

**Acute Admissions Unit (AAU)**

**Watford General Hospital**

Vicarage Road  
Watford  
Hertfordshire  
WD18 0HB

**Tel: 01923 217 778**



# Ward patient information

**Watford General Hospital**

**Hemel Hempstead Hospital**

**St Albans City Hospital**

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email [pals@whht.nhs.uk](mailto:pals@whht.nhs.uk)



Author	Patient and Public Involvement
Department	Acute Admissions Acute Level 1
Ratified Date / Review Date	May 2016/ May 2017
Version Number / ID Number	8



*Welcome to*  
***Acute Admissions***  
***Unit Level 1 (AAU)***  
***Watford General Hospital***

## **Welcome - We are here to help you**

We understand that having to stay in hospital can be a stressful and worrying time for you and your relatives or carers. We will endeavour to make your hospital stay as comfortable and stress free as possible.

## **Acute Admissions Unit Level 1 (AAU1)**

**The AAU is situated at the rear of Accident and Emergency and comprises of 60 beds. AAU is divided into two levels, Level 1 and Level 3.**

Level 1 is the admitting area in which your initial assessment takes place. During your time in the AAU, you may be moved between suites, depending on your medical needs.

### **AAU contact details**

It is best to ring after 11am when making enquires; by this time the Doctor will usually have seen all patients and recommendations for their care and treatment will have been made.

*Please note that we are unable to give diagnosis or personal information over the phone, in line with NHS policy on confidentiality.*

## **Choice policy**

If your discharge assessment identifies that you require treatment elsewhere or support and your first choice isn't available, you will be asked to move to a temporary option that is available whilst you await your preferred choice. This applies to:

- IMC (Community Rehabilitation)
- Nursing & Residential homes
- Packages of care
- Equipment & home modifications

## **Going home**

Once your doctor has agreed to your discharge, the ward staff will arrange for your specific medication to be prepared. We will give you as much notice as possible regarding your discharge; however do not make final arrangements for your collection as you may have to wait for your prescription to be prepared.

Please note, we do not routinely provide transport and ask that you arrange with a relative, carer or friend to collect you. Should you not have anyone to take you home, please speak to a member of the ward staff.

You may be taken to the **Patient Lounge** while you wait to be collected. This is a warm and friendly environment situated by the main reception area on Level 2 of the Main Block. The lounge has a TV and magazines for your use while you are waiting. Meals, snacks and refreshments will also be made available to you.

Your discharge from hospital will be discussed with you by your Named Nurse and a discharge pack will be given to you with helpful information.

## **The Nursing Staff of Acute Admissions Unit (AAU).**

## Valuables

While we encourage you not to bring in valuables to hospital, we appreciate that many of our patients may wish to have their mobile phones and iPods with them. These items will be listed in a Patients' Property Book, which you will be asked to sign and you will be provided with a copy for your records. Please arrange for a relative, friend or carer to take anything of value home if you don't need it.

## Mobile phones

Patients may use mobile phones but we would appreciate if you would keep them on silent mode during your stay and use them appropriately so as not to disturb other patients.

## Parking

Concessionary parking is available to patients, relatives and carers who attend the hospital more than once a day or twice a week.

## Patient Advice and Liaison Service (PALS)

The Trust's PALS team is available to patients, carers, relatives or friends who wish to raise concerns regarding your stay in hospital. PALS can also put you in touch with other local agencies or voluntary services that can offer help or advice. Contact PALS on Tel: **01923 217 198** (with out of hours answer phone) or email: [\*\*pals@whht.nhs.uk\*\*](mailto:pals@whht.nhs.uk)

## The Spiritual and Pastoral Care Team

The Trust's Spiritual and Pastoral Care Team is multi-faith and provides pastoral, spiritual and religious care for your needs, as well as those of your relatives and carers. If you would like a member of the Spiritual and Pastoral Care Team to visit you, please ask a member of staff to arrange this for you.

## AAU contact details

<b>AAU Main Reception</b>	<b>01923 217 778</b>
<b>AAU Level 1 Reception</b>	<b>01923 436 623</b>
<b>AAU Level 1 Green Bay</b>	<b>01923 436 698</b>
<b>AAU Level 1 Purple Bay</b>	<b>01923 436 626</b>
<b>AAU Level 1 Yellow Bay</b>	<b>01923 436 611</b>
<b>AAU Level 1 Blue Bay</b>	<b>01923 436 610</b>

## Senior staff team

If you have any worries or concerns regarding your care or your stay in hospital, a Senior Sister is available 7 days a week from 7.15am to 7.45pm. Please just ask one of the nursing staff to arrange this for you.

**Matron of the AAU:** Rachel Reed, **07554 114 517**

## Assessment on AAU

On your arrival, your details will be confirmed by a Patient Administrator. You will then be greeted by a member of the nursing team and taken through to the Assessment Bay, which is situated on Level 1, in the Purple Suite, where your initial assessment will take place.

Please ensure during this time that you do not eat or drink anything without first checking with a member of nursing staff. A nurse will take a set of observations during this process (and any other Diagnostic procedures specific to your presenting condition, for example a blood test).

Once you have been assessed, you will then be required to wait for a Doctor to examine you. It is possible that you could be sent for an X-ray, scan and other tests to help Doctors decide what treatment you need. Therefore you may remain in this area until these results are ready for the Doctors to review.

Most of these tests can be performed within the AAU. Depending on when you arrive in the unit, you will be seen by the Consultant on duty during the morning or afternoon round. Once we have received the results of your tests and investigations and you have been reviewed by the Consultant/ Registrar, a decision will be made as whether you need to stay in hospital or can go home.

If you have any questions about your care during your stay on the AAU, please ask to speak to the Nurse in Charge.

## Admissions to AAU

If the decision to admit you to the AAU is made, you will be allocated to one of the four suites; they are divided and identified by colours: Green, Purple, Blue and Yellow.

Once you have been seen by an AAU Consultant you may be referred to a specialist Consultant. At this point a decision will be made as to which Ward would be most suitable for your care.

Please be aware that the average length of stay on AAU Level 1 is 24 hours, while you wait for a bed suitable for your medical needs. In exceptional circumstances, you may be transferred to another Ward during the night. Please note that every effort is made to avoid late night transfers.

## Snack boxes

Snack boxes are available to patients during the day and evening. Please ask a member of staff for details.

## Mobile trolley service

This service visits the ward once a day, mid morning, where you are able to buy hot and cold drinks and sandwiches

## Retail outlets

- **League of Friends Tea Bar:** Level 2, Outpatients Department
- **League of Friends Sycamore House, Tea Shop:** Vicarage Road
- **WHSmiths:** Level 2, by Main Reception
- **Spice of Life Restaurant:** Opposite the Main Block Level 2, entrance.

## Day of procedure

If you have been advised that you are going to have a procedure, we request that you please arrange for **one** member of the family to ring the Ward, on the day of your procedure, who can then update other relatives and friends on your progress.

## Personal items

To make your stay in hospital more comfortable, please consider bringing personal items such as toiletries, slippers (with non-slip soles), dressing gown and a change of comfortable loose fitting clothes in with you or if you have arrived without personal items asking a friend, relative or carer to bring them in after your admission.

## Ear plugs

Available for all patients to help get a good night's sleep. Please ask a member of staff should you require these.