospital dining room is located near the main entrance. Hot meals and snacks are available to purchase.

Opening times:
- 8:30am to 10:30am
- 12:00pm to 2:00pm
- 4:00pm to 7:00pm

There is also a shop close to the main entrance which is staffed by volunteers. Opening hours may vary.

Hospital Chapel
This is located on level 2.

The chaplaincy team leader is the Rev. Anne Edwards. She can be contacted on 01942 822324. The chapel is open 24 hours.

Overnight Stay
There are no overnight facilities at the hospital, but we can provide you with details of a local hotel.
**Property**

We ask that essentials such as spectacles, hearing aids and dentures are left with the patient, along with toiletries, towels and appropriate clothing. We do not allow flowers or plants onto the ward.

**Contact**

The direct telephone number to the ward is: 01942 822075 or 822076

Relatives can phone at any time of the day or night but it would be much appreciated if, wherever possible, one member of the family could phone and pass on information to the rest, as every phone call takes the nurse away from patient care.
Comments, Compliments or Complaints

The Patient Relations/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

In addition to the Patient Relations/PALS Service, you can contact HELPline on 01942 822111.

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