



The Dudley Group
NHS Foundation Trust



Welcome to **AMU Assessment**

This booklet is designed to provide you with information about our unit and what to expect during your stay. We aim to make your experience as comfortable and efficient as possible.



About AMU Assessment

- ❖ **Location:** New modular building close to the Emergency Department at Russells Hall Hospital (RHH)
- ❖ **We have 22 spaces:** 18 cubicles and 4 holding beds.
- ❖ **Our goal:** To provide initial assessment, investigation, and treatment for patients with medical problems.
- ❖ **Our Team:** Doctors, Nurses, Care Support Workers, Physiotherapist, Occupational Therapist, Pharmacist, Porter, Administrative Staff

Your Stay

- ❖ **Target length of stay:** 12 hours
- ❖ **Visiting hours:** 11 am - 8 pm, with a maximum of 2 visitors per patient.
- ❖ **Meals:** Breakfast (8 am), Lunch (12 noon), Dinner (5 pm). Refreshments and sandwiches are available anytime.
- ❖ **Bathroom facilities:** Shared bathroom facilities are available on the ward.
- ❖ **Mobile phones and laptops:** You may use these devices, but please be respectful of other patients who may be sleeping or resting.



During Your Admission

- ❖ **We will perform the following checks:**
 - Observations (temperature, pulse, respiration, blood pressure, blood sugar)
 - Skin check
 - MRSA swab
- ❖ We will complete an admission form and may take blood tests, ECG, and administer fluids or medication as needed.



- ❖ You will be reviewed by a specialist acute medical doctor who will develop a plan for your care.
- ❖ Consultant ward rounds start at 8 am each morning.



Controlled Drugs

- ❖ If you are taking any controlled drugs, please inform us upon admission.
- ❖ Your family/carer can take these home with them, or we will securely store them and administer them according to your prescription.



During Your Stay

- ❖ **Call Bell:** A call bell will be provided at your bedside. If you need assistance from a nurse, please press the call button.
- ❖ **Medications:** If you take any regular medications, please inform a nurse upon admission. **Do not take any medications without first speaking to a nurse.** We can discuss adding your medication to your prescription during your stay to avoid any overdoses.



Acute Medical Unit

- ❖ The acute medical unit provides assessment, investigation, and treatment for acutely unwell patients.
- ❖ We care for patients with a wide range of acute medical problems including:
 - Heart problems
 - Asthma
 - Chest infections
 - Respiratory conditions
 - Gastrointestinal bleeding
 - Drug and alcohol problems
 - Acute illness in the elderly
 - All other acute medical conditions



Patient Safety

- ❖ For the safety of our vulnerable patients, visitors experiencing symptoms like vomiting, diarrhea, chickenpox, shingles, rashes, flu, or general unwellness should avoid visiting.

Hospital Amenities

- ❖ Russells Hall Hospital offers restaurants, shops, and a cash point.
- ❖ Russells Hall Hospital switchboard number:
01384 456111



Discharge

- ❖ Once medically fit for discharge, we will assess your mobility and coping abilities. We may involve physiotherapy or occupational therapy if needed.



- ❖ Following your discharge home:

- We will give you a discharge summary while you are discharged.
- An electronic discharge summary will be sent to your GP outlining details of investigations, treatment you received on the unit, medication changes, medications you will take at home, and recommendations for follow up & referrals.
- There are regular Amu follow up clinics (hot clinics) conducted by acute medicine registrars to follow up on your care.
- If you need a further urgent review after discharge, any outstanding outpatient investigations can be reviewed in a virtual clinic (without the need for you to attend physically). Further action, if needed, will be communicated to your GP as necessary.

Before you leave

- ❖ As you prepare to depart from the AMU Assessment, please don't hesitate to inquire with the nurse or doctor if you require:
 - Further information or clarification regarding any aspect of your care, treatment, or condition.
 - Guidance on when you can safely resume your normal activities.



- ❖ We will ask you if you feel confident about going home and answer any questions you may have.
- ❖ We will provide you with a feedback form to share any comments, suggestions, or complaints. Please complete the form and drop it in the designated box located in the reception area.



Transportation and Belongings



- ❖ Arranging your own transportation home is advised as it typically offers a quicker and more comfortable experience. If you have any questions or concerns regarding your transportation arrangements, please consult with your nurse for guidance tailored to your specific circumstances.
- ❖ Before you leave the hospital, please make sure you have all your belongings with you. If you need help gathering your belongings, our staff is here to assist you. Your cooperation ensures a smooth departure. Thank you, and we wish you a speedy recovery.

After Discharge

- ❖ Sometimes, discharge paperwork and medication can take time to prepare. We have a discharge lounge here at Russells Hall where you can wait comfortably in a safe and friendly environment. The lounge provides refreshments, including hot meals.

Your Wellbeing Matters!

Upon returning home, your peace of mind is our priority. If any concerns arise about your condition, please don't hesitate to reach out to us by phone. Our dedicated team on the ward is here to provide you with guidance and support, ensuring your continued comfort and recovery journey.



Our Commitment

We are committed to providing you with excellent and timely care while respecting your safety and privacy. Please do not hesitate to ask any questions or raise any concerns with a member of our staff.

We wish you a speedy recovery!

Your feedback shapes our care!

As part of our commitment to delivering exceptional care, we kindly ask all patients to share their thoughts on the service provided before their departure. Your rating is vital in helping us understand what we excel at and where we can enhance our services.

Your opinion matters greatly, as it not only shapes the experiences of future patients but also contributes to the continuous improvement of our care standards. Thank you for taking the time to provide us with your valuable feedback.



Contact Information

If you have any concerns regarding your care or the service provided, we recommend reaching out to the Lead Nurse or Matron initially. However, if your concerns persist unresolved, please do not hesitate to contact our Customer Service and Complaints Department using our Free Phone.

- ❖ Lead Nurse: **Laura Postin**
- ❖ Matron: **Claire Weatherstone**
- ❖ PALS (Patient Advice and Liaison Service):
 - Free Phone: **0800 0730510 (9 am - 5 pm, Mon-Fri)**
 - Email: **pals@nhs.net**

