

# Welcome to the Clinical Assessment Unit (CAU)

An information guide



# **Welcome to the Clinical Assessment Unit (CAU)**

Welcome to the short stay inpatient Clinical Assessment Unit (CAU) at Rochdale Infirmary. This leaflet contains information which will be useful to you and your visitors during your stay.

If you have any questions or concerns at any time, please speak to your named nurse or the ward coordinator.

## **So what is a Clinical Assessment Unit?**

The Clinical Assessment Unit provides rapid assessment, diagnosis and treatment of patients with acute medical conditions. It enables patients to be assessed and observed by expert medical and nursing teams, reducing the pressure on the urgent care centre.

The unit consists of 16 in-patient beds and 12 GP assessment trolleys and operates a single sex accommodation policy. It is designed to provide a peaceful and quiet environment, admitting patients at all times of the day and night, with a turnover of 460 patients per month, meaning at times the unit can become very busy.

Our patients are referred by either General Practitioners (GP) or from the Urgent Care Centre by a doctor or nurse practitioner. Patients are seen in accordance to their symptoms and clinical need. This can mean that you may have a little bit of a wait at times.

In order to give you the right care as soon as possible, you will be seen by a number of different clinical staff during your stay. They will assess your condition and arrange any tests that you may require. This assists the medical and nursing to review your condition and decide the best treatment options for you.

Once your results have been reviewed, you will either be discharged home from the CAU or you will be admitted to another

area of Rochdale Infirmary or another ward within Northern Care Alliance (NCA) to continue with your treatment plan.

Your primary care provider will be a nurse from our highly trained nursing team. Called a 'named nurse', they will be available to answer any questions that you or relatives and carers may have regarding your personal care plan and we are open to any comments or concerns you may have.

Our nurses are supported by physiotherapists, occupational therapist, pharmacists, social workers and transfer of care nurses. All the unit staff work together with you, your relatives and carers using a partnership approach to ensure you receive a fast, effective and safe discharge to maintain your quality of life.

### **Visiting Times**

We operate an open policy on visiting between 8:00am and 8:00pm. We only ask that you minimise the amount of visitors per patient. Visiting between 8:00pm and 8:00am can only take with permission from the ward coordinator. Please understand that at this time patients are resting or sleeping and we need to minimise any disruption.

### **Infection prevention and control and health and safety**

We aim to ensure that our patient's clinical care is not interrupted and the safety and wellbeing of patients and others are considered. In line with NCA policy, children are allowed to visit at the discretion of the nurse in charge. For safety reasons children under the age of 12 must be supervised by an adult. As with all hospital environments, it is advised that babies and infants avoid visiting due to risk of infection.

Visitors are advised to wash their hands on arrival and when departing the ward.

## **Telephone Enquires**

We understand that family and friends will want to telephone the ward and ask about your wellbeing. We are always happy to help, but we do ask that these calls are kept to a minimum. Mornings are particularly busy on the unit, so please ask people not to call until late morning, unless it is urgent.

Please nominate one person to telephone and share information with others. This helps nurses use their time as efficiently as possible for the benefit of all patients. The contact number is 01706 517514.

Please remember that we are not able to discuss specific details about patients over the telephone, due to patient confidentiality.

## **Talking to the Nurses**

Everyone on the CAU understands that it can be a stressful experience coming to hospital and you can become anxious about your illness, treatment and care. Therefore each patient has a named nurse and a healthcare assistant.

Please feel free to ask them any questions, so that we can reassure you and provide all necessary information regarding your medical and nursing plan.

If the named nurse is busy the Ward Coordinator, will be able to help you.

## **Intentional Rounding**

Intentional rounding is a structured process whereby nurses carry out regular checks, usually hourly, with individual patients using a standardised protocol to address issues of positioning, pain, personal needs and placement of items.

This allows regular interaction and engagement between the nurses and patients and those close to them.

Your nurse will have introduced themselves and every hour a member of staff will come and check that you are comfortable. However, if you have any problems between these checks, please do not hesitate to contact a member of staff.

## **Pain Management**

Pain is a distressing feeling for everyone, whether it be acute or chronic pain. Nursing staff will assess your pain needs every hour when completing their intentional rounding.

We encourage you to inform your nurse of any discomfort or pain you may have; so that they can give you pain relief.

If you suffer from chronic pain, please inform nursing staff so that we can discuss how you manage your pain and continue your regime of pain relief, so that you do not suffer any discomfort in hospital.

## **Meals**

Meals are prepared on site and usual mealtimes are:

- Breakfast 8:00am
- Lunch 12:30pm
- Tea 5:30pm

You can order from a selection of meals offered on the menu and we can cater for people with special dietary needs. Drinks are served during the day and biscuits, cakes and fruit are also available.

If you miss a meal for whatever reason or would like something else to eat, sandwiches and light salads are available 24 hours a day. Please ask ward staff, if you require any refreshments.

### **Protected Mealtimes**

We have introduced protected mealtimes for patients. This means that we will try to make sure that you are not disturbed by healthcare professionals while you are having your meals.

### **Hospital Shops and Cafes**

There are two cafes on site, the nearest is located on level C, above the main entrance. We also have numerous vending machines throughout the hospital offering fresh refreshments and drinks.

### **Personal Property and Valuables**

Please ask someone to take any valuables home with them. If necessary, items can be placed in the hospital safe.

Northern Care Alliance Group cannot be held responsible for the loss of personal property or valuables.

### **What to Bring**

Once admitted to hospital, could you please bring any necessary toiletries, dressing gowns, loose fitting clothing and appropriate footwear. We do not provide these items for patients.

You could also bring towels, pyjamas and nighties. The hospital can provide these if you have forgotten them, but you may prefer your own clothing. Please remember there is limited space beside each bed and too many personal belongings can create 'falls risk' for the patients, visitors and staff.

## **PJ Paralysis Campaign**

*'Don't be a victim of PJ paralysis'*

Staff at Rochdale Infirmary are urging patients to get up, get dressed and get moving to end 'PJ paralysis'. We are appealing to relatives, friends and carers of patients to support them by bringing in a daily supply of fresh clothing to help people get out of bed.

Historically patients in hospital usually stay in their pyjamas until they are discharged. Our goal is to get patients up, dressed and moving which will help to reduce harm, enhance dignity and promote a speedier recovery.

Research has shown that ten days in a hospital bed can age the musculoskeletal system of patients by about 10 years. Bedrest decreases muscle strength by two to five percent a day causing muscle shortening, changes in joint structure and loss of leg strength which will limit mobility.

Staff are encouraging more patients to get up and in their day clothes and we are appealing for help from relatives, friends and carers to bring in day clothes and also assist patients from staying in bed.

## **Johns Campaign**

Johns Campaign aims to allow family and carers of patients with Dementia, Alzheimer's disease and confusion unlimited access to hospital wards and departments.

CAU is committed to upholding the principles of Johns Campaign and encourage family and carers of patients suffering from Dementia, Alzheimer's and confusion to visit the unit whenever possible without restriction.

## **Laundry Facilities**

Unfortunately we have no facilities for washing patient's clothes clothing on the ward. All dirty laundry will be bagged and placed in the patient's locker.

## **Chaplain**

If you would like to speak to a chaplain whilst in hospital, please inform a member of staff so this can be arranged. A chaplain is available 24 hours a day.

## **Privacy, dignity and respect**

We expect our staff to do their best for you and to treat you with the upmost dignity and respect.

Similarly, we do not expect our staff to be subjected to any form of verbal abuse, threatening behaviour or assault in any way.

Unacceptable behaviours will invoke the use of the Trust's zero tolerance policy.

## **Friends and Family Test**

The NHS Friends and Family Test (FFT) has been created to help care providers and commissioners understand whether patients are happy with the services provided, or whether improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment. Since its launch in 2013, more than 25 million pieces of patient feedback have been submitted allowing service to improve.

All the staff on CAU will encourage you to complete a friends and family questionnaire. Once completed please place into any of the boxes provided.

## **Compliments, concerns and complaints**

A positive patient experience is very important to all the staff. We always welcome and encourage feedback whether it is good or bad.

If you have any concerns or complaints regarding your stay on CAU, please feel free ask to speak to your nurse, the unit co-ordinator or ward manager.

If you feel unable to communicate your complaint with ward staff, the trust has the Patient advice and liaison services (PALS) which is a confidential service that provides help, advice and information for patients, families and carers.

PALS is located at the main entrance to the hospital between 09:00 to 17:00 Wednesday, Thursday and Friday. You can also contact PALS by ringing 0161 604 5897.

## **Contact Information**

### **Clinical Assessment Unit**

Level B,  
Rochdale Infirmary,  
Whitehall Street,  
Rochdale,  
OL12 0NB.

**Telephone Number: 01706 517513**

### **Hospital Helpline- Rochdale Infirmary**

**Telephone Number: 07970199227**

### **PALS**

**Telephone Number - 0161 604 5897**

**Email - [pals@pat.nhs.uk](mailto:pals@pat.nhs.uk)**

**Notes:**

**If English is not your first language and you need help, please contact the Interpretation and Translation Service**

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

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إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service**

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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