



# Welcome to the Intensive Care Unit (ICU)

A guide for visitors



01935 384 407  
[yeovilhospital.nhs.uk](http://yeovilhospital.nhs.uk)



## Welcome to ICU

This leaflet will give you information about Yeovil Hospital's Intensive Care Unit. If you have any questions, please ask a member of staff.

## Visiting

Visiting hours in ICU are very flexible, however, as mornings are busy with doctors rounds, washes and treatments this is best between 11am and 2.30pm. There is no visiting between 2.30pm and 3.30pm to enable our patients to have a period of rest which is important to aid their recovery. This may vary in the future so please check with the staff.

If, in special circumstances, you wish to visit before 3.30pm then please speak to the nurse in charge before arriving.

We ask for your understanding and patience if you are not able to spend as much time at the bedside as you would wish. The nature of critical illness means that our patients require a lot of care and intervention delivered throughout the 24 hour period.

In order to comply with statutory requirements relating to informed consent, patients who are sedated or unconscious may only be visited by their next of kin and any close family or friends identified by the next of kin.

Please show consideration to relatives of other sick patients who will also be using the visitors' facilities.

You may be asked to leave when sensitive treatments and conversations about patient care are due to take place, unless the patient specifically requests your presence.

For reasons of safety, infection control and the wellbeing of patients, visiting will be restricted to two visitors per bed.

## Children and babies

Children under the age of 16 who are close members of the family are permitted to visit for short periods. However, it may not be in the child's best interests to visit a relative in ICU.

Any children in the department, including the waiting area, need to be supervised at all times to ensure they do not disturb patients. We ask that you do not bring young babies into clinical areas, particularly isolation areas.

## Carers

The rights of visiting carers will be respected. This will however be balanced with the needs of patients. We will aim to encourage carers to participate in the care of the patient with the patient's consent.

Please feel free to ask staff if you feel you would like to assist in the patient's care and we will try to accommodate this. Carers should not participate in any activity that is likely to pose a risk to themselves or the patient (eg. manual lifting).

## Visiting with animals

For reason of infection control, visiting with animals is not allowed; the notable exception to this are working dogs (eg. guide dogs for the blind or hearing dogs for the deaf). However, in exceptional circumstances it may be possible. Please speak to the nurse in charge.

## Mobile phones

We do ask that mobile phones are not used in clinical areas.

## Overnight stays on ICU

Sometimes, as a relative, you may want to stay overnight. This is usually possible in the following circumstances:

- When a patient is critically or terminally ill
- When the presence of a close relative or friend is conducive to the wellbeing of the patient
- When the patient is an adult with special needs or a child

Overnight stays should be agreed with the nurse in charge and will be reviewed on a daily basis. As the accommodation facilities are limited it is expected that alternative arrangements will be made after 48 hours.

## Hospital accommodation

The hospital is able to offer relatives bed and breakfast accommodation for which there is a charge. The rooms are adjacent to the hospital building, opposite our main visitor car park.

To enquire about availability and booking a room, please contact the accommodation office on 01935 384530, or email [jan.rowley@ydh.nhs.uk](mailto:jan.rowley@ydh.nhs.uk)

Alternatively you can ask at the main reception desk, level 3 of the hospital.

## Security

- Please do not bring in any “over the counter” or prescription drugs without permission from ward staff.
- Illegal drugs, weapons and alcohol are prohibited on the hospital premises
- Visitors are not permitted to enter any staff only areas
- Yeovil District Hospital NHS Foundation Trust will not tolerate violence or aggression to any member of staff. Disruptive visitors will be asked to leave and the incident managed in accordance with Trust policy
- The Trust cannot be held responsible for any property or valuables left in the visitors area

## Telephone enquiries

Relatives may contact ICU on 01935 384 407.

Due to patient confidentiality we are limited in the amount of information that we can give over the telephone.

When more than one family member wishes to enquire please can one member of the family be nominated as spokesperson to reduce the amount of time away from the bedside answering telephone calls.

## Meals and refreshments

For infection control reasons, visitors are requested not to bring any food or drink into the unit for themselves.

The relatives' room within the unit has hot and cold drinks available. We ask for a small payment of 50p per hot drink.

Please do not bring more than snacks and drinks into the hospital for patients' consumption as the temperature of hot food cannot be maintained and no food, other than light snacks, can be stored in ward refrigerators nor can it be re-heated. Please label all snacks and drinks to be stored in the refrigerator with the patient's name and date. Food past its sell by date will be disposed of.

### Visitors are welcome to purchase refreshments from: **The Canteen restaurant**

Situated on level 2, The Canteen offers a tempting range of hot and cold food. The canteen is open weekdays 8am to 8pm and weekends 8am to 7pm. From cooked breakfasts, using locally sourced produce, to fresh porridge and granola with yogurt and seasonal berries the menu then moves to lunchtime and changes daily. Options include vegetarian and daily specials and all are made on site by our team of enthusiastic chefs. This range is supported by a variety of sandwich and baguette choices, paninis, jacket potatoes and a range of confectionery and hot and cold drinks.

### **The Coffee Pod**

The coffee pod is based opposite the main reception on level 3. Open weekdays 7am to 8pm and weekends 10am to 7pm, this serves freshly-ground coffees, cappuccinos, lattes, teas, hot chocolate and cold drinks. Sandwiches, cakes, biscuits and cookies are also available.

### **The Gallery Coffee Shop**

The Gallery Coffee Shop is based in Outpatients on level 3 (turn right as soon as you come in the main entrance). Open weekdays 8.30am to 5.30pm. All of our coffee is Rainforest Alliance certified meeting rigorous standards, which conserve biodiversity and provide sustainable livelihoods. Sandwiches, cakes, biscuits and cookies are also available.

## Car parking

A pass for the car park may be issued for close relatives of patients who are critically or terminally ill. A maximum of one pass may be provided for each family. Passes will not be automatically renewed on expiry if the patient's condition has improved.

## Infection control

Please can all visitors take precautions in order to reduce infections.

### These include:

- Using the alcohol gel provided at entrances to clinical areas
- Wearing plastic aprons and gloves as requested by nursing staff
- Avoiding sitting or lying on patients' beds
- Not visiting if you have any infectious conditions or diseases



**Matron**  
Black with red trim



**Senior Sister**  
Navy with red trim



**Sister**  
Navy scrubs



**Nurse**  
Pale blue scrubs



**Outreach Nurse**  
Navy with orange trim



**Specialist Nurse**  
Navy with blue trim



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



**Ward Clerk**  
Dark purple



**House Keeping**  
Pale blue poloshirt

## Hospital contact numbers for enquiries

Intensive Care	01935 384 407
6A	01935 384 322
6B	01935 384 272
7A	01935 384 330
7B - Medically Fit for Discharge Ward	01935 384 386
8A	01935 384 395
8B	01935 384 301
9A	01935 384 363
9B	01935 384 399
Children's Ward (10)	01935 384 360
Emergency Assessment Unit	01935 383 132
Kingston Wing Ward	01935 384 519
Women's Hospital	01935 384 411

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

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