Discharge
Wherever possible, please arrange your own transport for discharge. However, if you need us to arrange transport for you, do let us know as soon as possible. Please note, if you are not eligible for hospital transport, a fee will be charged to cover the cost of the transport.

If you are discharged directly from EAU you will be asked to go to the Discharge Lounge on Level 2, to await your transport. Please inform whoever is collecting you to go to the Discharge Lounge to meet you.

Concerns
We hope your stay in EAU will be a pleasant one but if you do have any concerns, comments or suggestions about the care you receive, please do not hesitate to discuss them with either the nursing staff or the Patient Advice and Liaison Service (PALS). Please ask the staff on duty how to contact the PALS Officer.

Restaurant
A selection of meals and snacks are available for visitors in the Restaurant on Level 2.

Opening Times:
Monday to Friday 8am–5pm & 6.45pm-8.30pm
Saturday/Sunday 8am-2pm & 6.45pm-8.30pm

Shop
Magazines, sweets, toiletries etc can be purchased at the League of Friends Shop on Level 3, near the main entrance.

Opening Times:
Monday to Friday 9am-8pm
Saturday/Sunday 2.30pm-4.30pm & 6.30pm-8pm

Yeovil District Hospital NHS Foundation Trust operates a no smoking policy

If you require this leaflet in any other format, ie, large print, please telephone 01935 384590

Leaflet No. 2100607
11/07
Welcome to the EAU

You have been admitted to the Emergency Admissions Unit here at Yeovil District Hospital.

In order to give you the right care as quickly as possible, you may be seen by a number of different clinical staff during your stay. They will assess your condition and arrange any tests you may need. This will help to decide the best treatment for you.

Because the EAU is a short stay unit you will only be here for up to 48 hours. After the results of any tests undertaken have been reviewed and your treatment decided upon, you will either be discharged directly from EAU or be transferred to an appropriate ward in the hospital for further treatment.

On your admission to the ward, a date of discharge will be discussed with you and your relatives. This will form part of your treatment plan and therefore if you foresee any problems, or think you will require any extra help when you get home, please inform the nursing staff as soon as possible.

Although we will try to place you in a single sex area there may be occasions when this is not possible given the pressure on beds in the unit.

Staff

The EAU team is led by Sister Caroline Taylor. She leads a team of registered nurses, health care assistants, ward receptionists and ward assistants.

There is a dedicated Physician of the Day, supported by a team of medical staff, who are based on the unit.

The unit also has dedicated support from pharmacy physiotherapy and occupational therapy staff.

Valuables

You should try to avoid bringing anything valuable with you. Yeovil District Hospital NHS Foundation Trust cannot be held responsible for any loss or damage to personal items.

Medication, Clothing & Toiletries

Please bring in any medication you are currently taking, or to ask a relative to bring it in for you, to help us provide continuity of care.

Patients are requested to provide their own nightwear and toiletries whenever possible. It would be helpful if a relative or friend could bring the necessary items for you following your admission or they can be purchased from the League of Friends shop or trolley. Some comfortable day wear would also be useful.

Visitors/Telephone Calls

Visitors to the unit must be limited to immediate family only, due to the need for rapid access to patients for diagnosis and treatment.

Visiting times are from 2.30pm to 4.30pm and 6.30pm to 8.30pm. Visiting times outside these hours can be agreed with the nurse in charge, for named visitors in special circumstances.

We would ask for your assistance to keep telephone enquiries from relatives and friends to a minimum. Please nominate one family member only to make enquires.

We appreciate that this will be a worrying time for you and your family but our primary concern is to ensure that you receive the best possible care and access to treatment to speed up your recovery.

Infection Control Policy

Visitors should help staff to prevent the spread of infection by using the hand cleaning gel provided. Please ask relatives not to visit if they are unwell. Visitors are also requested not to sit on the beds.