Patient information

Post Operative Critical Care Unit (POCCU) Information for Relatives

Directorate of Critical Care

PIF 462/V6
What is POCCU?

POCCU is a four-bedded unit, located within the main operating department on the 11th floor of The Royal Liverpool University Hospital. This unit looks after patients immediately after surgery when they are in need of intensive care and closer monitoring, which is not available on a general ward. The unit is mixed sex however, we do our utmost to maintain privacy and dignity at all times.

Most of the patients in POCCU are transferred to a general ward within several days.

The Medical Staff

Patients are under the care of a Consultant specialising in anaesthesia and/or intensive care. Doctors specialising in anaesthesia are present on the unit 24 hours a day. The Anaesthetists work with the surgical or medical team who your relative was admitted under.

The Nursing Staff

The nursing staff wear the same uniform but different colours:

- Sisters/Charge Nurses: Navy blue
- Staff Nurses: Light blue
- Health Care Assistants: Lilac pinstripe

The Nursing and Medical staff work closely together to make sure your relative receives high quality care and treatment.

The Allocated Nurse

On POCCU each patient has his or her own trained nurse over the 24-hour period.
To improve the quality of patient care and job satisfaction for the nursing staff, we aim when possible, for the same group of nurses to care for your relative. The nurses will try to form a close relationship with you and your relatives, helping us all to work together as a team. Please do not hesitate to discuss any problems or worries with the allocated nurse.

**Nursing and Medical Records**

We plan our patient care on an individual basis and in order to do this we need to know details about allergies, previous health problems and social circumstances. If your relative is unable to tell us these things, we would be grateful if you could provide us with the relevant information.

**Seeing your relative**

Your relative will be attached to equipment. They may need help with their breathing and could be attached to a machine that helps with that, which is called a ventilator.

Often, they will have tubes and drips and there will be fluid pumps around the bed space. Please do not be frightened by the equipment and strange noises. The nurses are trained to look after all the equipment and will answer any of your questions.

Your relative may look different. They may be sedated with drugs to help them cope with the machinery. However, do remember they still need to hear familiar voices and be touched. Let your relative know you are there by chatting to them, and reassure them by holding their hand. We encourage this and we realise it may be difficult at first. We will do everything we can to help you.
Patients’ belongings

Due to lack of space and to prevent loss or damage, all belongings must be taken home. We use our own gowns on patients to allow easy access to drips etc. Since a patient’s stay on POCCU is usually short, we also provide toiletries.

Unfortunately, flowers are not allowed on the unit. This is due to lack of space; also the water could become an infection risk.

Visiting

Visiting times are 12-2pm and 4-7.30pm. Let the nurse know if this is not convenient for you so that other arrangements can be made.

To ensure patients in the unit have plenty of rest visiting is limited to next of kin and close family only. Only two visitors at the bedside please.

We apologise for any possible delay before being allowed to see your relative. This is usually due to your relative being given care. Please use the buzzer by the main door to contact staff, someone will come and speak to you and let you in.

Infection

Patients who are ill are at risk of infection. Therefore, we ask if you are suffering from a heavy cold or infection to avoid coming in to visit.
Enquiries

We ask that one person be chosen to telephone on behalf of family and friends. We will keep you informed of your relative’s condition and are always willing to talk about their care and treatment.

The medical staff are also available to talk to you and to explain anything you wish to know about your relative’s treatment. An appointment is sometimes needed if you wish to speak to the surgeon who performed your relative’s operation.

Social Work support

If you feel you need help from a social worker or information about Social Services, please ask the nurse looking after your relative to contact the Social Work Department.

Spiritual Support

There are representatives of all faiths to support you at any time. Please ask the nurse looking after your relative.

The hospital Chapel is on the 1st floor of the Royal Liverpool University Hospital. Your own spiritual leader, for example Priest/Vicar/Rabbi is also welcome to help and support you and your relative.

Interpreters

The hospital has the services of a number of language interpreters. Please ask if you feel a member of your family would benefit from their services.
Outreach team

The outreach team work closely with the Intensive Care Unit (ITU). The team consists of a Consultant Anaesthetist from the ITU, critical care nurses and a physiotherapist.

The team offers advice and support when necessary, and follow up those patients who require extra support once they have been transferred to a ward. The Outreach Team is an extremely valuable part of the critical care service provided by the hospital.

Data collection

Patient’s admitted to POCCU have data collected for ICNARC (Intensive Care National Audit And Research Centre). This is a national requirement and all data is anonymous.

Further Information

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