

# Enhanced Care Unit

## Patient Information



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values**

People at  
the Heart

Listen and  
Involve

Kind and  
Respectful

One  
Team

## Welcome to Enhance Care Unit

The Enhanced Care Unit is known locally as ECU.

At your Pre-operative appointment, you may have been seen by an anaesthetist who assessed you for the anaesthetic required to perform your operation. From this they have referred you to an ECU bed post-operatively.

ECU is a mixed-sex, 6 bedded area where you will be continuously monitored overnight, sometimes more than one night. There is a specialist team of nursing staff and anaesthetists working alongside your surgeon to care for you.

You will have your blood pressure, temperature and other vital signs recorded hourly overnight and you will be attached to a monitor that conveys this information to the team. You may also require oxygen. Your nurse will usually be looking after you and one other patient.

You will be reviewed by a team of professionals on the morning after your operation in ECU and assessed for transfer to an in-patient ward.

The nursing staff will liaise with the bed manager to arrange your transfer, and you will be transferred to your bed.

Please let us know of any dietary requirements on the admission ward so they can convey this to us on ECU who will arrange your meals with catering.

### **Belongings**

Please bring the minimum belongings into ECU for your first night's stay and have your relatives bring your other belongings once discharged to the ward, as we have limited storage available.

Things needed for your first night include glasses, hearing aids and limited toiletries.

### **ECU Contact Information**

#### **01257 256261**

Please ask only one member of family to telephone if they are concerned about you and to convey that information to other members of the family. This allows us to care for your needs effectively.

We do have NHS Wi-Fi but please note that mobile phone and Wi-Fi signal can be poor at times in the hospital.

### **Visiting**

We do not advise visiting on the first day of surgery, as we are making sure all patients are settled and comfortable initially post operatively.

Should you stay in ECU a second day, visiting is limited to 2 visitors at a time and is available from 2pm until 3pm or 6pm until 7pm. ECU can be busy and visiting may be adjusted to accommodate this. Should visiting be required, this is at the lead nurse's discretion.

## **Concerns Regarding Your Stay**

Should you have any concerns about your stay in ECU either prior, during or post admission. Please contact the **Lead Nurse on 01257 256261**.

**We look forward to meeting you on the day of your operation.**

## 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 until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals 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 positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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**Call 111 first when it's less urgent than 999.**



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