

Information for relatives Intensive Care Unit (ICU)

We recognise that this can be a difficult time for everyone, please seek support if you need to. If you have any questions or concerns please speak with the bedside nurse in the first instance. You are also welcome to speak to the nurse in charge of the shift, or one of the Clinical Nurse Managers.

The Patient Advice and Liaison Service (PALS) is available to provide information and support to patients, their family and carers.



PALS is located in Room E121 in the Main Entrance Concourse. The team deal with enquiries and concerns made by telephone, face to face and email.

Available from 9:30am - 3.00pm by phone Tel: **01392 402093**

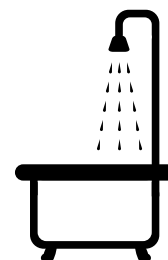
Available from 9:30am - 4:30pm by email: **rduh.pals-eastern@nhs.net**

The hospital chaplaincy is available to all for pastoral support, regardless of religious beliefs.



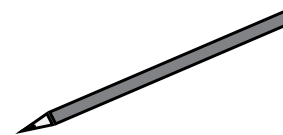
ICU Steps are a charity with helpful information online **www.icusteps.org**

We have all the essentials to care for your relative, however, there are things which can improve their stay; their own toiletries (deodorant, shower gel, shampoo, shaving foam, razor), slippers, glasses/hearing aids, photos from home.



Please avoid bringing other items of clothing (unless requested), and bulky bags (as we have limited storage). Unfortunately, we aren't able to allow flowers. Please look after yourself and other visitors making sure you eat and drink regularly, keep taking your usual medications, get as much rest and sleep as you can.

Patient diaries will be completed by the nurse looking after your relative to explain what has happened that day. We have a page that you are welcome to write on which can be added too. You will find these at the bedside, and in the visitor's room. Please speak to the nurse at the bedside if you have any questions.



We are able to exempt one car from parking charges. We will require the make, model and number plate of the vehicle. Please speak to the nurse at the bedside or the ward clerks for more information.



Within the hospital there are several food and drink options;

TLC restaurant (Level 2) has a wide range of hot and cold food and drinks with plenty of seating. Open 07.30 – 19.45



Fine Fillings sandwich shops are located in the main entrance, PEOC entrance and Centre for Women's Health entrance. Opening times vary.

There are also vending machines around the hospital site.

Boots the chemist is located in the main entrance. Opening times; Mon-Fri 09.00-18.00, Sat 09.00-13.00

Nearby Hotels

Premier Inn Exeter M5/Junction 29, Fitzroy Road, Exeter EX1 3LJ, Tel: **0333 321 9332**

Premier Inn Exeter City Centre Hotel, 2 Southernhay Gardens, Exeter EX1 1SG Tel: **0333 321 9068**

Leonardo Hotel Exeter (formerly Jurys Inn), Western Way, Exeter EX1 2DB
Tel: **01392 312400**

Holiday Inn Express Exeter East, an IHG Hotel
Guardian Road, Exeter Business Park, Exeter EX1 3PE Tel: **0371 902 1611**

Innkeepers Choice at Exeter Toby Carvery, Rydon Lane, Middlemoor, Exeter, EX2 7HL Tel: **01392 435353**

Travelodge Moto Service Area, M5 Motorway, Sandygate, Exeter, EX2 7HF
Tel: **08719 846228**

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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