

## BELONGINGS

Where possible, please take patient's belongings home. We are limited on storage space.

If you are able, please bring in toiletries for your loved one's use.

### PATIENT VALUABLES

### NHS DISCLAIMER

We recommend you leave valuables at home or take them home for safe keeping on admission.

NHS Lothian does not hold responsibility for valuables not handed over for safe keeping.

## NHS VALUES

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

For more information please visit:  
<http://org.nhslothian.scot/ourvalues>



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[www.nhslothian.scot](http://www.nhslothian.scot)  
[www.nhsinform.scot](http://www.nhsinform.scot)



## Spiritual Care

The spiritual care department is located in the south corridor near the main exit. If you wish to speak with someone, any of our staff will gladly contact the spiritual care team for you. They can arrange a meeting with a representative from your own faith or belief group.



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## Critical Care 116/118

### VISITORS INFORMATION



# THE CRITICAL CARE UNIT



## ENTERING THE UNIT

If Reception is open when you arrive, please report there. Someone in Reception will check to ensure the nurse is not busy with the patient. Once the nurse is available, we will bring you in and provide an update.

If no one is at Reception, please use the intercom on the wall to gain entry. The nurses can see and hear you, and they will let you into the unit.

Once inside, please hang up your outdoor coat on the provided pegs and use hand sanitizer. We also ask that you turn down your mobile phone to minimize noise for the patients.

## WHERE TO WAIT?

Due to fire safety rules, we kindly ask that you do not stand in the main corridors to the wards, while waiting to visit the patient.

You can sit in the visitors waiting area which is located in the corridor of 116, or at the bridge, located right outside the reception area.

Individual consultation rooms are allocated depending on family need. You may be asked to leave if staff require it to speak with other families.

## VISITING THE UNIT

### Visiting Times 12.00 noon - 8.00 pm

We strive to be flexible with visiting times based on your circumstances; however, we encourage you to visit after 12:00 noon. This is when the doctors' ward rounds, physiotherapy, and dietetic reviews are completed. If you call in the morning for an update, it's a good idea to discuss a visiting plan for that day with the nurse.

### Quiet Time

Between 1-2pm we have a quiet hour where we minimise interventions, dim the lights and allow the patients to rest.

### Phone Numbers

WARD 118 BASE A 0131 242 1181

WARD 118 BASE B 0131 242 1188

WARD 116 BASE C 0131 242 1161

WARD 116 BASE D 0131 242 1160

RECEPTION 0131 242 3220

Please note that reception staff are unable to provide updates on patients. However, we are happy to assist with anything else.

## HOW MANY CAN VISIT?

Two visitors at any one time are allowed at the patient's bedside in the unit.

Depending on your individual circumstances, other visiting arrangements can be considered. Please consult the nurse in charge of the shift for guidance.

Due to limited space, we are unable to accommodate large groups of families in the ward or in the reception area.

If you have a large family, we ask that you gather in the main mall or stagger your visiting times.

## CONFIDENTIALITY

Ensuring our patients' confidentiality is very important. If the doctors are conducting their ward rounds, you may be asked to wait until they have moved to the next bed or to leave the bedside for a few minutes while they discuss the care plans of other patients.