The Short Stay Emergency unit is an 8-bedded unit attached to the Emergency Department.

Adults may be admitted overnight, and children may be admitted for short periods of observation.

Patients can be admitted and discharged at any time during the day and night. Most patients admitted to Short Stay are under the care of the Emergency Department Consultant. Some patients may be admitted to the Short Stay Unit whilst they wait for a bed on a specialty ward in the hospital.

Moves to other wards within the hospital can occur at short notice and at any time during the day or night. We aim to give you and your family as much notice as possible.

The Emergency Department doctors carry out a ward round every morning.

How long will I stay in the Unit?

Our aim is for all patients to be discharged home or transferred to another ward within 24-48 hours. Some patients may spend more time on the Unit.

Getting home

We are sorry, but however you arrived here, we cannot provide transport for any patient to get home. The nurses will advise you as to how you can get home.

Will I need to be seen again after I go home?

To support your discharge you may be referred to the Urgent Care Team or other specialists for their input.

If you need a follow up in one of our out-patient clinics this information will be given to you on discharge.

Patients own medication

There are locked cupboards by each bed for patients’ own medications.

Meal times

Sandwiches and refreshments are available 24 hours a day. Please let us know if you are on a special diet.

01722 336262
Ext. 2427 or 2429
Lunch and suppers are ordered every day. Hot meals are available until 6 pm but we need to check with the kitchens for availability.

**Patient’s property and valuables**

We recommend that you do not bring valuable items into the Short Stay Emergency Unit. Whenever possible please give them to a relative or friend. The Unit does have a safe and we will gladly look after items until you are discharged or your family can take them home.

**SSEU facilities**

Privacy and dignity is a high priority and we have made changes to the facilities and ward areas at Salisbury District Hospital to improve privacy and dignity for all our patients. Unless there are exceptional circumstances, no patient should share a sleeping area, washroom or toilet facility with a member of the opposite sex.

Within the SSEU male and female patients will be cared for in a mixed sex ward with single sex sleeping areas which have access to single sex toilets, bath or shower rooms. Overnight wash packs are available containing soap, toothpaste, toothbrush, comb, shampoo, razor and shaving cream.

**What are the exceptions**

In some circumstances this will not be possible, for example

- in highly specialised areas such as Intensive care & Coronary Care
- when your clinical needs take priority
- in short stay areas where patients do not get undressed

**Visiting**

There is unrestricted visiting. We ask your family and friends to respect the needs of other patients in the Unit, who may be unwell.

**Car parking**

Parking is limited at the Hospital and visitors are encouraged to use the bus service. Car parking tariffs are displayed on boards in all the public car parks. Car Park 8, the main car park for visitors, is a barrier-controlled ‘pay on foot’ car park. You should collect a ticket when you enter, take this with you, and pay at the pay stations on your return before leaving the car park. The ‘pay on foot’ machines accept bank notes and 5p, 10p, 50p, £1 and £2 coins and can give change. None of the machines accepts credit cards.

Other public car parks operate a pay and display system. The pay and display machines accept 5p, 10p, 50p, £1 and £2 coins and register the exact amounts of money but cannot give change.

Parking for Blue Badge holders is free. There are a number of allocated bays around the hospital site. If all these are occupied, you may use any other public parking area free whilst displaying the Blue Badge. However, if you access the barrier-controlled ‘pay on
foot’ car park No. 8, you need to collect the yellow ticket from the entry barrier and take this with you plus your Blue Badge, to Main Reception, Level 3, for them to validate your ticket enabling you to exit the car park without having to pay a fee.

Please ask your visitors to use the hospital’s Main Entrance when visiting the Short Stay Emergency Unit.

**Phones/TV**

All beds have access to the Patientline bedside entertainment system. This includes a telephone, TV, internet services and free radio. Cards to use the service can be purchased from dispensers around the hospital; the nearest is on Level 4 by Whiteparish Ward. All incoming calls carry an initial message clearly informing the caller of the charges.

The use of mobile phones is allowed but please consider other patients’ privacy. Please leave your mobile phones on silent at all times. If you have to use your mobile phone be respectful of the other patients on the Unit.

There is a public telephone in the Emergency Department waiting room.

**Shop/Newspapers/Magazines**

The League of Friends trolley comes to the Unit every day with magazines, newspapers and light refreshments for sale. The League of Friends’ shop is in the Main Entrance.

**Cashpoint**

There is a cashpoint machine in the Main Entrance.

**Designated smoking areas**

The hospital has a No Smoking Policy. Smoking is only allowed in designated areas. These smoking ‘shelters’ are clearly signposted.

**Refreshments for visitors**

The hospital has 2 main refreshment areas.
- Springs Restaurant on Level 2 is open between 8.30 am and 7.30 pm.
- Rivers Coffee Shop is situated in the Main Entrance. This is open from 8.30 am - 5 pm.

**Can my relatives stay with me overnight**

We are sorry but relatives and friends can not stay overnight in the Unit. If the patient is a child or the patient is very poorly we may be able to make alternative arrangements. Please ask if you feel this applies to you.

**Pastoral support**

Please ask if you would like a visit from the hospital Chaplain. If you have other faith requirements please speak to the nursing staff.
Infection control

To reduce the risk of picking up an infection in the hospital:

• please do not walk around in bare feet.

• do not be afraid to ask staff if they have washed their hands before they care for you.

• use disposable flannel or wet wipes rather than a towelling flannel.

• wash your hands after using the toilet and before eating (wet wipes are useful).

• encourage your friends and family to use the hygienic gel dispensers situated around the Unit.

• please do not sit on patients’ beds - plenty of chairs are available.

Discharge home

It is very important that patients and relatives begin making plans and arrangements for discharge home as soon as possible.

The Discharge Lounge is used for patients awaiting transport or collection by family or friends. This offers comfortable seating, hot and cold drinks and meals if needed until you are collected. Parking for this area is free via a ‘pick up point’.

A letter will be faxed to your GP when you leave hospital.

If you need new medication to take home, this will be given to you before you leave.

Further questions?

If you have any concerns please speak to the medical or nursing staff.

Some useful telephone numbers:

Main hospital number 01722 336262

Extension number:

• Short Stay Unit: 2427/9
• Emergency Department: 4156/7
• Fracture Clinic: 4176
• Customer care: 2960
• Pharmacy: 4268

If you need to get any advice then you can also phone NHS Direct - 0845 4647.