



Visiting the Intensive Care Unit

Useful information for visitors



Table of Contents

Overview of the Intensive Care Unit	3
Visiting information	4
Before the visit	7
ICU daily routine	8
Infection control	9
During the visit	10
ICU waiting room	12
Toilets	13
Change room	13
Refreshments	13
Breastfeeding suite	14
Baby changing station	14
Aboriginal liaison family room	14
Convenience store	14
Language services	15
Looking after yourself	16
Gardens @ Charlies	17
CARE Call	17
How to provide feedback	18
Useful resources	19
Acknowledgement	19

Overview of the Intensive Care Unit

The Intensive Care Unit (ICU) at Sir Charles Gairdner Hospital is a 30-bed unit consisting of three pods. We refer to them as ICU South, ICU North and ICU East.

The ICU supports both emergency and elective admissions. It looks after patients post cardiac surgery, neurosurgery and liver transplants, as well as other patients requiring life support and advanced therapies. The multidisciplinary team aims to provide expert and individually focused care to all our patients and their families / loved ones.

Staff members you will meet on a regular basis include:

- Bedside nurses
- Medical staff
- ICU receptionist
- ICU ward clerks

You might also meet:

- The Allied Health team (eg. physiotherapist, dietitian, pharmacist, social worker, speech therapist)
- Shift co-ordinator (nurse in charge of the shift)
- Health service assistants (orderlies, cleaners, catering assistants, etc)
- Staff development nurses
- Equipment nurses
- Clinical nurse specialist
- Nurse manager
- Administrative staff
- Students (medical, nursing and Allied Health)



ICU North @ 2019

Visiting information

• Visitor rights and responsibilities

As a visitor, you have a right to:

- Access
- Safety
- Respect
- Partnership
- Information
- Privacy
- Give Feedback

As a visitor, you have a responsibility to:

- Treat all people you meet in the health service (staff, volunteers, patients, their families) with care, dignity and consideration
- Follow staff instructions regarding your loved ones' treatment and care
- Respect the confidentiality and privacy of others

For more information, please visit the hospital website by following the link or scan the QR code:

<https://www.scgh.health.wa.gov.au>



• Getting to the ICU

The ICU is located on the 4th floor, G Block at the QEII Medical Centre. It can be accessed through the **Green** lifts or ***Gold** lifts. Please ask for directions at Admissions & Information at the hospital main entrance. Site maps are available at the main entrance information area and in the ICU waiting room.

*Use of **Gold** lifts: For patient safety, all **Gold** lifts are for emergency / critical transfer of patients only. However visitors to Intensive Care Unit may use **Gold** lifts.

• Visiting hours

The ICU has flexible visitation. However, visiting hours are preferred during 11am-1pm and 3pm-8pm. We encourage a rest period for patients between 1pm-3pm daily.

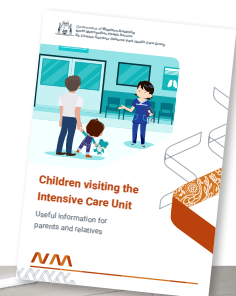
When you arrive at the front entrance of the ICU, please report to reception. The receptionist will check with the nurse and let you in as soon as possible. If the receptionist is not available, please pick up the phone next to the reception window to speak to a nurse or the ward clerk.

Patient care and safety is our first priority. At times, you may experience a significant wait if your loved one is having a procedure or complex nursing care. We will endeavour to call you in as soon as possible. However, if you have been waiting for an extended period of time, please check with the ICU receptionist or pick up the phone to speak to a nurse for an update.

Due to the lack of space in the unit and to minimise disturbance to other patients, only two visitors may see the patient at a time. However, there are special circumstances where more visitors may be allowed. Please discuss this with the bedside nurse.

• Children visiting the ICU

An information booklet **Children Visiting the Intensive Care Unit – Useful Information for Parents and Relatives** is available in the ICU waiting room. Please take a copy if relevant.



ICU front entrance and reception

- **One main contact per family**

The ICU team will keep families informed of the patient's progress. At busy times there may be a delay until a team member is available.

The bedside nurse will be able to update you on day-to-day changes or progress of your loved one in the first instance. The medical staff will be available by appointments for a more detailed update - please ask the bedside nurse to arrange it for you. You may also request a family meeting to be organised.

It is important for each family to nominate one person as the main contact (usually the documented Next of Kin), who will then be able to inform and update other family and friends of the patient's condition. This allows us to focus on caring for your loved ones in ICU, and ensures that your family is given the information you need.

- **Telephone enquiries**

We welcome telephone enquiries from the nominated contact person in regards to the patient's condition at any time. Please call the hospital switch board on (08) 6457 3333 and ask to be transferred to ICU.

- **Virtual visit**

Alternative visiting arrangements such as a 'virtual visit' through FaceTime may be made in special circumstances when physical visiting is not possible. Please speak to the bedside nurse if this is the case for you or your families.

Before the visit

Your loved one may have a lot of equipment and infusion lines attached to them due to their condition. This may be overwhelming and distressing for you. The bedside nurse will be able to explain the need for the equipment and answer any questions you may have, and offer support.

Some relatives find it helpful to know what the bedspace looks like before their visit.

Please feel free to bring in a small bag of toiletries, such as a hairbrush, soft toothbrush and toothpaste, for your loved one.

If you wish you can also bring in a picture of your loved one, a family photo, or a drawing from the kids and we can display these in the bed area.



ICU daily routine

Below is a snapshot of the ICU daily routine which can be helpful in planning your visit.

Time	Routine
7am	Nursing handover
8am	Medical handover
8am – 1pm	Chest X-ray Medical review Allied Health assessment / treatment
1pm	Nursing handover
1pm – 3pm	Rest period
About 5pm	Medical handover (consultants)
7pm	Nursing handover
About 8pm	Medical handover (registrars)
9pm	Nursing handover

Throughout the day patients may require assessment and review by the Allied Health team, together with around-the-clock nursing care. They may also need medical scans and / or medical procedures depending on their condition(s). It may be helpful to call before your visit so the bedside nurse can assist with your visiting plans.

Infection control

Infection control in ICU is extremely important because patients are very ill and therefore can pick up infections easily. It is essential that all visitors follow our infection control policies.

- Please perform hand hygiene using the antiseptic hand rub before and after your ICU visit. The antiseptic hand rub can be found at the entrance to ICU, and at each bedside within the unit. This helps to prevent the spread of infection.
- Please don't touch any equipment in the unit.
- Unfortunately, we cannot allow flowers or plants into the unit.
- If your relative is being nursed in isolation, please check with the bedside nurse who can advise on what to do before entering the patient's room or bedspace. You may be asked to wear personal protective equipment, such as a face mask.
- Please refrain from visiting if you are feeling unwell with a fever, cough, runny or stuffy nose, or sore throat.
- For your safety, please wear shoes at all times.



During the visit

Patients in ICU are often connected to a large amount of special equipment. Many of these machines have alarms and flashing lights, which are designed to attract the attention of the staff for many reasons. The patient will often look very different from how they normally do. This may be overwhelming and confronting for you, but please do not be frightened. Our staff are there to support you and answer any questions you may have.

Patients often need to be sedated in ICU for a variety of reasons. The level of sedation required varies in each patient's case. Although the patient may not be able to talk, they may be able to hear you. Calming and reassuring voices and familiar contact can be really helpful. If you want to ask the patient questions, try to use simple phrases where they can answer by nodding or shaking their head, as they may not be able to talk. The bedside nurses will be able to help you communicate with your loved one.

When patients are recovering from critical illness, they can fatigue quickly. It is important that they have a rest period. There may also be times when stimulation needs to be minimised to help the patient recover. The bedside nurse will be able to guide you with specific information.

Please respect the privacy of the patient and do not take photographs of a patient who is unable to provide consent. If you have any questions about this please discuss with the bedside nurse.

There may be times when staff ask you to leave the patient's bedside and wait in the ICU waiting room, for example:

- Patient examination
- Medical procedures
- Nursing care
- Pressure area care ('turning' the patient)
- Allied Health assessment and interventions

We will always endeavour to call you back in as soon as possible.



REGISTERED NURSE



Registered Nurse



ICU waiting room

The ICU Waiting Room is located outside the ICU entrance on your left-hand side.

- **Information board**

Check out the **Information board** in the waiting room where you can find a variety of brochures that may be useful to you. Please feel free to take a copy if you need. Extra copies can be obtained from the ICU receptionist or ward clerk.

- **Visitors phone**

The wall-mounted phone in the waiting room is used as an intercom, as well as a phone for nurses to communicate with visitors. You do not have to pick up the phone when it rings as the message should come through the intercom and you can answer back directly. If the phone continues to ring, you are welcome to answer it.

- **Mobile phone charging point**

USB port charging points for mobile phones are available in our ICU waiting room. Please bring your own charging cables if able. Limited universal charging cables may be available for short-term loan only from the ICU reception.

The waiting room is a shared space. Please be considerate of other families who are also using the room and may be in distress. If you have any concerns, please let one of the staff know.



ICU Waiting Room @ 2020

Toilets

The nearest visitor toilet is located at the end of the corridor near the **Green** lifts. Additional bathroom facilities are located on the ground floor and on the 8th floor outside the **Blue** lifts.

The nearest disabled toilets are located on the ground floor near the G Block entrance (old hospital entrance) via the **Gold** lifts. Additional disabled toilets can be found on the ground floor, E Block near Charlies Gifts & More shop.

Change room

A change room with shower facility is located on the ground floor, E Block near Charlies Gifts & More shop.

Refreshments

- A tea and coffee vending machine is located on the 4th floor in the corridor leading towards the **Green** lifts. More food and drink vending machines can be found on the ground floor near the **Blue** lifts, at the E Block entrance, and on the 8th floor.
- **Rejuvon8 Café**, the hospital cafeteria, is located on the 8th floor via the **Blue** lifts. It is open Mon-Fri 630am-730pm and Sat-Sun 645am-3pm.
- **Recharge@Charles** is located at the southern end of Watling Street in the J/K Link and is open Mon-Fri 630am-3pm.
- More cafés and food outlets can be found near the multi-deck car park and within the **Perth Children's Hospital**.
- Alternatively, a range of cafés and shops are located on nearby **Hampden Road**. Please see the QEII maps available in the ICU waiting room for directions.
- Microwaves are available for use on the ground floor outside the **Blue** lifts and also on the 8th floor cafeteria.



Breastfeeding suite

A breastfeeding suite is located on the 8th floor next to the **Rejuvon8 Café** (via **Blue** lifts). Access to the suite can be obtained from the café staff.

Baby changing station

Baby changing stations are located on the ground floor, E Block near Charlies Gifts & More shop, and also in the female toilets on the 8th floor outside the **Blue** lifts.



Aboriginal liaison family room

An Aboriginal liaison family room is located on the ground floor opposite the newsagency. If you need to speak to an Aboriginal liaison officer, please let one of the staff know and they will help you to arrange it.

Convenience store/shops

- There is a newsagency and chemist at the hospital main entrance (E Block) near Admissions & Information. They are open Mon-Fri 7am-5pm. There is also a post office within the newsagency.
- Charlies Gifts & More shop is a volunteer-run gift shop which can be found next to the newsagency. They are open Mon-Fri 8am - 3pm.
- A convenience store is on the ground floor of the multi-deck car park. The opening hours are: Mon-Fri 7am - 7pm, Sat 930am - 6pm, Sun 1030am - 6pm.
- The nearest local supermarket is **The Good Grocer Shenton Park IGA** (open 24/7), which is on **159 Onslow Road** (about a 15-minute walk or two-minute drive from the hospital).

Language services

- Interpreters can be provided to patients and their families who are non-English speaking or have a hearing impairment.
- If you need to use the language services, please ask the bedside nurse who will arrange it for you. Alternatively, you can call (08) 6457 4698 and ask for the language services officer.
- Sir Charles Gairdner Hospital uses professional interpreters who are accredited through the National Australian Authority for Translators and Interpreters (NAATI) and have a code of ethics ensuring confidentiality, impartiality and accuracy.
- These services are free.



Looking after yourself

Please ensure that you take the time to care for yourself. Eating regular meals and having adequate rest is very important so you can support your loved one.

We understand that you may want to be close to your loved one in ICU, but please don't feel you need to be by the bedside 24 hours a day. A break is important for your own wellbeing, which also allows the patient time to rest. The patient will be well cared for and staff will contact you straight away if they need to, or if there is any significant change in the patient's condition.

- **Social work services**

Our social worker can assist with many things, such as talking through your feelings and concerns related to your relative's ICU admission; providing emotional and psycho-social support, counselling, and providing advice on legal issues; arranging access to interpreters and referrals to culturally appropriate services.

Please take an information brochure from the ICU waiting room for more details. If you would like to speak to a social worker, please let the staff know and we will arrange it for you.

- **Chaplaincy and spiritual services**

Chaplaincy and spiritual services are available within the hospital for patients and their families. Please take an information brochure from the ICU waiting room for more details, or speak to staff if you would like a visit from the chaplain for the patient or yourself.

If you need any other assistance, please let us know and we will help where we can.

Gardens @ Charlies

You may need some quiet time away from the ICU. There are many beautiful gardens onsite where you can go for a walk and get some fresh air. Our top picks are:

- Native Garden (E3)
- Solaris Garden (C4)
- Rose Garden (C3)
- Kilgour Park (A3)

There is also an Art Gallery Walk on the ground floor.

This is on Watling Walk towards D Block. Please take a copy of the QEII maps available in the ICU waiting room for directions.

If you have any other questions, please don't hesitate to ask the bedside nurse, or any member of the staff.

For more information about the hospital, please visit the website below or scan the QR code on the right:

<https://www.scgh.health.wa.gov.au/For-Patients-and-Visitors>



CARE Call

If at any time you are worried about your loved one's condition please discuss your concerns with the bedside nurse or the doctor. If you remain concerned, request to speak with the shift coordinator, or the ICU clinical nurse specialist.

Alternatively, if you wish, you can phone the CARE Call number (1800 792 621), which activates a review of your loved one by an independent responder. You will need to provide the name of the patient, the reason for the call, the ward and room number.



How to provide feedback

- **Hospital feedback form**

If you wish to give a compliment, provide feedback or make a complaint, you may complete a **hospital feedback form** located in the ICU waiting room.

- **Consumer liaison officer**

You can contact the consumer liaison officer on (08) 6457 2867 or by email: CLS@health.wa.gov.au

- **Care Opinion Australia**

You may also tell your story on **Care Opinion Australia** at: <https://www.careopinion.org.au>

- **ICU family satisfaction survey**

As part of ongoing quality improvement activities of the service, an ICU family satisfaction survey is conducted biannually.

Following a patient's stay in our ICU, the nominated next-of-kin may receive a copy of the **ICU family satisfaction survey** by post. Anonymous feedback is invited regarding the patient's ICU stay and the decision to participate is completely voluntary.

Your feedback is much appreciated and will assist us in improving the care and service we provide. If you don't wish to be contacted at all in regards to this survey, please let the bedside nurse know during your loved one's ICU admission.

If you would like to know more about this survey, please contact the ICU research nurse via email: SCGH_ICUResearchNurse@health.wa.gov.au

Useful resources

For more information and resources for families, friends and patients in ICU, please check the website of the Australian & New Zealand Intensive Care Foundation: <https://www.intensivecarefoundation.org.au>

ICUsteps is an intensive care patient and relative support charity based in UK, which provides useful information for families. Please check their website for details: <https://icusteps.org>

Acknowledgement

This information booklet is based on the resources developed and generously shared by:

- Intensive Care: Information for Families and Patients (The Alfred)
- Australian & New Zealand Intensive Care Foundation
- ICUsteps (UK)

This booklet has been reviewed by the Sir Charles Gairdner Osborne Park Health Care Group Consumer Advisory Council



Contact us:

Tel: (08) 6457 3333 (switch board to transfer to ICU)

Address:

Intensive Care Unit
4th floor, G Block
Sir Charles Gairdner Hospital
Hospital Avenue
Nedlands WA 6009





Sir Charles Gairdner Hospital

📍 Hospital Ave, Nedlands WA 6009

📞 (08) 6457 3333

📞 Hearing impaired (TTY) (08) 6457 3900

🌐 scgh.health.wa.gov.au

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in alternative formats on request.

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