

### Positive comments, concerns or complaints

We value feedback on any aspect of your experience on Wavell ward and use comments received through our patient questionnaire and comments cards (available on the ward) to improve our service. Please feel free to discuss any concerns with your key worker or ward manager. Alternatively contact our Patient Advice Liaison Service (PALS) on 0208 539 5522 ext 5123.

### More information and useful numbers

Take a look at our information leaflets on the ward or browse these useful websites:

[www.whippsx.nhs.uk](http://www.whippsx.nhs.uk) or [www.stroke.org.uk](http://www.stroke.org.uk)

Switchboard	020 8539 5522
Nursing station	Extension 6231
Physiotherapy	Extension 5122
Speech & language therapy	Extension 5308
Occupational therapy	Extension 5084
Dietician	Extension 5773
Continence Advisor	Extension 5509

**ACSU Ver 01**

**Review date Oct 10**

## Acute Stroke Care Unit (ACSU)

### Wavell ward

This information leaflet is about your care during your stay on Wavell ward.

If you have any questions, your key worker will be more than happy to help you.

Your key worker is.....

### Acute Stroke Care Unit (ACSU)

## **Why am I here?**

You have had a suspected stroke or Transient Ischemic Attack (TIA), which is a type of brain injury. The reasons people have strokes vary, as do the problems they cause. The symptoms of a stroke can also vary. Wavell ward at Whipps Cross University Hospital, is a dedicated stroke unit where people who have had a stroke are cared for by a team of specialists.

## **What will happen during my hospital stay?**

Initially you will stay on Wavell ward so that the team can find out what caused your stroke and make sure you are closely monitored.

During your stay you will have treatment and therapy from a team of specialists, including:

- Doctors
- Nurses
- Physiotherapists
- Occupational therapists
- Speech and language therapists
- Dieticians
- Pharmacists
- Social workers

You will be involved in discussions with the team and your family regarding when you are ready to leave the ward.

It may be that you require rehabilitation in hospital. However, your rehabilitation needs could also be met at home with appropriate support for areas such as personal and domestic tasks. In some cases it may be that a meeting is required to discuss alternative options. Your key worker will introduce themselves and you will be able to ask them any questions you may have.

## **Drop-in session**

Every Friday from 2pm - 3pm in the Treatment room on Wavell ward is a chance for family members to ask questions. Please see the posters displayed on the ward for more information.

## **Visiting times**

Visitors are welcome between 2.30pm - 8pm. In the interest of patients comfort we ask that only two people visit at a time.

## **Meeting the Multidisciplinary team**

You will gradually meet the team during the first few days of your stay and they will explain their roles to you and your family.

## **Your Consultant**

Patients and relatives can arrange to see the Consultant. They are available on Wavell ward during the ward rounds every Tuesday and Friday mornings. Please arrange with your key worker before arriving.

