



# Welcome to EAU

Emergency Assessment Unit



01935 383 132  
[yeovilhospital.nhs.uk](http://yeovilhospital.nhs.uk)



## Welcome to EAU

We hope that your stay is as comfortable as possible. If you have any questions please ask any member of staff and they will help you.

EAU is a short-stay assessment unit and length of stay can be as little as four-six hours prior to discharge/transfer, or as long as two to five days if a patient is acutely unwell or requires transfer to a specialist medical ward.

The ward has five bays and four side rooms; 24 beds in total. EAU has a matron, senior sister, ward sisters, registered nurses, assistant practitioners, healthcare assistants, ward receptionists and housekeepers.

Patients are seen by one of our ward consultants; Dr Al-Wattar, Dr Bashir, Dr Siddiqui and Dr Al-Maraz. A member of their medical team will review and monitor your care daily.

## Daily routine

Our staff will be happy to assist you in the morning with washing and dressing when needed, whilst supporting you to maintain your independence.

Please let a member of staff know if you would like help with showering. You may also be seen by a physiotherapist and an occupational therapist during your stay, depending on your needs. The therapists will work with you and us to plan your safe discharge home.

## Medication

We encourage patients to bring in their own medications from home and these will be looked at by our pharmacy team and locked away in your bedside cabinet.

Medication rounds are at breakfast, lunch, dinner and bedtime, if you require medications outside of these times please speak to your nurse.

## Meals and drinks

Patients choose from a varied menu (all times are approximate)

**Breakfast: 8.15am**

**Lunch: 12.15pm**

**Dinner: 5.45pm**

Please let the staff know if you have any special meal requests. You may have a relative or friend who would like to come in to help you at mealtimes, but staff are also able to help you. Hot drinks are also served throughout the day by the housekeepers, but patients are also welcome to help themselves from the drinks trolley at any time.

**The hot drinks-making facilities are for patients only but visitors are very welcome to purchase refreshments from:**

- The Coffee Pod in the hospital's main reception on level 3
- The Gallery Coffee Shop in Outpatients on level 3
- The Canteen on level 2 offers a vibrant and modern cafe environment with a tempting range of hot and cold food, from cooked breakfast using locally sourced produce to fresh porridge and granola with yoghurt and seasonal berries. Lunch menus change daily and include vegetarian and daily specials, made on site by our team of enthusiastic chefs. This range is supported by a variety of sandwich and baguette choices, paninis, jacket potatoes, a selection of confectionery, as well as hot and cold drinks.

## Clothing and toiletries

Patients are required to provide their own night/daywear and toiletries throughout their stay, however EAU is a short stay area for emergency admission and assessment only and relatives are advised to avoid bringing in large quantities of clothing onto EAU. We are unable to provide washing facilities for patient clothing.

## Valuables

Patients are advised not to bring valuables into the hospital and the Trust cannot be responsible for any loss or damage. You may be asked to place valuables into the hospital safe and they will be returned to you on discharge.

## Free Wi-Fi

The hospital offers free Wifi. You will need to register and log in. Laptops etc remain your responsibility.

## Telephone calls

We understand that family and friends will be calling the ward regularly to enquire after you. However, we do ask that these calls are kept to a minimum to allow nursing staff to concentrate on caring for patients. Relatives are advised to nominate one member of the patient's family to make regular telephone contact with EAU. Please note that, diagnosis and patient results cannot be given over the telephone by staff.

## The Friends' Shop

Newspapers, magazines, stamps, gifts, cards and toiletries can be bought from The Friends' Shop in the main entrance on level 3. It is open Monday to Friday 9am to 8pm; Saturday and Sunday 2.30pm to 4.30pm, and 6.30pm to 8pm. Volunteers also visit the wards each morning with newspapers and in the afternoon with sweets and toiletries etc.

## Smoking

The hospital operates a no smoking policy in all buildings and the surrounding hospital site.

## Fire alarms

The hospital's fire alarms are tested on Wednesday mornings and will last for about 15 minutes.

## Visitors

It is extremely important that you do not visit if you are feeling unwell or have been in contact with anyone with diarrhoea and vomiting. We do ask that visitors avoid bringing flowers to the ward to help us with infection control.

## Visiting times

Visiting times are 2.30pm to 4.30pm and 6.30pm to 8.30pm.

## Spiritual care

Please let us know if you wish to have a visit from our Chaplain, or we can make other arrangements for other denominations. A Sunday service is held in our chapel on level 4, but for those unable to attend, we can request a bedside visit.

## Compliments, comments and concerns

We hope your stay on EAU will be a pleasant one. If you do have any compliments, comments or concerns, please do not hesitate to contact the nursing staff.

The ward's senior sister will be available most days from 2pm to 4pm, however, if the senior sister is not available, or your concern is more urgent, please do not wait, speak to a member of the nursing staff as soon as possible.

Yeovil Hospital has a Patients' Advice and Liaison Service (PALS). If you have any comments or concerns that cannot be dealt with on the ward please speak to the PALS team. A member of the team is happy to come to the ward to see you if you would like.

## Discharge

On your day of discharge, you will be asked to move to the discharge lounge on level 2 by 10am. This helps us to make space for patients coming into the hospital. The discharge lounge is on ground level near the Women's Hospital and is ideally located for transport access.

On the day of discharge, please be patient as you wait for any medication you may need to take home with you as this can take some time in our busy pharmacy. We will send a letter to your GP, and any outpatient appointments will be sent to your home.

Please organise your own transport once the nursing staff have confirmed your discharge time.



**Matron**  
Black with red trim



**Senior Sister**  
Navy with red trim



**Sister**  
Navy with white trim



**Specialist Nurse**  
Navy with blue trim



**Nurse**  
Blue with white trim



**Assistant Practitioner**  
Grey with green trim



**Health Care Assistant (HCA)**  
Grey stripes



**Ward Clerk**  
Dark purple



**House Keeping**  
Pale blue poloshirt

## Other staff you may see on the ward...



**Pharmacist**  
Green with red trim



**Pharmacy Technician**  
Green with blue trim



**Pharmacy Support**  
Green with white trim



**Physiotherapist**  
White with navy trim



**Occupational  
Therapist**  
White with green trim



**Rehab Assistant**  
Teal poloshirt



**Phlebotomist**  
White with red trim

**If you would like this leaflet in another format or in a different language, please ask a member of staff.**

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