

# Information for patients and carers

**Welcome to the Medical  
Assessment Unit (MAU)**

Three horizontal, wavy bands of blue color at the bottom of the page, with the top band being a lighter shade of blue and the bottom band being a darker shade.

Welcome to our unit where we want your stay to be as comfortable and enjoyable as possible.

If you have any questions or concerns, please feel free to speak to a member of staff at any time.

**Visiting times are 2pm – 7pm with no more than 2 visitors at a time.**

Families and relatives can call and speak to staff at any time for updates.

If you have any dietary needs or special requests, please ensure you speak to a member of staff who can organise this for you and assist you with your meal choices.

## **Call don't fall**

Patient safety is paramount, and we want to keep you safe as well as comfortable.

You have been provided with a nurse call bell, and we will show you how to use this. Please use it if you need assistance - a member of staff will come to help you.

We have access to physiotherapists and occupational therapists. If you need access to these services, please make the staff looking after you aware and this can be arranged.

Physiotherapists & occupational therapists can supply you with walking aids, exercises and advice and can carry out assessments to ensure you are safe in hospital and once at home.

## **Pressure area care – Pressure ulcers**

A pressure ulcer is damage to the skin and the deeper tissue. Pressure ulcers are sometimes known as “pressure sores” or “bed sores”.

Anyone can develop a pressure ulcer. Some people are more at risk than others.

Pressure ulcers can develop very quickly. In people who are at high risk a pressure ulcer can develop within a few hours.

One of the best ways to prevent a pressure ulcer is to reduce or relieve pressure by moving. Nurses will prompt patients about repositioning regularly usually every 2-4 hours or ask patients to stand or have a small walk to relieve pressure.

Further Information is available please ask a member of staff.

## **Diet and nutrition**

Meals will be ordered 1 day in advance. We have some diet information leaflets if you are unsure what is suitable to order. You are welcome to bring our own food from home which we can store in our fridge however we are unable to re-heat any meals. Please be advised food should be clearly labelled with the patient's name and date brought into the ward.

## **Discharge home**

When the time comes for you to go home, we aim to make the process as smooth and quick as possible. We have a designated discharge facilitator on the unit to support you and your family going home – you may ask to speak with them between 8am-4pm.

To help ease and speed the process being discharged, please:

- Have adequate outdoor clothes for your journey
- Let staff know if you have friends or family that who can collect you or if you need hospital transport
- Be patient, sometimes medications and discharge letters can take some time to arrange
- You may be asked to use the discharge lounge to facilitate your discharge

More information can be provided from the nurse in charge.

## Chaplaincy & spiritual needs

Your religious and spiritual needs are as important as your need for medical care and hospital treatment.

As a trust we have 24-hour access to clergy volunteers from multiple faiths, this helps us to ensure your religious and spiritual beliefs can be met. The chaplaincy team works as part of the overall health care team, to provide for the sacramental, spiritual, and pastoral needs of patients, relatives and staff of the Trust. Please speak to a member of nursing staff if this service is something that you would like to take advantage of.

## PALS - Patient Advice & Liaison Service

Should you have any questions, concerns or wish to make a complaint, in the first instance attempts should be made to resolve these involving the ward manager, the consultant in charge or the ward matron.

Patients can also contact our PALS department who can provide support to patients, their families and carers.

PALS contact details are:

Telephone number: **0759 198 8962**.

Email: [PALS@lthtr.nhs.uk](mailto:PALS@lthtr.nhs.uk)

## Friends & family

Feedback from our service users is important to help us improve the services that we provide.

We would really appreciate it if you could take time to complete the friends & family survey. Scan the code to open the survey. It should only take a couple of minutes to complete.



## Contact details

Should you require further advice or information please contact our ward managers on telephone: **01257 247686**.

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

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

[www.accessable.co.uk](http://www.accessable.co.uk)

[www.patient.co.uk](http://www.patient.co.uk)

[www.lancsteachinghospitals.nhs.uk/veteran-aware](http://www.lancsteachinghospitals.nhs.uk/veteran-aware)

## Follow us on social media @lancshospitals

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.**

**This information can be made available in large print, audio, Braille and in other languages.**

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

[patientexperienceandinvolem@LTHTR.nhs.uk](mailto:patientexperienceandinvolem@LTHTR.nhs.uk)

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