

Compliments and complaints

We are always committed to improving our service. We aim to care for patients with courtesy, professionalism, integrity, openness and respect. Should you wish to speak to the Nurse in Charge about any aspect of your care, please do not hesitate to do so.

If you feel we have not addressed your concerns to your satisfaction, you may note your formal concerns via our Patient Experience Team:

Patient Experience Team
Waverley Gate, 2-4 Waterloo Place
Edinburgh, EH1 3EG
Tel: 0131 536 3370

OR Please tell us about your care today – was it good? What could be better? Share your story at: www.careopinion.org.uk

Contact us

Ward 104	0131 242 1041
Clinical Nurse Manager	0131 242 1781 / 07816 257 387
Twitter: @RIEHASU	

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Lothian

Information for patients

The Regional Stroke Centre at the Royal Infirmary of Edinburgh



Welcome to our Ward

The Regional Stroke Centre at the Royal Infirmary of Edinburgh consists of a 36 bedded ward. Patients admitted to our ward will be looked after by a multidisciplinary team. This team includes nurses, doctors, physiotherapists, occupational therapists, pharmacists and dietitians.

We have protected meal times during the hours of 11:45 – 12:30 and 16:45 – 17:30. If you wish to help your loved one at meal times, please speak to the Nurse in Charge, otherwise we would ask you to give our patients some quiet time, dignity and respect during these times.

What you will need for your stay

Although we can provide basic toiletries, you may wish to bring in the patient's own supply. Please also bring any clothing and nightwear, we can provide bags to take away washing. We also ask you to bring footwear with a good grip that enclose on the foot with either laces or velcro, no slip-ons please.

Please remember to bring their glasses, dentures, hearing aids and batteries, as well as any personal items such as photographs. Please do not bring any valuables such as jewellery or lots of cash.

Please keep the bed space as clean and clutter free as possible, this is for infection control purposes and in case of an emergency.

During your stay

During your stay, you will be under the care of a consultant and each day you will be reviewed by the medical team, any updates and plans on your care will be discussed with you and your family/carers. Please do not hesitate to ask the medical or nursing team any questions.

You will be encouraged to be dressed in your day clothes and out of bed where possible, and we will do our utmost to maintain your dignity and respect at all times.

Planning for your discharge

We aim to involve you, your relatives and carers throughout your hospital stay, especially with planning your discharge from hospital and how we can make sure you arrive safely.

Firstly we will ask if family members can provide transport and where that's not possible, we will arrange hospital transport. This is also useful for any outpatient appointments at different hospital sites.

On your day of discharge we aim to have you up and ready for transport arriving. You may be transferred to the Discharge Lounge in the hospital to wait to be collected.

The nurses will give you enough medications for 7 days and a discharge letter to take with you.