

# Welcome to William Drummond Ward Hyper Acute Stroke Unit

Atkinson Morley wing, 3<sup>rd</sup> floor (HASU)

**This leaflet is for patients and visitors. It aims to provide information about the ward and service to support you during your stay.**

## **What will happen during my stay?**

William Drummond ward is one of eight specialist hyper-acute stroke units in London, delivering acute stroke care and treatment to patients who have symptoms of stroke.

The ward has a 20-bed capacity with mixed accommodation bays, for male and female patients.

You may undergo diagnostic tests including blood tests, electrocardiograms, computerised tomography (CT), magnetic resonance imaging (MRI) and echocardiograms. You may receive treatments for stroke such as thrombolysis, thrombectomy and start on medications to reduce risk factors of further strokes.

Stroke is an emergency patient pathway. Patient stay is approximately 24 to 72 hours and discharge planning begins on admission. Following acute investigations and treatment you will leave the ward as per one of the pathways below.

**Thrombectomy pathway** – If you have been transferred from another hospital to St George's Hospital for a thrombectomy

procedure, you will transfer back to the referring hospital usually at 24 hours.

### **London stroke pathway**

**Repatriation** - If you require continuing inpatient rehabilitation, you will be referred to a stroke unit set by the London Cardiovascular and Stroke Network. Stroke unit allocation is centralised and based upon patient postcode on admission. If you have not had a stroke, you may be referred to your local medical unit for further investigation.

**Home** – If you are medically fit and discharged from inpatient therapy you may be discharged home; some patients may benefit from Early Supported Discharge therapy.

**Follow up appointment** - If you require a follow up appointment after discharge you should receive a follow up appointment letter. If you do not receive this within one month, please call the ward and speak to the nurse in charge or ward clerk.

### **Who will look after me?**

You will be cared for by different members of our multi-disciplinary team. There is a poster on the information board in the ward detailing different uniforms to identify staff.

**Nurses** - Qualified nurses will care for you with the assistance of student nurses and healthcare assistants. The nurse in charge wears a red badge with “Nurse in Charge”.

**Doctors** - A daily doctors’ ward round takes place every morning. The ward operates a named “consultant for the week” system. We ask that visitors are not present in the bay during the ward round to maintain patient confidentiality. If a doctor asks for a visitor to be present, we ask for the visitor to please leave the bay after the team has reviewed the patient.

**Occupational Therapists (OT)** – A team of specialists who will look at how you are able to manage your daily activities and make suggestions to maximise your independence.

**Physiotherapists (PT)** – A team of specialists who will look at how you are able to move around and your balance.

**Speech and Language Therapists (SLT)** - Skilled professionals who will work with you and your family on your communication and swallowing goals.

**Dietician** - Specialist who will monitor and advise on recommendations to support you with nutrition and hydration.

**Ward receptionist** - Can help to answer your initial queries and questions. Also to support with queries about visiting / parking. They will often answer the ward 'phone during daytime hours. There is no receptionist at weekends.

**Hostesses** - Provide food and drinks to the ward. Please let them know if you have specific requirements.

**Pharmacists** - Will ensure that you are taking the correct medication during your stay in hospital and ensure that you have the correct medications to take home.

**Housekeeper and domestic team** - Responsible for keeping our ward clean and free from hazards.

**Porters** - Will take you to appointments / investigations. They wear orange polo shirts.

## Food and drink

A full range of hot meals, sandwiches, salads, and snacks is served in a two week menu cycle. Meals are served at approximately the following times:

- Breakfast: 8am
- Lunch: 12 midday
- Dinner: 5pm
- Snacks and hot drinks are served mid-morning, mid-afternoon and mid-evening.

We have **protected mealtimes** on William Drummond ward. This means that we ask that all non-urgent activity stops during mealtimes. We kindly ask relatives to leave the ward, to minimise distractions and allow patients with swallowing difficulties to eat and drink safely. In some cases, visitors may be permitted to stay if the person they are visiting needs assistance to eat and drink and is happy to be assisted by them.

The hostess will come round to each patient before a meal with the menu, so you can choose a suitable option. They can assist you in choosing your meals. Hot and cold drinks are available for patients at other times.

Please let a member of the nursing team know if:

- You need help with ordering your meal.
- Your visitors have bought food from home as they will have to sign a disclaimer.
- You need a special diet for health or cultural reasons.

## Ward facilities

We endeavour to maintain **same sex accommodation** where possible. This means the bay where your bed is will only have patients of the same sex as you and your toilet and bathroom will be just for your gender. There are times when this is not possible as William Drummond ward is a hyper acute stroke unit. Please speak to the nurse in charge if you have any questions.

The ward is a busy unit and there may be times during the day where your visitors may be asked to kindly leave the ward, to maintain patient privacy, dignity and confidentiality. The closest café is Peabody's café on the ground floor. Here you can also find public toilets.

Each bedspace has a designated entertainment station. Please register your details on the device. You will be able to receive telephone calls and listen to the radio for free. Television is free until 12midday. Entertainment packages can be purchased on the device by searching through the available packages. Alternatively, the staff can help you to use the ward phone if you need to make a phone call.

## Your safety is important to us

- **Zero tolerance to violence** – The ward operates a zero tolerance to violence and aggression to patients, visitors or staff.
- **Valuables** – Please limit property to essential valuables only (dentures, glasses, hearing aids), essential toiletries and a small overnight bag that can fit in the bedside locker. Kindly inform the nurses of any valuables you bring onto the ward. These will be listed and you will be given a disclaimer to sign. Please ask your visitors to take any excess property home for safe keeping.

- **Quiet time** – The ward operates a quiet time from 1pm to 3pm to promote rest and recovery. At this time the lights may be dimmed and we will ask visitors to leave and for all non-urgent activity to pause.
- **Updates** - We ask that each patient has one named next of kin for updates. Please let the nurse in charge know if you or your next of kin would like an update from the medical team. The best time for medical updates for visitors is after 3pm.
- **Infection control** - Hand hygiene is important to help stop infections spreading. Soap and water or alcohol hand gel is available. Staff can assist you if required.
- **Fire alarms** - If there is a fire in the hospital, an alarm will sound. It is important not to panic and staff will tell you what to do. It is a good idea to make yourself familiar with the fire exits, which have a green and white symbol. Alarms are tested weekly.
- **Mobile phones** can be used on the ward. Please be considerate of other people and use headphones / earphones so that you do not disturb others. Please do not use camera phones in the hospital to maintain patient privacy, dignity and confidentiality.
- **No smoking policy** - Smoking is not permitted in any buildings or grounds owned by St George's. If you would like to stop smoking, please talk to a member of the team.

## Visitors

**Visiting times are from 9am to 12 noon and 3pm to 7pm.**

We kindly ask visitors to be mindful of the following:

- To maintain health and safety, we request that only two visitors are at the bedside at any time. This is to ensure staff have enough space around the bedspace to respond safely in a clinical emergency.

- We may ask visitors to please leave the bay when personal care or therapy sessions are taking place for patients' privacy and dignity.
- We ask visitors to please leave the bay during doctors' ward rounds to maintain patient confidentiality. If a doctor agrees for a visitor to be present, please leave the bay after the team has reviewed the patient.
- Medication rounds are four times a day at the following times; breakfast, lunch, dinner and evening. We ask visitors to try not to interrupt the nurses during these times.
- We ask visitors to wash their hands or use hand sanitising gel when entering and leaving the ward and not to sit on patients' beds to maintain infection control.  
The ward has chairs located in the room at the end of the ward. Please return them after use.
- We ask visitors to please keep the ward corridors free and to wait outside the ward or in the Quiet room if they are not at the bedside. This will support staff to be able to safely transfer patients for investigations and to and from other areas.
- If visitors are unwell, we ask them to wait until they have had 48 hours without symptoms before visiting the hospital.
- Please discuss with the ward manager the suitability of bringing children to the ward.

### **Car parking**

Visitor parking concessions are available for one vehicle per patient. Please ask a member of staff in the ward for more details. Additional information about car parking can be found on our website.

### **Useful sources of information**

Information leaflets related to stroke are available on the ward.

Please feel free to take one. Further information is available at the Stroke Association website: [www.stroke.org.uk](http://www.stroke.org.uk)

## Feedback

We will ask you to complete an anonymous survey on discharge, about your stay on William Drummond ward. This is important to us as comments help us improve patient experience. Please scan the QR code to complete a survey.



## Contact us

If you have any questions or concerns, please discuss these with your assigned nurse and the nurse in charge. If you feel unable to do this or that the issue has not been resolved, please ask to speak with the ward manager. We are here to support you during your stay on the ward.

**Tel.** 020 8725 1326 / 1327

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

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## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact



the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### **NHS Choices**

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

**Web:** [www.nhs.uk](http://www.nhs.uk)

### **NHS 111**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Tel:** 111

### **AccessAble**

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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