Version 3

## Aneurin Bevan University Health Board

# The Grange University Hospital Staff Handbook

***This handbook is designed for all staff employed to work at the Grange University Hospital and will contain both Health Board wide and site-specific information. Thanks to all who have contributed***

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Dyfodol Clinigol Clinical Futures

# Contents

**Welcome** ..... **6**
Hospital Site Information ..... 6
How to Get Here ..... 6
Catering ..... 7
Useful Telephone Numbers ..... 7
Actions in an Emergency ..... 8
**Site Map** ..... **8**
Level 0 ..... 9
Level 1 ..... 10
Level 2 ..... 11
Level 3 ..... 12
Level 4 ..... 13
**Clinical Futures Model** ..... **14**
Flow Centre ..... 14
**Adult Patient Transfer Document (Electronic SBAR)** ..... **15**
**Acute Oncology Team** ..... **16**
**Age Cymru Gwent** ..... **16**
**Agency Workers and Bank Staff** ..... **17**
**Agile Working Area** ..... **18**
**Alcohol Care Team** ..... **18**
**Cardiac Cath Lab Service** ..... **18**
Cardiac Treatment ..... 19
**Care after Death Guidance** ..... **19**
Process after a death ..... 21
**Chaplaincy Services** ..... **22**
**Children Emergency Assessment Unit (CEAU)** ..... **23**
**Clinical Coding GUH** ..... **23**
**Communication** ..... **24**
Cloud Wi-Fi ..... 24
Vocera ..... 27
**Community Resource Team** ..... **28**
**DATIX Incident Reporting Support** ..... **29**

**Diabetes Inpatient Care and Education (DICE) ..... 29**
**Diagnostic Assessment Centre ..... 29**
Radiology Pre-Assessment Clinics ..... 29
**Rapid Diagnostic Clinic (Cancer Pathway) ..... 29**
**Dietetics Team ..... 30**
**Directory of Wards and Departments ..... 31**
**Discharge Lounge ..... 32**
**Domestic Violence Adviser ..... 33**
**Education Centre ..... 33**
**Emergency Department and Assessment Units (Adult) ..... 34**
Reception/ED Waiting Area ..... 34
Resus (Adult Bays 1 - 8) ..... 34
Majors (Adult Bays 1 – 28) ..... 34
Assessment Units ..... 34
AMU 1 (Adult Bays 29 – 49) ..... 34
AMU 2 (Adult Bays 50,51,52,53,54,55,63,64 + 2 x Assessment Bays) ..... 34
Respiratory Assessment Zone (Adult Bays 56 – 62) ..... 34
Surgical Assessment Unit ..... 34
SDEC ..... 34
**Facilities (Works & Estates) ..... 35**
ID Badges ..... 35
Mattress Store ..... 35
Porter Requests ..... 35
**Families and Therapies ..... 36**
Obstetric Theatres – There are two theatres on Level 3 ..... 36
Early Pregnancy Assessment Unit ..... 36
Emergency Gynae Assessment Unit ..... 37
Maternity Triage ..... 37
**Health & Safety, Fire Safety, Manual Handling, Violence & Aggression and Security Support ..... 37**
**Home First ..... 38**
Home First Referral Checklist ..... 39
**Hospital Sterilisation & Disinfectant Unit (HSDU) ..... 40**
**Infection Control ..... 40**
**Inter-Hospital Transfers ..... 41**

Step-Up ..... 41
Step-Down ..... 42
Patient Pathways ..... 43
**Intersite Process Chart ..... 44**
**Interpreting and Translation Service ..... 45**
**Learning Disability Health Liaison Team ..... 45**
**Library ..... 46**
**Medical Records Clerk ..... 47**
**Medical Devices (Volumatic/Syringe/T34 Infusion Devices) ..... 47**
**Mental Health ..... 48**
Children Adolescent Mental Health Service (CAMHS) ..... 48
Crisis Liaison Team (CLT) ..... 48
Older Adult Psychiatric Liaison ..... 49
Peer Mentor Services ..... 49
**Mortuary Service ..... 49**
**Neonatal Intensive Care Unit ..... 49**
**New born Hearing Screening Department (PHW) ..... 50**
**Occupational Therapy Service ..... 50**
**Overseas Visitors ..... 51**
**Pain Service ..... 51**
**Palliative Care Service ..... 52**
**Pathology Services ..... 53**
Electronic Test Requesting – ETR ..... 54
**Patient Liaison Officers ..... 54**
**Pharmacy Service ..... 54**
Omnicell ..... 56
**Phlebotomy Service ..... 57**
**Physiotherapy Services ..... 58**
Trauma and Orthopaedic Service ..... 58
Respiratory Service ..... 58
**Point Of Care Testing Department (POCT) ..... 59**
**Radiology Department ..... 60**
**Registrar's Office ..... 60**
**Same Day Emergency Care (SDEC) ..... 61**

**Site Management** ..... **61**
Patient Flow Navigators ..... 62
Point of Contact (Medical and Surgical) ..... 62
Advanced Nurse Practitioners ..... 62
**Speech and Language Therapy** ..... **62**
**Staff Lockers and Locker Room** ..... **62**
Management of Staff Lockers. ..... 62
**Stoma Care Services** ..... **63**
**Theatres** ..... **63**
Recovery ..... 64
Endoscopy Theatres ..... 64
Obstetric Theatres ..... 64
Patient Flat Lift / Hover Jack Device ..... 64
**Vascular Lab** ..... **64**
**Ward Clerk Contact Details** ..... **65**
**Wellbeing** ..... **66**
Support Organisations ..... 66
Health for Health Professionals ..... 67
Smoking Policy ..... 67
Calm spaces ..... 68
GUH Secret Walled Garden ..... 68
Raising Concerns ..... 68
Local Area ..... 69
**Works and Estates** ..... **70**

# Welcome

## Hospital Site Information

The Grange is a new state-of-the-art centre for specialist and critical care, which opened in November 2020. It has been designed to provide care for people who are seriously ill or have complex problems or conditions that cannot safely be managed in one of the enhanced Local General Hospitals (eLGHs). It has 560 beds (including trolleys and cots).

The medical staff comprises of all training and non-training grades**.**

## How to Get Here

The Grange University Hospital is close to the Police Headquarters in Cwmbran, just off the A4042 between Newport and Abergavenny.

**By Car:** Please view Google Maps for directions.

**By Bus / Train:** Buses 24X and 29 run between Newport city centre and directly outside GUH. View the Torfaen County Borough website for information regarding bus timetables and journey planners. It's a 20-minute walk from Cwmbran station to GUH, but please note there is no suitable pedestrian crossing over the A4042 or alongside the main road.

**Traveline Cymru:** My Health Journey planner (A really useful travel planner that helps you plan your journey to our hospitals)

**Parking:** There is a large free staff car park, with capacity for 800 cars, directly outside GUH main entrance for staff, plus overflow car parks on site. In addition to this, there are 6 charge points for electric vehicles and 75 cycle racks.

## Catering

The Restaurant situated on Level 1 is open the following times:
**Monday – Friday: 07:30am – 02:00am**
**Saturday – Sunday: 07:30am – 02:00am**

| | |
|---|---|
| 07:30am – 11:30am | Full English breakfast and selection of sandwiches, snacks, hot and cold drinks. |
| 12:00am – 3:00pm | Hot lunches, salad bar and selection of sandwiches, snacks, hot and cold drinks. |
| 3:30pm – 7:00pm | Selection of sandwiches, snacks, baked potatoes, salads, hot and cold drinks. |
| 8:00pm – 02:00am | Hot food selection |

There are also vending machines on Level 0 and Level 1.

**Costa Coffee** is situated near the Main Entrance. Opening times: Monday – Friday between 06:30am – 6:00pm.
Saturday & Sunday between 09:00am – 4:00pm.
Bank Holidays times are displayed in the café.

The Junior Doctors Mess is situated on Level 0

## Useful Telephone Numbers

| | |
|---|---|
| Main Reception | 01633 493274 (internal 23274) |
| Switchboard (ABUHB) | 01633 493100 (internal 100) |
| Flow Centre | 01495 363668 |
| Vocera from a phone | 01633 493699 (internal 23699) |
| Crash Team/Emergency | 2222 |
| IT Help Desk | 01495 765000 |

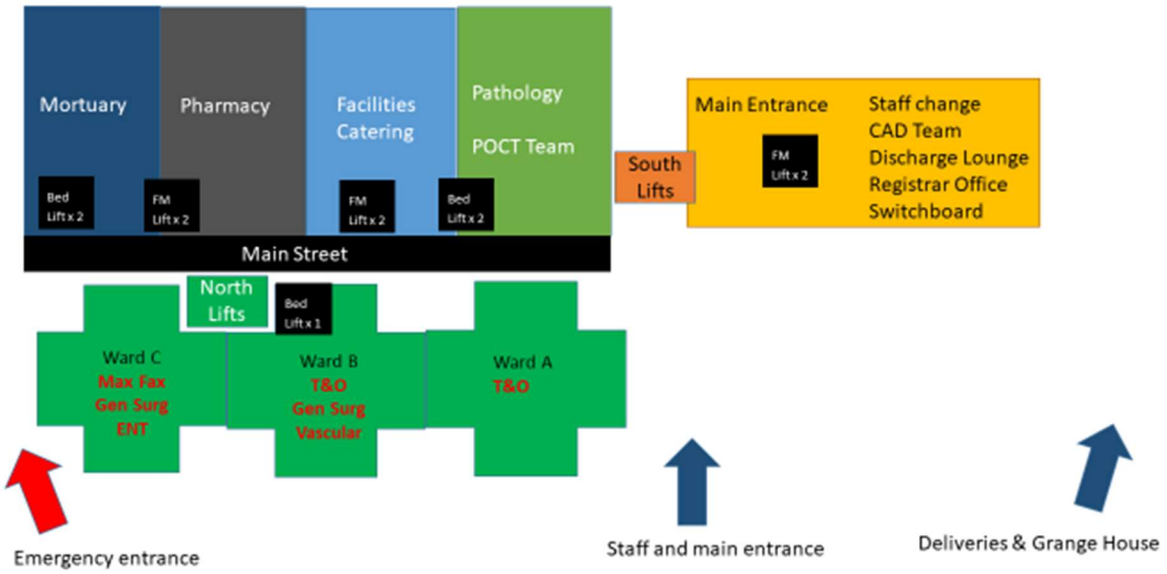
## Actions in an Emergency

### Actions in an Emergency

- Phone 2222
- Give your exact location
- Give brief details of what has happened
- Request the help you need
- Where possible, please use 2222 and not 999 as this is A NHS agreement with the police service and therefore the response is prioritised to meet the perceived threat.

## Site Map

## Level 0




**Ward Areas**

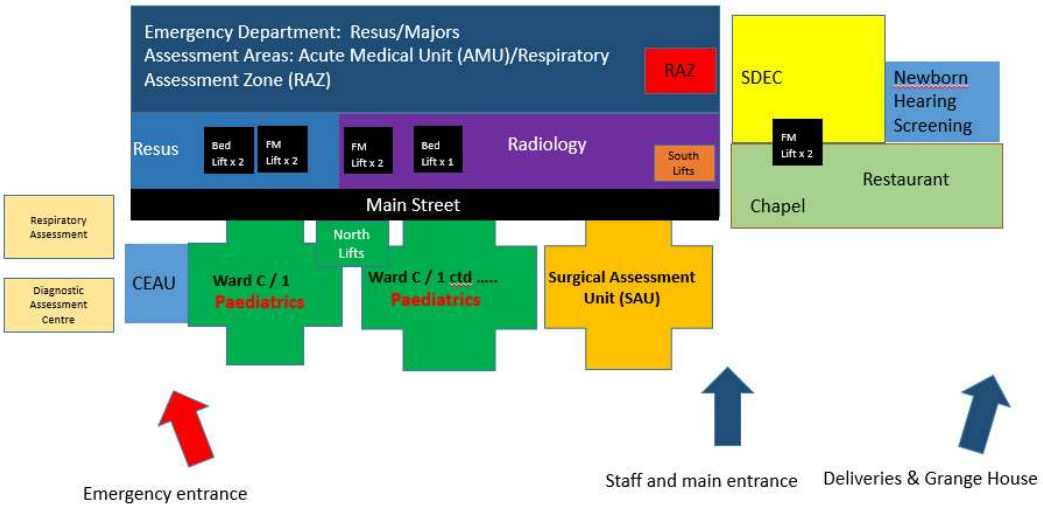
- A0– Trauma & Orthopaedic
- B0 – Trauma & Orthopaedic/General Surgery
- C0 - Maxfax General Surgery/ ENT

**Diagnostics & Treatment**

- Pathology
- Facilities/Catering
- Pharmacy
- Mortuary
- Discharge/Transfer Lounge
- Point of Care Testing Team
- Phlebotomy

- Care after Death Team
- Costa Coffee
- Junior Doctors Mess
- Main Reception
- Main Staff Change
- Medical Devices
- Registrar's Office
- Switchboard

## Level 1




**Ward Areas**

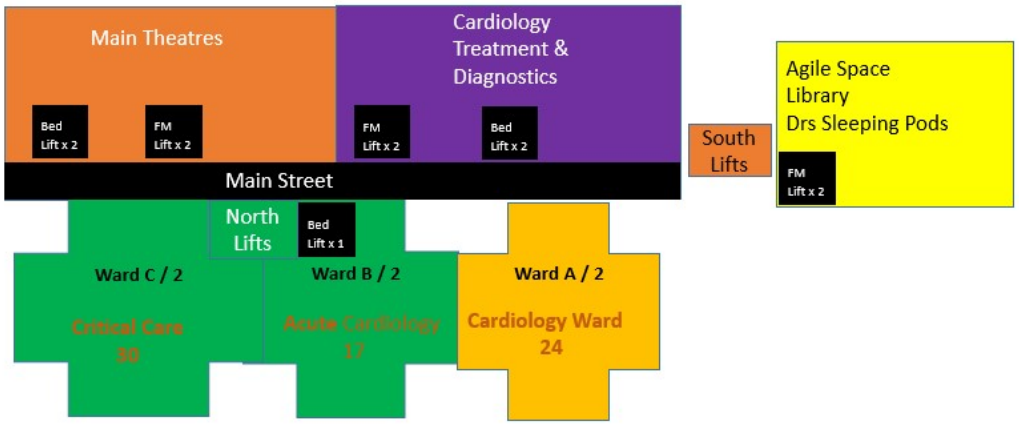
- Surgical Assessment Unit (SAU)
- B/C1 – Paediatric Wards/Children's Emergency Assessment Unit

**Diagnostic & Treatment**

- Emergency Department (Resus/Majors)
- Acute Medical Unit (AMU) including Respiratory Assessment Zone (RAZ)
- Children's Emergency Assessment Unit
- Radiology
- Same Day Emergency Care (SDEC)
- Newborn Hearing Screening (PHW)
- Respiratory Assessment (External to the main hospital)
- Diagnostic Assessment Centre (External to the main hospital).

- Chaplaincy
- Restaurant

## Level 2




**Ward Areas**

- A2 – Cardiology
- B2 – Acute Cardiology
- C2 – Critical Care

**Diagnostics & Treatment**

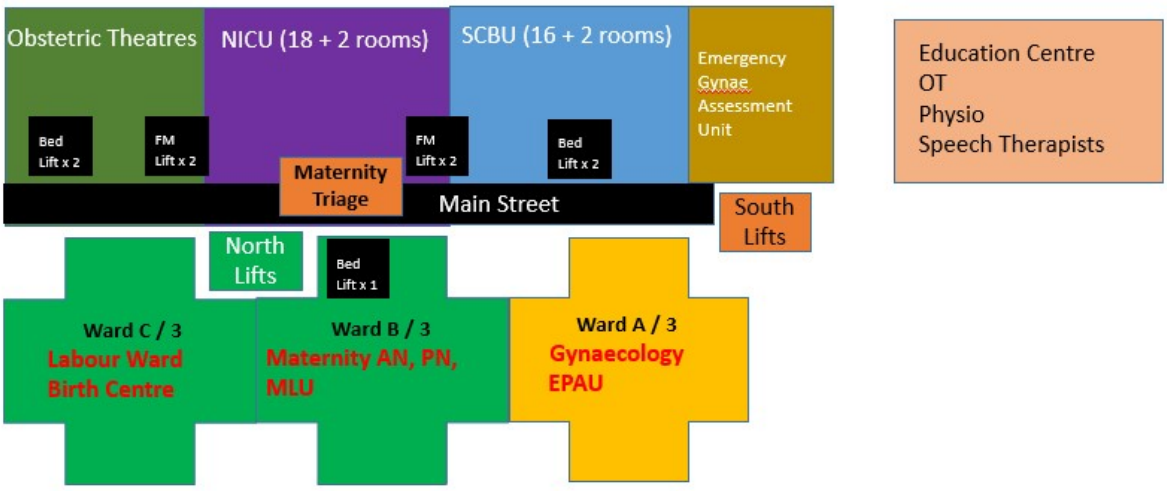
- Main Theatres & Recovery
- Interventional Radiology (within Theatres)
- Cardiology Cath Labs & Cardiac Treatment
- Vascular Lab
- Pacing room on B2 (Cardiac Ward).

Support Services, including the following teams:

DICE, Mental Health/Crisis Liaison, Older Adult Psychiatric Liaison (OAPL) Alcohol Care Team, Palliative Care, Home First, Acute Oncology, Infection Control, Medical Records, Patient Liaison Officer

- Agile working space
- Library
- Doctors sleeping pods

## Level 3




**Ward Areas**

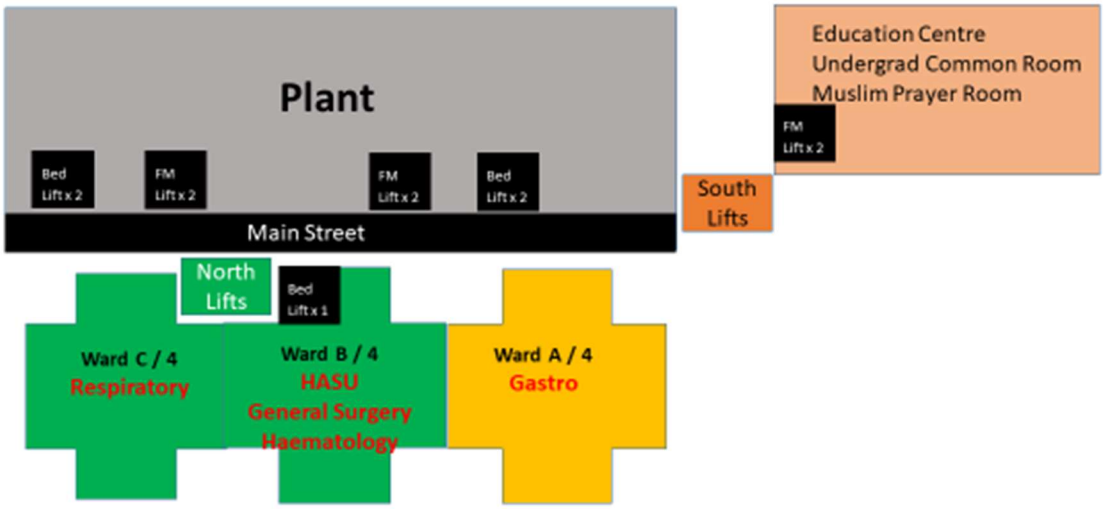
- A3 – Gynaecology
- B3 – Maternity
- C3 – Labour Ward/Birth Centre

**Diagnostics and Treatment**

- Early Pregnancy Assessment Unit
- Obstetric Theatres
- Special Care Baby Unit
- Maternity Triage
- Emergency Gynae Assessment Unit
- Occupational Therapies
- Physiotherapy
- Dietetics
- Speech and Language

- Education Centre
- Break out area

## Level 4




**Ward Areas**

A4 – Gastro

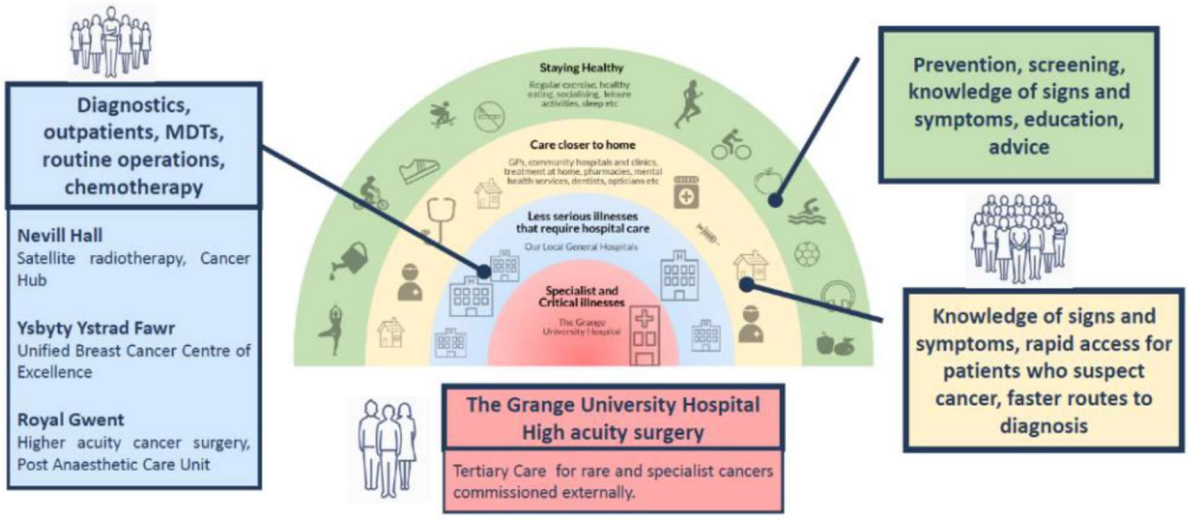
B4 – Hyper Acute Stroke/Haematology/General Surgery

C4 – Respiratory

- Muslim Prayer Room
- Education Centre (Seminar Rooms 6, 7, 8 & 9)
- Undergrad Common Room

## Clinical Futures Model

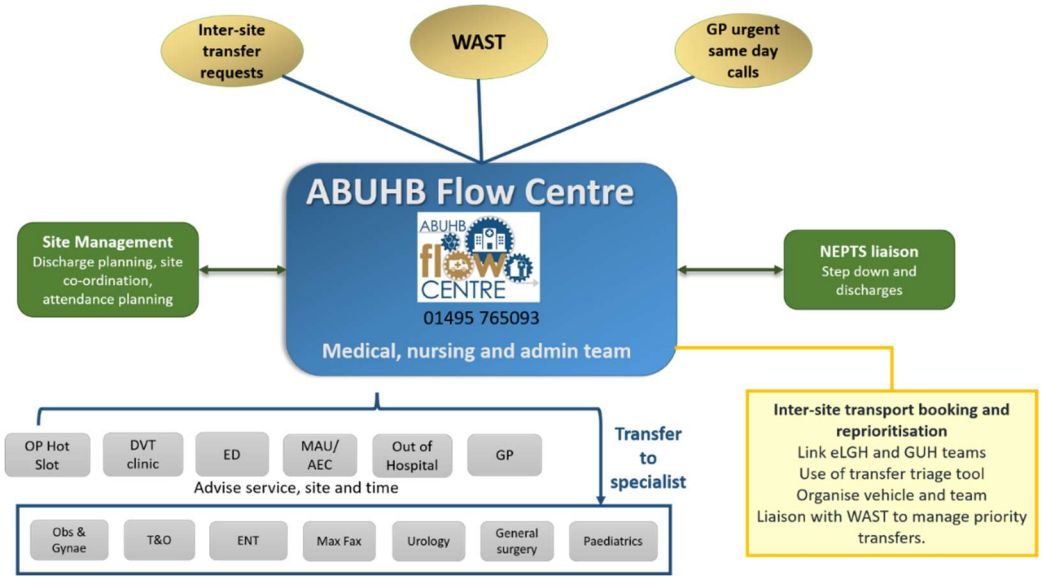
Clinical Futures is the Health Boards plan for sustainable health and care services for the whole of the NHS across the Gwent area. It has driven the recent restructuring of the Health Board, most significantly heralded by the opening of the Grange University Hospital in November 2020.




### Flow Centre

The ABUHB Flow Centre is a relatively new service that has been set up to ensure that patients in the ABUHB area receive the best care to meet their needs. It is one of the first points of contact for patients accessing healthcare in the ABUHB area. It receives referrals from Primary Care and the Welsh Ambulance Service Trust (WAST) along with other referring agencies.

The Flow Centre also manages the internal transfer of patients between sites. To contact the Flow Centre, call **0300 3033557**



## Adult Patient Transfer Document (Electronic SBAR) Checklist:

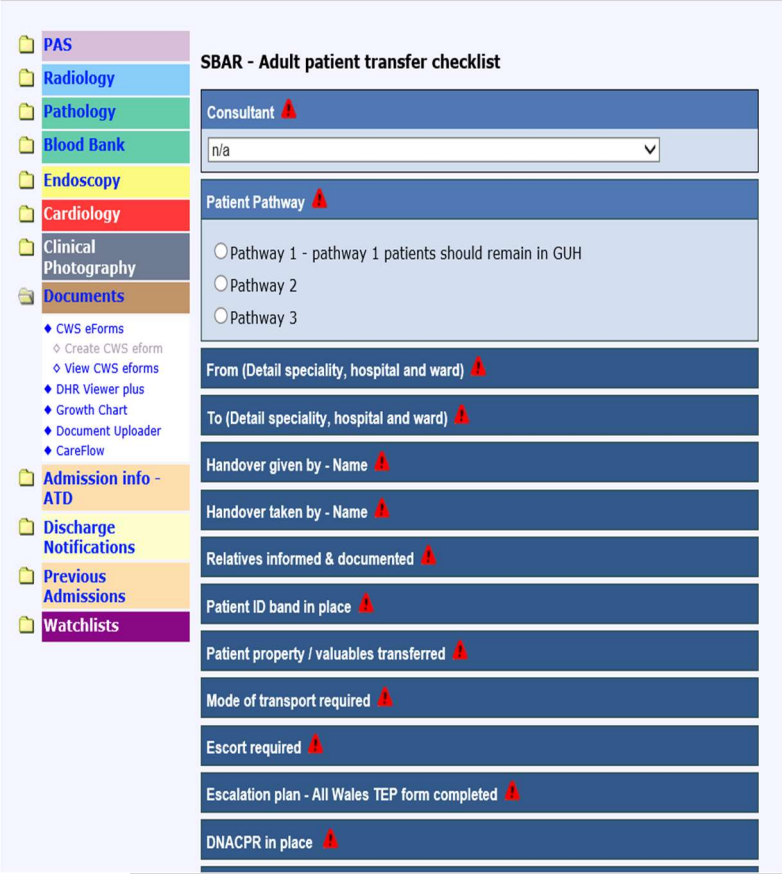
- ✓ Logged into CWS
- ✓ Logged into Care Flow
- ✓ Access to Patient Handover notes
- ✓ Access to Nursing notes
- ✓ Access to Medical Notes
- ✓ Date of last Covid Swab
- ✓ Drug Chart (Allergies)

Enter the patient's record on CWS checking 3 ID markers to ensure the correct selection.

Within Documents section select **"Create CWS eform"**

The Select a CWS eForm box will appear, Type **"SBAR"** in the Search field.

Then click on **"Select"** to enter the form.




**The SBAR form will appear.**

**Select Pathway 2.**

Click on each section to expand the boxes

Red triangles denote Mandatory fields

Yellow triangles denote Non-Mandatory Fields

**Complete the form, review and edit before submitting**

Staff can view completed SBAR forms on the documents home page

These are listed in chronological order. Older entries may require staff to scroll down to locate the **SBAR**

## Acute Oncology Team

The team are based on Level 2 and available Monday – Friday, 08:00am – 5:00pm.

**Patient referrals**

All patients are to be transferred using Acute Oncology e–referral on CWS. These will be vetted every afternoon and patients will be reviewed within 24 hrs of referral.

| Contact and more information | |
|---|---|
| Email | Abb_AOS_team@wales.nhs.uk |
| Phone | 01633 493381 (internal 23381)<br>OOH – 02920615888 (Velindre, Cardiff) and ask for the On Call Reg |
| Vocera | "Call Acute Oncology" |
| Bleep | 3288 |

## Age Cymru Gwent

Age Cymru Gwent office is situated on ground Floor, Main Building, St Woolos and delivers three separate services from this base. These services are only available via referral only.

**HOSPITAL DISCHARGE SERVICE**

The hospital discharge service is designed to facilitate discharge and prevent readmission to hospital while also promoting independence and resilience in order for the patient to remain independent in their own homes. A full assessment is carried out to establish the level of support required with a of mutual plan action agreed in order to demonstrate outcomes. ** No Personal Care**

In Monmouthshire, this service operates 9am – 5pm Monday to Friday and support is provided for up to 6 weeks.

In Blaenau Gwent this service operates 9 – 5 Monday to Sunday (Saturday and Sunday – limited service) providing up to 3 visits a day over a two-week period.

**Telephone number:** 01495 718548 / 01873 850619

**Email:** hdsblaenau@agecymrugwent.org / hdsmon@agecymrugwent.org

**ROBINS WARD VOLUNTEERS**

Our Robins service is based in four of the hospitals in Gwent. The aim is to provide support to patients and ward staff, assisting with patient requests. Service delivery can include but is not exclusive to, sourcing refreshments, wellbeing chats, assisting with bed making, shopping at the hospital shop, and bedside activities such as reading.

The service operates at the lunchtime period with each Robin providing support on average for 2 – 4 hours per shift. We operate Monday to Friday from 11:00am – 2:30pm.

**Telephone number:** 01633 234129. Mobile Team Leader: 07772650093

**Email:** t.samad@agecymrugwent.org or r.parfitt@agecymrugwent.org

**MONMOUTHSHIRE LOCAL LINKS**

The service supports socially isolated older people by linking them up with Local Link social groups in the community. Groups are located across Monmouthshire and a person may be referred to the service by family members, social services, a friend, carer or may choose to contact us personally. The groups aim to promote social inclusion, independence and wellbeing. This service operates 9am – 4:30pm Monday to Friday.

**Telephone number:** 01291 673300 **Mobile:** 07458025063
**Email:** l.davies@agecymrugwent.org

## Agency Workers and Bank Staff

**Prior to Shift -** Agency and Bank staff are to present their ID Badges and booking reference to Site Management on Level 1 prior to shifts at the GUH.

All Bank and Agency staff have to sign **the register prior** to shift and add the Ward Number. Failure to do so will result in payment being delayed.

**Access to CWS** - The Nurse in Charge of the Ward is to ensure that qualified agency staff working on the ward are given access to CWS by logging a request via the Robotic Processing Automation (RPA) via the yellow star on the desktop.

**Uniform -** Correct colour scrubs must also be worn if not wearing agency supplied uniform.

- Qualified – Blue
- Health Care Support Worker – Green

**Queries -** All queries should go through the Resource Bank.

| Contact and more information | |
|---|---|
| Email | ABB.ResourceBank@wales.nhs.uk |
| Phone | 01495 745805 |

## Agile Working Area

The main Agile Working Area is based on Level 2 and available for staff to work 24/7. There are also a number of desks and meeting rooms.

**Dr's Sleeping Pods (Night-time bedroom / day office spaces)** Situated on Level 2
There are 22 bedrooms that can be used in the day as an office space.
Rooms must be vacated by 7:30am each morning for cleaning by facility staff. Should rest be required after 7:30am staff should use post shift rooms at the end of the corridor.
Within this area there are two unallocated offices available for meetings.

## Alcohol Care Team

The team are based on Level 2 and available Monday – Sunday 08:00am – 4:00pm for support and patient assessment.
Referrals should be made by: completing the e-form on CWS Referral - Alcohol Care Team IP GUH

| Contact and more information | |
|---|---|
| Email | AlcoholCareTeam.abb@wales.nhs.uk |
| Phone | 01633 493376 (internal 23376) |
| Vocera | Monday – Friday 8:00am – 4:00pm "Call Alcohol Care Team" |

## Cardiac Cath Lab Service

The two Cardiac Cath Labs at the GUH carry out invasive cardiology investigations and treatments such as coronary angiograms, Percutaneous Coronary Intervention (PCI), implantation of pacemakers, complex devices, etc. There is also a recovery area attached.

**Hours of Work:**
Monday – Friday: 07.30am – 7.30pm. Saturday: 08:00am – 2:00pm.

| Contact and more information | |
|---|---|
| Phone | Main Reception – 01633 493445 (internal 23445)<br>Nurses Station Recovery 01633 49463/4 (internal 23463/4)<br>Cath Lab 1 – 01633 493456 (internal 23456)<br>Cath Lab 2 – 01633 493460 (internal 23460)<br>Reporting Room – 01633 493458 (internal 23458)<br>Booking Clerk (Elective patients) 01633 493462 (internal 23462) |
| Vocera | "Call Cardiac Cath Lab Co-ordinator" |

## Cardiac Treatment

The department undertake the following procedures: Echos, exercise tolerance tests, monitoring pacemaker, complex devices and ILR's.

**Hours of Work:**

**CRM Team:**

Monday – Friday: 08:00am – 8:00pm

Saturday 08:00am: – 4:00pm

**Echo Team:**

Monday – Friday: 08:00am – 4:30pm

| Contact and more information | |
|---|---|
| Phone | Multifunction Room – 01633 493448 (internal 23448)<br>Echo Room – 01633 493450 (internal 23450) |

## Care after Death Guidance

**In case of a death happening on the ward, call CAD team on 01443 802406**

**(The CAD Team handle everything)**

The CAD team are a new service and will be providing families and staff with a point of contact, practical advice and support when a patient has died in hospital. The team are located on the ground floor to the left of the staff changing rooms.

**The CAD service will:**

- Provide one point of access, with support & signposting, for all bereaved relatives: relatives will be given the CAD service contact number by the Nurse looking after the patient.
- We will provide one point of access, with support and practical advice, for all staff: liaise with professionals to progress documentation such as the death certificate and cremation forms
- **Available 9am-5pm Monday-Friday** (OOH weekend service via switchboard for fast tracking cases)
- Support families when viewing patients within the mortuaries at YYF, NHH and RGH
- Transfer patients to the care of the funeral directors in RGH, NHH and YYF

| Contact and more information | |
|---|---|
| Intranet | Search 'Care after Death' |
| Email | ABB_Morthub@wales.nhs.uk |
| Phone | 01443 802406 |

The CAD service has an intranet page under departments and services, there you will find updated information, cremations forms, coroner referrals etc.

**Medical examiners service -** The purpose of the Medical Examiner Service:

- Provide independent scrutiny of a death by a qualified and experienced doctor who has not been involved in the patient's care.
- Provides the next of kin an opportunity to discuss any concerns with a person who wasn't involved in the care of their loved one
- Allows for a more objective assessment of the person's death and should result in a more accurate cause of death being established
- To help QAP's formulate a cause of death by providing advice and an independent perspective.

**Death Certification Process -** Following the death of a patient, the CAD team will digitise their medical notes and send a copy to the Medical Examiner.

# CARE AFTER DEATH

## Process after a death

When a patient dies please give the relatives the Care after Death team number **01443 802406** and a bereavement booklet

Medical notes are scanned and CAD sent patients details to ME service for review.

Once review is complete, CAD contact a clinician who has seen the patient within the last 28 days.

The CAD Team will require the clinician to attend the CAD office to speak with Medical Examiner service, establish a COD and complete the death certification and cremation paperwork

CAD team will liaise with the family throughout the process and keep them updated.

CAD have an escalation process where they will escalate via consultant and divisional leads when paperwork completion is delayed.

**CARE AFTER DEATH TEAM**

**Hub number for all staff and families: 01443 802406**

**Hub email:** ABB.Morthub@wales.nhs.uk

## Chaplaincy Services

**Pastoral, Spiritual and Religious Care for all Staff**
The Chapel is situated on Level 1, above Main Reception area and is always open. Our office is next to the Chapel. There is usually a chaplain in the hospital during office hours and we offer a 24 hour emergency call out service, when we may be contacted via switchboard.

The members of the hospital chaplaincy team are there to provide pastoral, spiritual and religious support where appropriate for those of all faiths and none, according to their individual needs.
**The Chaplains seek to:**

- Offer a listening ear.
- Provide pastoral care.
- Be a resource for spiritual and / or religious care for everyone.
- Lead worship, offer prayer and administer the sacraments.
- Support the work of staff as an additional element for patient care.
- Offer confidential support to any member of staff.
- Signpost staff to other religious or relevant holistic support.
- Respond to referrals for or from staff for colleagues, patients and their families.

**Chapel Services:**
The chapel is open 24/7, Chapel services will resume as soon as possible. However the Chaplains are available to pray with you or for you at any time, or signpost you to connect with persons from the religion of your preference.
**Muslim staff and patients:-**
There is a Muslim Chaplain who visits the Grange Hospital and can be contacted through our office. He is on site most Mondays and is also available for emergency calls. A prayer room is situated behind the lifts on Level 4 of the Education Block and Friday prayers are held in Seminar Room 9.
**Staff and patients of other faiths:**
Please contact a member for the chaplaincy team, who will endeavour to find the relevant spiritual care for you.
**Roman Catholic Priests:** They may also be contacted via the switchboard. In an emergency a Priest may be contacted on: 07805 696474.

| Contact and more information | |
|---|---|
| Intranet | Search “Chaplaincy” |
| Email | ABB_chaplaincy@wales.nhs.uk |
| Phone | 01633 493402 (internal 23402)<br>Emergency OOH - 01633 493100 or 100 internally to page the Duty Chaplain |
| Vocera | “Call Chaplaincy” |

## Children Emergency Assessment Unit (CEAU)

This is situated adjacent to the Adult Emergency Department and completely separated. There are sixteen assessment bays, a Triage area and a resus room set up to handle any emergency. We also have an eight bedded pod on the children's ward with a small waiting area to accommodate paediatric expected patients.

The paediatric Ward C1 is attached to the CEAU therefore children do not have to pass through any adult areas.

CEAU is open 24 hours a day. This is a single point of entry for all paediatric patients to GUH. ED nurses and Children's Assessment Unit nurses work together in the unit caring for ED patients, Paediatric expected patients and other speciality patients under the age of 16.

Children may be nursed in the CEAU between the ages of birth and up to 16 years of age. Children up to the age of 16 who are known to a paediatric consultant presenting with a known condition may also be nursed in CEAU. Occasionally children over the age of 16 may be nursed in CEAU at the discretion of the NIC of CEAU and ED.

| Contact and more information | |
|---|---|
| Phone | Reception: 01633 493915 (internal 23915) |
| Vocera | ED - "Call ED Nurse in Charge"<br>CAU – "Call Paeds Disco" |
| Bleep | In an Emergency call Switchboard |

## Clinical Coding GUH

Clinical Coding is a complex process of translating important information about a patient's reason for admission, such as, their diagnosis, procedures and any interventions into alphanumeric codes.

Clinical Coded Data supports improvements in patient care through both Clinical and Statistical purposes, such as, Clinical Audit, Clinical Governance and to assist in commissioning of NHS services.

Our goal is to make all staff aware of the importance of clinical coding and its uses. What Clinical Coding can do for you and to provide an explanation of how you can help us, in ensuring that our Health Board continues to provide high quality coded data.

Clinical Coding are not situated within GUH. Please contact the RGH with any queries.

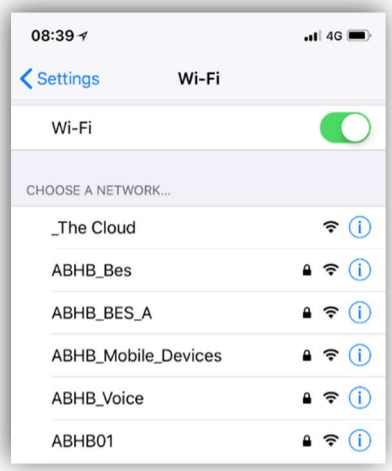
| Contact and more information | |
|---|---|
| Phone | Main Office RGH 01633 656200 (internal 46200) |
| Intranet | Clinical Coding |

# Communication

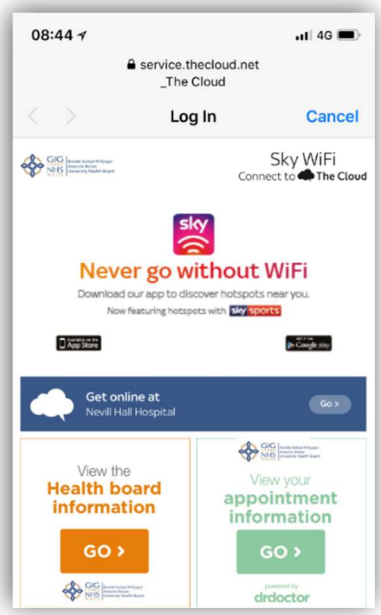
## Cloud Wi-Fi

**THE BELOW GUIDE WILL TAKE YOU THROUGH THE STEPS TO GETTING CONNECTED TO ABUHB'S CLOUD WI-FI NETWORK:**

1. Check your Wi-Fi is on by selecting 'Settings' from the home screen and selecting 'Wi-Fi', it should look like this:

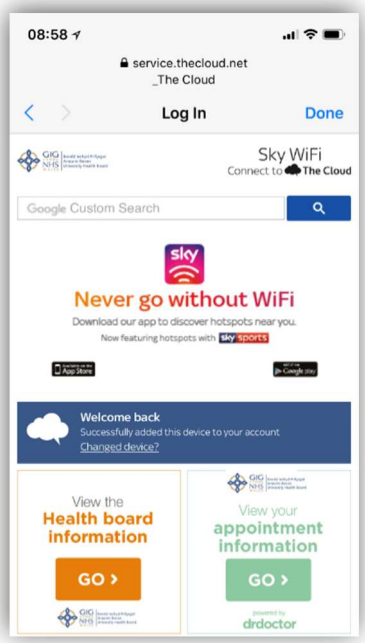



2. Select _The Cloud option from the list shown above, doing this should automatically launch the login page below (If you are having trouble with this section then you can also click on safari and type in service.thecloud.net/service-platform which will take you to the same login page) :



3. Next, Select 'Go' next to get online at *Hospital Name* at this stage you need to login to your cloud Wi-Fi account or create a new one if you have never done so before:

4. Once you have successfully logged on the screen your screen will display the below, once you have reached this screen you can close the window and browse the internet as usual, you are officially online with The Cloud:



Version 3

# At The Grange University Hospital

## VIA 'THE CLOUD'

### 1.Enable Wifi

Check your Wi-Fi is enabled via 'Settings' on your device

### 2. Select 'The Cloud'

Select 'The Cloud' from the list of available networks

### 3. Open your internet browser

Open your internet browser and follow the simple on-screen instructions. Either sign in or choose 'Create Account' and enter your details

### 4. You're Connected

You're connected and will autoconnect in future

-- There is no cost to use this service -- Auto log off will occur following a period of inactvity --

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan | Aneurin Bevan University Health Board

sky wifi

## Vocera

Vocera is used by **Nursing** and **Support Staff** for **non-urgent** clinical communications at GUH. *All non-urgent and urgent communications with Doctors at GUH are via bleeps.*

Vocera badges are lightweight, hands-free devices that use the Health Board's Wi-Fi to connect to access points within the building, it does not work on external Wi-Fi. Devices must not be taken off site and should be handed over at the end of shift ready for the next user.

The system uses voice recognition technology to communicate with the *Vocera Genie* (like Siri or Alexa) to contact a person, role or group.

Vocera offers a variety of ways to communicate:

- Make/ receive calls
- Send voice messages
- Broadcast to groups of users in real time
- Set reminders

Users must have an individual Vocera profile to log into a device (also called a Vocera badge). You do not require a Vocera profile to access the system from a landline using the following Guest Access numbers:

- **GUH: 23699**
- **RGH: 48899**
- **NHH: 83299**
- **YYF: 52699**

To request a user login, make changes to an existing account, order equipment or other queries, log a call via:

- Service Desk: 01495 765000
- ICT Portal (search for *Vocera*): https://abbitportal.cymru.nhs.uk/portal/

Authorised requesters (RN or Ward Clerk) should submit Agency Staff (Nurses, HCAs and Security staff) account requests via the Agency Account Request Form.

Training is provided during the Health Board induction and individual/ group sessions are also bookable via the following link: Digital Ward (office365.com)

Copies of the Vocera user guides are available via the following link: Vocera Training Resources (sharepoint.com)

View GUH Vocera groups and roles here: GUH Vocera Directory

For further information and support, please visit the Vocera Sharepoint Page.

## Community Resource Team

ABUHB Community Resource Team consists of Consultants, Doctors, Nurses, Physiotherapists, Occupational Therapists, Reablement Technicians and Support and Wellbeing Workers. The Community Resource Team provides assistance to adults (over the age of 18) living in the Gwent area who need support to stay independent, within their own home, avoiding unnecessary hospital admission.

The CRT provides the following services:

- Rapid medical
- Rapid Nursing
- Reablement
- Falls
- Emergency Care at Home
- Social Work Assessment
- Occupational Therapy/Physiotherapy support for people in their own homes.

**How to access the service**

Health Professionals can telephone or an e-referral option is available for non-urgent referrals via an electronic form, submitted by e-mail the Single Point of Access on the e-mail address below.

| Contact and more information | |
|---|---|
| Phone | 01633 744284 (Available from 08:00am – 8:00pm every day |
| Internet | Community Resource Team (CRT) Service – Move Better Gwent (nhs.wales) |
| Email | ABB_GPOOHfrailtyteam@wales.nhs.uk (Non-urgent) |

A referral to the CRT can be submitted by a range of Healthcare professionals, processed by a dedicated team at the Single Point of Access (SPA). The SPA is the link between medical/social professionals and the Community Resource Teams (CRT).

The SPA records patient details such as demographic information/presenting condition/reason for referral and processes the referral through to the relevant locality so that care/treatment can be arranged.

The SPA will transfer the referrer through to the relevant CRT, if a clinical discussion is required to determine the most appropriate care for the patient.

## DATIX Incident Reporting Support

| Contact and more information | |
|---|---|
| Email | Risk.Management@wales.nhs.uk |
| Intranet | Datix Web – Incident Reporting |

## Diabetes Inpatient Care and Education (DICE)

Situated on Level 2 and available from: 08:00am – 4:00pm Monday – Saturday. E-referral only via CWS

| Contact and more information | |
|---|---|
| Phone | 01633 493519 (internal 23519)<br>**OOH** – 02920615888 (Velindre, Cardiff) and ask for the On Call Reg |
| Vocera | "Call Diabetes Specialist Nurse" |

## Diagnostic Assessment Centre

The Centre is situated in ED car park, external to the main hospital.

### Radiology Pre-Assessment Clinics

These are held on Monday and Friday between 09:00am and 4:00pm. No OOH/BH. Patient are pre-assessed prior to interventional radiology surgery and diagnosis.

Outpatient referrals only via Consultants.

| Contact and more information | |
|---|---|
| Phone | 01633 493695 (23695 internal) |

## Rapid Diagnostic Clinic (Cancer Pathway)

A rapid diagnostic clinic is a way of diagnosing the cause of symptoms quickly by performing a number of tests in a short time- frame such as blood tests, a FIT (Faecal Immunochemical Test, physical examination and CT Scans.

Clinic is held on Wednesdays only between 08:00am – 5:00pm.

| Contact and more information | |
|---|---|
| Phone | 01633 493695 (23695 internal) |

## Dietetics Team

The Dietetics Team at the GUH is situated on Level 3 and available from 8:30am – 4:30pm Monday – Friday.

The team assess, diagnose and treat dietary and nutritional problems in hospitals and in community settings and provide expert advice on healthy and specialist diets for a wide range of health conditions and diseases.

The team also train and educate students, health & social care workers as well as the public.

**Referrals -** Via Vocera and telephone.

| Contact and more information | |
|---|---|
| Phone | 01633 234289 (internal 44289). Based at Royal Gwent Hospital (Adults)<br>01633 234288 (internal 44288). Paediatrics/Neonatal |
| Vocera | Using Vocera 23699 (01633 493699), call the appropriate group below:<br><br>“Acute Medical Dietitian”<br>“Cardiology Dietitian”<br>“Critical Care Dietitian”<br>“Gastroenterology Dietitian”<br>“Respiratory Dietitian”<br>“Stroke Dietitian”<br>“Surgical Dietitian”<br>“Dietitian”<br>“Paediatric Dietitian”<br>“Neonatal Dietitian” |

Version 3

# Directory of Wards and Departments

| | Floor |
|---|---|
| Acute Oncology | 2 |
| Agile Working Space | 2 |
| Alcohol Care Team | 2 |
| Cardiac Cath Labs | 2 |
| Cardiac Treatment | 2 |
| Care after Death Team | 0 |
| Catering (Facilities) | 0 |
| Chaplaincy | 1 |
| Children's Emergency Assess Unit | 1 |
| Clinical Skills Room | 3 |
| Diabetes Inpatient Care & ED | 2 |
| Diagnostic Assessment Centre | ED |
| Dietetics | 3 |
| Discharge/ Transfer Lounge | 0 |
| Doctors Sleeping Pods | 2 |
| Domestic Violence Advisor | 2 |
| Early Pregnancy Assessment Unit | 3 |
| Emergency Department | 1 |
| Emergency Gynae Assessment Unit | 3 |
| Facilities | 0 |
| Families & Therapies | 3 |
| Gwent Clinical School (Ed Centre) | 3 |
| Home First | 2 |
| HSDU (External to GUH) | 2 |
| Infection Control | 2 |
| Interventional Radiology | 2 |
| Junior Doctors Mess | 0 |
| Library | 2 |
| Main Reception | 0 |
| Maternity Triage | 3 |
| Medical Devices | 0 |
| Mental Health Crisis Liaison Team | 2 |
| Mortuary Service | 0 |

| | Floor |
|---|---|
| Muslim Prayer Room | 4 |
| Neonatal Intensive Care Unit | 3 |
| Newborn Hearing Screening | 1 |
| Obstetric Theatres | 3 |
| Occupational Therapies | 3 |
| Older Adult Psychiatric Liaison | 2 |
| Pacing Room (Ward B2) | 2 |
| Pain Service | 2 |
| Palliative Care | 2 |
| Pathology Services | 0 |
| Patient Liaison Officer | 2 |
| Pharmacy/Omnicell | 0 |
| Phlebotomy Services | 0 |
| Physiotherapy | 3 |
| Point of Care Testing Team | 0 |
| Radiology Department | 1 |
| Registrar's Office | 0 |
| Restaurant | 1 |
| Same Day Emergency Care (SDEC) | 1 |
| Seminar Rooms 1,2,3,4,5 | 3 |
| Seminar Room 6,7,8,9 | 4 |
| Simulation Room 1 & 2 | 3 |
| Site Management Team | 1 |
| Speech and Language | 3 |
| Stoma Care Services | 2 |
| Switchboard | 0 |
| Theatres and Recovery | 2 |
| Undergrad Common Room | 4 |
| Vascular Lab | 2 |
| Works & Estates | 2 |

| Wards |
|---|
| Level 0 Ward A - T & O |
| Level 0 Ward B - T & O/Gen Surg |
| Level 0 Ward C - Max Fax/Gen Surg/ENT |
| Level 1 Ward A - SAU |
| Level 1 Ward B/C - Paediatric |
| Level 2 Ward A - Cardiology |
| Level 2 Ward B - Acute Cardiology |
| Level 2 Ward C - Critical Care |
| Level 3 Ward A - Gynaecology |
| Level 3 Ward B - Maternity |
| Level 3 Ward C - Labour Ward/Birth Centre |
| |
| Level 4 Ward A - Gastro |
| Level 4 Ward B - Stroke/Haem/Gen Surgery |
| Level 4 Ward C - Respiratory |

Version 3

## Discharge Lounge

The Discharge/Transfer Lounge is based on Level 0 and open 24/7.

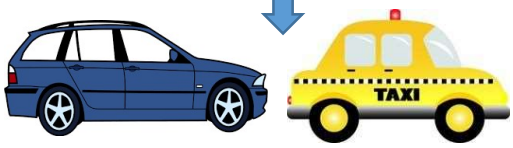
**ENSURE PATIENT HAS ALL REQUIRED INFORMATION/PACKAGE OF CARE - NON COVID PATIENTS ONLY**

**CAN THE PATIENT BE DISCHARGED BY FAMILY CAR OR TAXI?**

**1**

**NO**

**YES**




**2**

**Arrange Ambulance Transport via The Discharge Lounge. Ensure that all relevant patient details are available.**

**Tel: 01633 493273 (internally 23273)**
**08:00 – 16:00 Monday – Friday**

**OUT OF HOURS**

**Tel: 01633 293465. This is the Ambulance Control Centre dedicated line for GUH.**

**Monday – Sunday 4:00pm – 8:00pm**

**Ambulance crew will collect patient from the ward.**

**Patients can either sit in Main Reception for collection or they can sit in the Discharge Lounge by arrangement only**

| Contact and more information | |
|---|---|
| Phone | 01633 493272 (Internal - 23272) |

**3**

**Discuss Patient with the Nurse in Charge (Discharge Lounge) regarding suitability to stay in the Lounge.**

**Tel: 01633 493272 (internal 23272)**

- Send a copy of the SBAR with the patient to the Discharge Lounge
- Please ensure that patients are ready at the agreed time for collection.
- Confirm there will be access to their final destination.
- That patients have received their medication or have prescribed medication with them (there is no medication available in the discharge Lounge).
- BARIATRIC PATIENTS: All bariatric patients need to be assessed before transport is booked. The majority of ambulance can only take patients up to 18 stone in weight, otherwise they need to go in special vehicles for heavier loads, including specialised equipment.

## Domestic Violence Adviser

The Independent Domestic Violence Adviser (IDVA) at the GUH is situated on Level 2 and available from 9:00am – 5:00pm Monday to Friday.
The advisor can provide immediate safety planning, advice and guidance to any patients who present as victims of domestic abuse. This service also applies to member of staff. IDVA is also available to provide expert training in all areas of domestic abuse to all staff members/teams on request.

| Contact and more information | |
|---|---|
| Email | Caroline.reynolds@newport.gov.uk |
| Phone | 07581014396 Please leave a voicemail. |

## Education Centre

Situated on Floors 3 and 4 of the hospital. Main Reception available from 7:30am to 5:00pm
**Room Information:**

- Large Break out spaces on each floor
- All Seminar rooms are equipped with state of the art VC Equipment
- Simulation Rooms are equipped with state of the art Simulators

| Room | Floor | Capacity (Socially Distanced) | Full Capacity | Rooms adjoin to accommodate larger meetings | |
|---|---|---|---|---|---|
| **Seminar Room 1** | **3** | **12** | **30** | **27 / 70** | |
| **Seminar Room 2** | **3** | **15** | **40** | | |
| **Seminar Room 3** | **3** | **12** | **30** | **24 / 60** | |
| **Seminar Room 4** | **3** | **12** | **30** | | |
| **Meeting Room 5** | **3** | **6** | **12** | | |
| **Clinical Skills Room** | **3** | **6** | **12** | | |
| **Simulation Room 1** | **3** | | | | |
| **Simulation Room 2** | **3** | | | | |
| **Seminar Room 6** | **4** | **20** | **50** | **40 / 100** | |
| **Seminar Room 7** | **4** | **20** | **50** | | |
| **Seminar Room 8** | **4** | **18** | **35** | **26 / 55** | **66 / 155** |
| **Seminar Room 9** | **4** | **8** | **20** | | |

| Contact and more information | |
|---|---|
| Phone | 01633 493502/493515 (internal 23502/23515) |
| Email | ABB_GUHEducationcentre@wales.nhs.uk |

## Emergency Department and Assessment Units (Adult)

The hospital features a 24-hour Emergency Department, and Helicopter Pad. The Emergency Department is based across Level 1.

### Reception/ED Waiting Area

| | |
|---|---|
| Phone | Reception - 01633 493286/493288 (internal 23286/23288) |

### Resus (Adult Bays 1 - 8)

| | |
|---|---|
| Phone | 01633 493333/493337 (internal 23333/23337) |
| Vocera | "Call ED Resus Nurse" |

### Majors (Adult Bays 1 – 28)

| | |
|---|---|
| Phone | 01633 493312/493291 (internal 23312/23291) |
| Vocera | "Call Nurse in charge ED" |

### Assessment Units

### AMU 1 (Adult Bays 29 – 49)

| | |
|---|---|
| Phone | Reception: 01633 493344 (internal 23344)<br>Clinical Stations: 01633 493346/493345/493475 (internal 23346/23345/23475) |
| Vocera | 'Nurse in charge MAU" |

### AMU 2 (Adult Bays 50,51,52,53,54,55,63,64 + 2 x Assessment Bays)

| | |
|---|---|
| Phone | Reception: 01633 493344 (internal 23344) |
| Vocera | "Call Nurse in Charge MAU" |

### Respiratory Assessment Zone (Adult Bays 56 – 62)

| | |
|---|---|
| Phone | Nursing Station: 01633 493953 (internal 23953)<br>Clinical Station: 01633 493351 (internal 23351) |
| Vocera | "Call Nurse in Charge ED" |

### Surgical Assessment Unit

| | |
|---|---|
| Phone | Reception: 01633 493341 (internal 23341)<br>01633 493342 |
| Vocera | "Call Nurse in Charge SAU" |

### SDEC

| | |
|---|---|
| Phone | Sisters Office: 01633 493681/82 (internal 23681/2)<br>Main Reception: 01633 493680 (internal 23680)<br>Clinical Area 01633 493685 (internal 23685) |
| Vocera | "Call SDEC Nurse in Charge" |

## Facilities (Works & Estates)

The GUH Facilities Department is situated on Level 0.

### ID Badges

It is essential that you wear your ID Badge at all times, most doors in the GUH are controlled by swipe access only.

Please apply for your ID badge as soon as possible to ensure it can be processed for your start of post. Your ID Badge should be set up to give you access to the relevant departments and general access areas.

ID badges can only be applied for by your Manager. If you misplace your ID Badge please speak to the Nurse in Charge of the Ward / Manager for a temporary ID Badge.

| Contact and more information | |
|---|---|
| Intranet | Search 'Security/ID Badges' |
| Email | IDBadges.ABB@wales.nhs.uk |

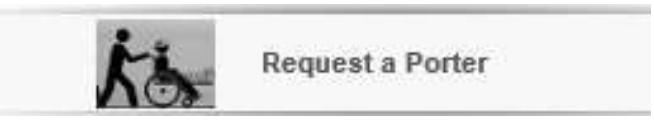
### Mattress Store

To return a contaminated air mattress please ensure the mattress is sealed with a tie in a red plastic bag.
To return a non-contaminated air mattress to the Equipment Library please ensure the mattress is sealed with a tie in a clear plastic bag.

| Contact and more information | |
|---|---|
| Phone | 08:00am – 4:00pm. Tel: 01633 493900 (internal 23900) & state Ward and Bay number<br>**OOH** 4:00pm – 8:00am. Call the Facilities Team via Reception<br>01633 493277 (internal 23277)<br>01633 493278 (internal 23278) |
| Vocera | "Call Joel Withey"<br>"Call Toby Fry"<br>"Call Facilities" |

### Porter Requests

Check in with your Departmental Manager to ascertain if there is a central admin to process porter requests. Login to the Request a Porter via the yellow star (ABUHB Applications App) on the PC using the provided username and password.



| Department | Tel No | Ext | Email /Vocera |
|---|---|---|---|
| Restaurant Level 1 | 01633 493404 | 23404 | Open from 7.30 am – 7:00 pm |
| Main Reception | 01633 493274<br>01633 493275 | 23274<br>23275 | ABB.Reception@wales.nhs.uk |
| HPV & UV Eqpt | | | Vocera "Call Facilities Supervisor" |
| ID Swipe Cards | | | Via Line Manager<br>IDBadges.ABB@wales.nhs.uk |
| Works & Estates Help Desk | 01495 765060 | 55060 | |
| Receipt & Distribution | 01633 493902 | 23902 | |
| Linen | | | Via 'Request a Porter' on pc |
| Laundry (Greenvale) | 01633 623880 | 23880 | |
| Porters | | | via 'Request a Porter' on pc |
| Security Office Level 0 | (01633) 493282 | 23282 | Vocera "Call Security" or "Call Grange Security". |
| Domestics | | | Vocera "Call Facilities Supervisor" |

## Families and Therapies

The Families and Therapies Department is situated on Level 3 and consist of the following:
Wards

- A3 – Gynaecology
- B3 – Maternity
- C3 – Labour Ward/Birth Centre
- Neonatal Intensive Care Unit
- Obstetric Theatres x 2

Obstetric Theatres – There are two theatres on Level 3.

| Contact and more information | |
|---|---|
| Phone | Via The Labour Ward 01633 493530 (internal 23530) |

Early Pregnancy Assessment Unit **S**ituated within Ward A3. Available from 08:00am – 4:00pm.

| Contact and more information | |
|---|---|
| Phone | 01633 493984 (internal 23984)<br>**OOH** – 01633493556/7 ((internal 23556 / 23557) |

Emergency Gynae Assessment Unit – Available 24/7

| Contact and more information | |
|---|---|
| Phone | 01633 493556/7 (internal 23556 / 23557) |
| Vocera | 'Call Gynae Reg on Call" "Call Gynae SHO on call" |
| Bleep | SHO – 3168 / 3162 Reg – 3085 |

Maternity Triage - Available 24/7

| Contact and more information | |
|---|---|
| Phone | 01633 493530 (internal 23530) |

## Health & Safety, Fire Safety, Manual Handling, Violence & Aggression and Security Support

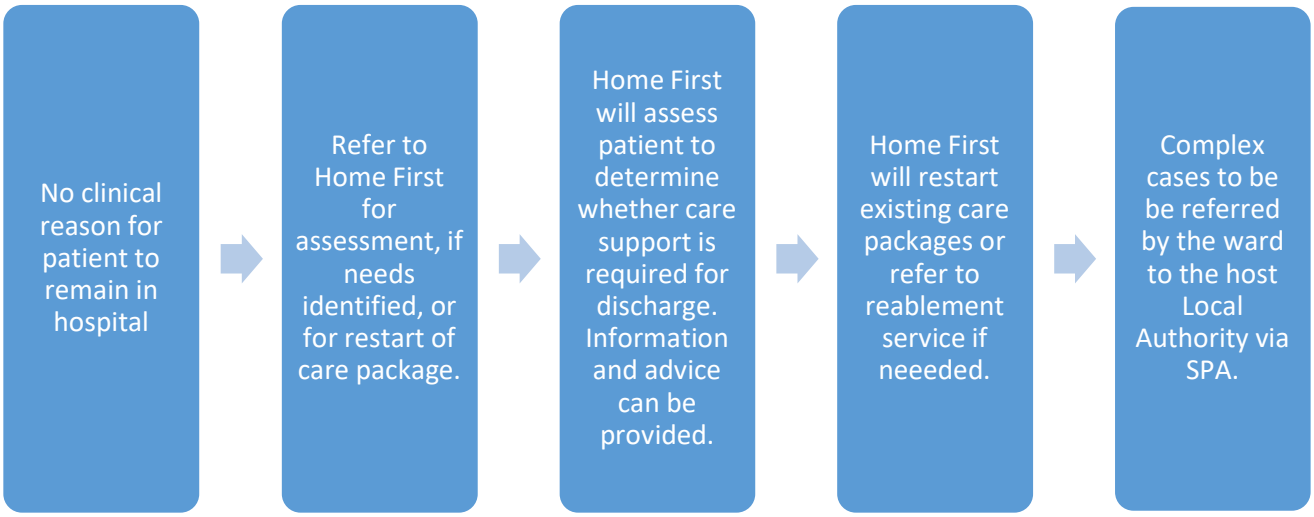
| Contact and more information | |
|---|---|
| Email | ABB.HealthAndSafety@wales.nhs.uk |
| Intranet | Health and Safety |

## Home First

**GUH Contact Number: 07790 398488**

**Bleep: 3178/3179**

Home First is a discharge support service that utilises the admission avoidance and discharge to assess models to support patients to return home from hospital in a safe and timely manner.



Version 3

## Home First Referral Checklist

| Name |
|---|
| DOB |
| CRN Number |
| Local Authority (Newport/ Monmouthshire / Gwent / Caerphilly) |
| Are they MFFD? (or likely to be MFFD in the next 24 hours) |
| Mobility<br><br>Any mobility issues?<br><br>Have Physio Discharged?<br><br>Any OT involvement? |
| What is the referral for?<br>Reablement<br>Short term Package of care for a number of weeks following discharge from hospital. This aims to help someone become fully independent again. The person you are referring needs to have minimal care and support needs and has the potential to improve toward independence again.<br><br>Restarts<br>Restarting someone's existing POC.<br>If this is a private POC then they themselves or family can restart this support without the need for a referral to Home first.<br><br>General advice and guidance on support in their local area<br>For example we can support with.<br>- Referral for Benefits check<br>- Referral for Key safe, rails around the home etc.<br>- Shopping referrals or meals on wheels<br><br>Social work allocation<br>If long term care and support needs are identified and the person does not have a POC already then a referral for social work allocation is required.<br><br>If there any issues with ongoing Cognition/confusion meaning they cannot make decisions for themselves social work allocation will be required.<br><br>Come check with HF see if they have a package already and we can advise how to refer for allocation.<br><br>Once someone is allocated a social worker they will assess for a package of care or for a placement. (Home first cannot do this). |

## Hospital Sterilisation & Disinfectant Unit (HSDU)

The Hospital Sterilisation and Disinfection Service (HSDU) provides the essential service of decontaminating reusable medical devices for Theatres across ABUHB, these include those on the acute site at the Grange University Hospital Llanfrechfa Grange and local general hospitals and satellite units consisting of the Royal Gwent, Ysbyty Ystrad Fawr, Nevill Hall and St Woolos.

HSDU is situated on the grounds of the Llanfrechfa Site.

**Hours of Work**: 24/7

| Contact and more information | |
|---|---|
| Phone | Reception: 01633 493880 (internal 23880)<br>Supervisor: 01633 493883 (internal 23883)<br>Manager: 01633 493884 (internal 23884) |
| Intranet | Search 'Facilities' |
| Email | Nicola.merry@wales.nhs.uk<br>Craig.gane@wales.nhs.uk<br>Joanna.anstey@wales.nhs.uk |

## Infection Control

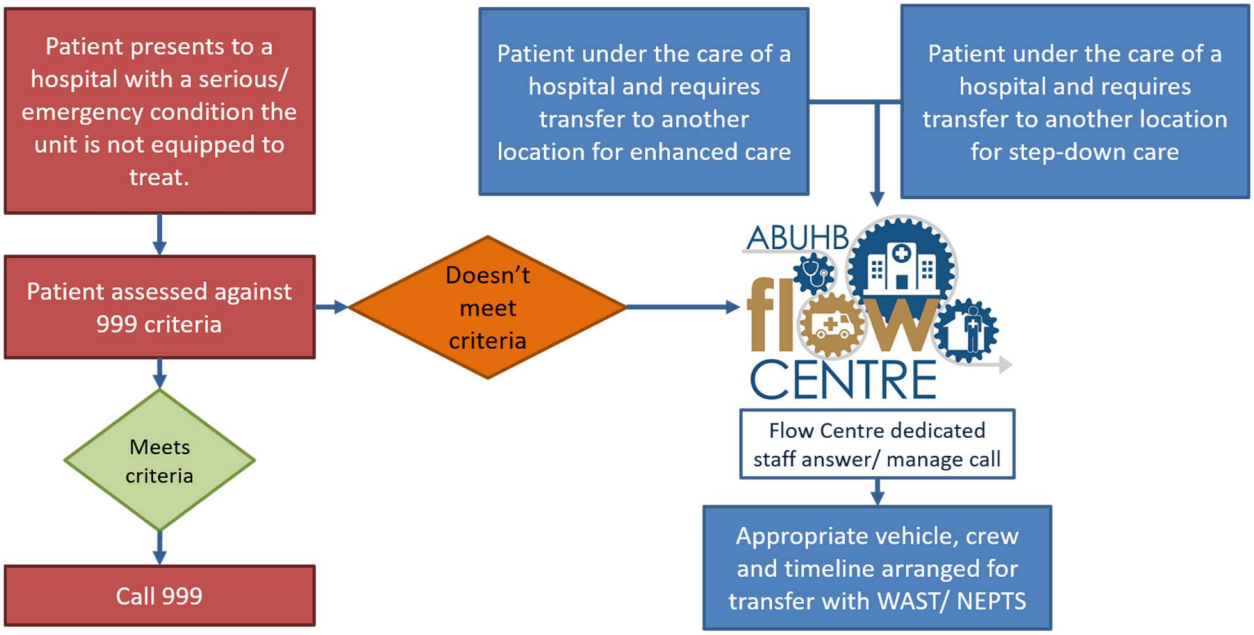
The Infection Prevention and Control Team are situated on Level 2 within the agile working area. The team provide a 7 day service available Monday to Friday 08:30 – 4:00pm and weekends 08:00 – 4:00pm across sites.

| Contact and more information | |
|---|---|
| Phone | 01633 493483 (internal 23483) **OOH** – Contact Site Management |
| Vocera | "Call Infection Control" |
| Intranet | Infection Control |
| Email: | Infection.control3@wales.nhs.uk |

## Inter-Hospital Transfers

Due to the spectrum of services across GUH and the eLGHs, patient transfer between these sites is often necessary to ensure the patient is cared for in the most appropriate site.

Patient transfers will either involve a patient's care being 'stepped up' to a more acute site, or 'stepped down' to a less acute site. Transfers between sites of the same acuity (step across) will need to be managed via this process.




### Step-Up

**This is when an inpatient in an eLGH requires transfer to GUH for more specialist treatment.**

1. All step-up transfers to the GUH will need to be booked via the **Flow Centre**.
2. This MUST involve consultant-to-consultant referral (or most senior clinician available, when out-of-hours), and acceptance of the patient by the receiving team.
3. The 'sending' team must facilitate transfer via liaising with the Flow Centre
   - The clinician should call the ABUHB Flow Centre on **0300 3033557**, explain the reason for the call to the Flight Marshall who will connect them to the relevant clinical team at the GUH for a referral and handover.
   - When making the referral, the Flight Marshall will document relevant clinical details in a transfer handover document and complete the transfer triage tool.
   - Once a transfer is agreed, the Flight Marshall will book the relevant transfer and inform the caller of when this should arrive.
4. The Flight Marshall who books the transfer will then contact the GUH site team to inform them of the imminent transfer and the destination at GUH to ensure that a bed is made available.

5. The nurse in charge of the patient on the eLGH/Community Hosptials site should inform the eLGH site team of the patient's imminent step up and make all necessary adjustments on CWS and VitalFlo.
6. The patient will be moved to the pre-agreed stabilisation area for ongoing care until they are retrieved to move to GUH.
    - These areas will be supported by appropriate medical and nursing teams including outreach, ANPs and medical teams.
    - The patient will be collected from the stabilisation area and be transferred to the pre-agreed destination at GUH.

## Step-Down

**This is when a patient, originally admitted to GUH, is deemed more appropriate for a bed in an eLGH, and thus transferred to RGH/NHH/YYF for the remainder of their care.**

1. This decision is made by a senior clinician, but does not require any discussion with the receiving team.

    - The decision that a patient will be ready to step down should be made by the senior clinician in charge of their care by assessing the patient against the specialty specific step-down criteria.
    - A patient being 'stepped-down' **must** have a Treatment Escalation Plan (TEP), completed by their doctor, in their medical notes prior to transfer.

2. It is the nursing staff's responsibility to complete the Step-Down documentation and organise transfer.

    - The nurse in charge of the patient should contact the GUH flow team with the list of names for step down, indicating the site and service they require step down to
    - The GUH flow team will then liaise with the eLGH site teams to arrange bed availability in the required destination
    - The GUH flow team will place this request on to a **"Step Down Tracker"** which is accessed across sites and discussed at 4 daly flow meetings to facilitate the request.
    - The Nurse will need to complete the **Electronic SBAR on CWS** to enable the Flight Marshall with the relevant clinical details to identify the type of transport required as well as the time the transfer is due.
    - The nurse in charge should update relevant IT systems including VitalFlo with the patient's transfer status and start the transfer documentation.
    - On the day of the transfer, the nurse in charge of the ward will confirm the patients due to move are **stable** for transfer by checking that all parameters remain unchanged and inform the GUH flow team by 8am. If a patient is not stable to transfer, the nurse in charge must call the Flow Centre to cancel or amend the transfer immediately.

- A step-down or general inter-site transfer should be booked at least 24 hours in advance where possible. Patients likely to be ready to step down or to move between hospital site should be identified the day before their potential move.
- If a patient is admitted overnight who should step down the next morning, their step down transfer can be booked overnight with the Flow Centre to avoid delays the next day.
- Patients who are suitable will move to the transfer lounge to await their transport.

3. If a receiving bed has been identified, and the patient's eLGH destination is known, the junior doctor in the 'sending' team may call the receiving team to notify them of the patient's impending transfer. However, it is understood that, in many cases, this is not possible.

More detail on this process can be found in the **Standard Operating Procedure** for Step Up/Down transfers. The Standard Operating Procedures are under regular review, in reponse to clinician and user feedback, and changing pressures and services across ABUHB.

## Patient Pathways

All patients in GUH are categorized under the following Pathways:

**Pathway 1** Patient is critical (interventions that only GUH can deliver) and remaining at GUH is appropriate.

**Pathway 2** Patient has been stabilized however continues to have ongoing acute needs appropriate to be managed in an ELGH setting.

**Pathway 3** Patient is medically optimized.

## Intersite Process Chart

**Call ABUHB Flow Centre 0300 3033557 select 'Inter-site Transfer'**

Patient intersite transfers will either involve a patient's care being escalated up to the acute care site at GUH or when the patient's acute care episode has stabilised to transfer to an eLGH if not fit to go home. Intersite transfers between sites of the same patient acuity will also need to be managed following these processes.

### How to arrange an intersite transfer for escalation of care to the acute GUH site

- Deteriorating patient identified as requiring transfer to the acute GUH site
- Most senior medic to call Flow Centre on 0300 3033558 and select 'inter site transfer' for clinician to clinician referral
- Flow Centre join referral and use information to identify level of transport required using TTT
- Ward staff to prepare patient for transfer & upload SBAR to CWS. Verbal handover may be required. Flow Centre informs GUH site team to arrange bed.
- Transfer to GUH - straight to identified destination

You call 0300 3033557 and select 'inter-site transfer'

ABUHB Flight Marshalls receive your phone calls to identify the right resource (vehicle, crew and response time) and book that with WAST or NEPTS.

**If your patients condition deteriorates after a transfer has been booked, follow the deteriorating patient policy and call the Flow Centre to adjust the urgency of the transfer.**

### How to arrange an intersite transfer for stable patients to an eLGH (includes same acuity).

**Day before transfer:**

- Patients assessed as stable for transfer to eLGH by a Senior Clinician (documented in notes)
- The names of patient ready for next day intersite transfer communicated to GUH flow team by 3pm
- Ward nurse in charge calls Flow Centre on 0300 3033557 and selects 'inter-site transfer' to book transport
- GUH flow team communicate patients, specialities and numbers to eLGH flow team with any pertinent information e.g. DNAR, Covid status, skin, enhanced care
- Identified patients communicated to Ward in eLGH by flow team with any pertinent information e.g. DNAR, Covid status, skin, enhanced care

**Day of transfer:**

- Nurse in charge confirms patient still ready/stable to transfer
- GUH flow team confirm numbers and specialties with eLGH teams
- Ward staff to prepare patient for transfer and complete Electronic SBAR via CWS. Verbal handover may be required. Patient moved to transfer lounge.

**Call ABUHB Flow Centre 0300 3033557**
**Select 'Inter-site Transfer'**
**For more information please see the UHB intranet**

## Interpreting and Translation Service

The team is situated in Nevill Hall Hospital and available Monday – Friday from 08:30am – 4:30pm. For further guidance on how to access these services please visit the intranet site.

- Telephone Interpreting
- Face to Face Interpreting
- Document Translations

The team will source interpreters for patient appointments via Departments.

**PRIORITY 1 REQUESTS = LESS THAN 5 WORKING DAYS NOTICE**

For emergency appointments or those with minimal notice please telephone the Interpreting & Translation Service. DO NOT email urgent requests as they may not be responded to within the required timescales.

**PRIORITY 2 REQUESTS = MORE THAN 5 WORKING DAYS NOTICE**

To book a 'face to face' interpreter for a standard appointment, please click and complete the information on the internet page.

| Contact and more information | |
|---|---|
| Phone | 01495 745656 (internal 55656) |
| Email | ABB.InterpretersAndTranslators@wales.nhs.uk |
| Intranet | Search Interpreting and Translation Services |

## Learning Disability Health Liaison Team

The team is situated in Alders House, Llanfrechfa Grange, Cwmbran and cover pan Gwent. Hours of Work: Monday – Friday from 08:30am – 4:30pm. No Bank Holiday.

The Hospital Liaison Nurses work in collaboration with the individual, hospital staff, community learning disability teams and care providers to promote person centred care and reasonable adjustments in line with the Equality Act (2010)

Services provided include:

- Consultation and advice
- Virtual training and education
- Assistance with coordination of care
- Enhancing and developing standards of care through the implementing of best practice.

**Making a referral to the team:**

Referrals can be made by anyone for an individual via:

- Direct e.g face to face or verbal.
- Telephone
- Email
- Letter

| Contact and more information | |
|---|---|
| Phone | 01633 623554 Mobile: 07969001494 (Mon/Wed/Fri 08:00am – 4:00pm)<br>01633 623548 Mobile: 07814301047 (Mon-Fri 08:30am – 4:30pm)<br>01633 623548 Mobile: 07866825575 |
| Email | LDHealthLiaison.ABB@Wales.nhs.uk |
| Intranet | Mental Health |

## Library

The library is situated within the main hospital building on Level 2 and provides services/resources to all Health Board Staff and placement students.

The library is accessible 24/7 with an ABUHB ID badg and staffed Monday – Friday 8:30am – 4:30pm.

The library facilities include areas for academic study and research, access to computers, networked printer/photocopier and quiet study spaces.

**Main Services**:

- Literature Searching (The Librarian can conduct literature searches for research, clinical audit, service improvement and patient information).
- Article supply
- Book loans and requests
- Regular Evidence Updates

- Photocopying & printing
- Critical appraisal sessions.
- Information literacy support including training in database use. (Please call or email to pre-book a session with a librarian).

| Contact and more information | |
|---|---|
| Intranet | Search "Library" |
| Email | ABB.GUHLibrary@wales.nhs.uk |
| Phone | 01633 493836 (internal 23836) Librarian<br>01633 493835 (internal 23835) Library Assistant |

If you are starting a research project, dissertation or publication please get in touch with the library team who are happy to help and support you.

## Medical Records Clerk

Situated on Level 2 and available Monday to Friday.

| Contact and more information | |
|---|---|
| Phone | 01633 493522 (internal 23522) |

## Medical Devices (Volumatic/Syringe/T34 Infusion Devices)

**Requesting Infusion Devices**

To request an infusion device Monday – Friday 08:00am - 4:00pm please contact the Pump Store. The Medical Device Coordinator will process the request and deliver devices to the Ward.

**Out of Hours and Bank Holiday**

The OOH storage cupboard is located opposite the Medical Devices Library, (room SFM.00.001)

Ensure you have the patients name and CRN number.

Sign out the key for the storage cupboard from Main Reception
Document on the traceability form (inventory eqpt number, Ward, date, patients name, CRN and print your own name
Return key to Main Reception.

**Returning Infusion Devices**

As soon as Wards/Department have finished using the infusion devices they must be appropriately decontaminated before they are returned to the pump store. Devices that are not being used on patients **MUST** be made available for collection by the Medical Device Coordinator and **MUST NOT** be constantly kept on Wards/Departments.

**Out of Service/Faulty Devices**

As per Safe Use of Infusion Devices Policy, faulty devices/devices requiring service and those involved in an incident be removed from patient use and reported to the EBME (Medical Electronics) on 01633 238213). Following this staff should contact the pump store so that the device can be collected ASAP removing it from potential clinical use.

| Contact and more information | |
|---|---|
| Phone | Pump Store – 01633 493901 (internal 23901)<br>Medical Electronics – 01633 238213 |
| Vocera | "Call Jane Davies"<br>"Call Facilities Supervisor" OOH and Bank Holidays |

## Mental Health

### Children Adolescent Mental Health Service (CAMHS)

Patients under 18 yrs.

| Contact and more information | |
|---|---|
| Phone | CAMHS Emergency Line – 07387 546314 **(This number is NOT to be given to families)**<br>OOH – CAMHS Consultant on Call via switchboard. |
| Email | ABB.CAMHSEmergencyLiaisonTeam@wales.nhs.uk |

### Crisis Liaison Team (CLT)

Adults up to 65yrs but if known to the team up to 70yrs. Available 09:00am – midnight, Monday – Sunday

| Contact and more information | |
|---|---|

| | |
|---|---|
| Phone | 01633 493392/ 493393 (internal 23392/23393)<br>OOH – St Cadoc's 01633 43673 (from midnight onwards) |
| Vocera | "Call Crisis Liaison Team" or "Call Psychiatric Liaison Team" |

Older Adult

Psychiatric Liaison **(OAPL, Patients over 65 years of age)**
Available 08:00am – 8:00pm Monday – Friday and 09:00am – 5:00pm Saturday – Sunday
Referrals can be made via email and by telephone.

| Contact and more information | |
|---|---|
| Phone | OAPL South 01633 238247 Ext 48247<br>OAPL North 01873 733156 Ext 83156<br>**OOH** – SHO on Call for Older Adult Psychiatric Liaison via switchboard |
| Email | abb.oaplsouth@wales.nhs.uk<br>abb.oaplnorth@wales.nhs.uk |

Peer Mentor Services
*'Modelling hope and recovery through lived experience'*.
Available 4:00pm to midnight, Thursday – Sunday.

| Contact and more information | |
|---|---|
| Email | info@growingspace.org.uk |

## Mortuary Service – Based on Level 0.

| Contact and more information | |
|---|---|
| Phone | 01633 493907 (internal 23907)<br>OOH Ring switchboard and ask for The On Call Mortuary Technician. |

## Neonatal Intensive Care Unit

The Neonatal Intensive Care Unit consists of 30 cots and has 8 Intensive Care cots, 10 High Dependency cots and 12 Special Care cots. The Unit has 5 nurseries all within the same area.

The Unit has a video-intercom door entry system that allows parents entry after confirmation. The Unit provides all levels of care to babies born at Grange University Hospital but also provides Intensive Care support to babies born in a hospital that is unable to provide this level of care.

The Unit has three parent bedrooms that can be used closer to a baby being discharged that allow parents to build their confidence in caring for their baby. There are also eight nursery pods that have a sofa bed and enables a parent to stay overnight in their baby's room.

There are also two parent houses that will be opening very soon. These houses will allow parents the option to stay on-site particularly those families who are out of area.

Family integrated care is paramount within the Unit and staff will actively encourage parents to care for their baby wherever they possibly can.

**ITU/HDU**

- Fox
- Squirrel
- Mouse

**Special Care Nurseries**

- Dragonfly
- Kingfisher

| Contact and more Information | |
|---|---|
| Phone | Reception 01633 493554 (internal 23554).<br>Mon - Wed 07:00 am – 3:00 pm.<br>Thurs & Fri 5:00 pm - 8:00 pm<br>**OOH** – Call Vocera<br>**Nurseries**<br>*Fox* – 01633 493549/50 (**internal 23549/50**)<br>*Squirrel* – 01633 493551/2 (internal 23551/2)<br>*Mouse* – 01633 493547/8 (internal 23547/8)<br>*Dragonfly* – 01633 493534/5 (internal 23534/5)<br>*Kingfisher* – 01633 493531/2 (internal 23531/2) |
| Vocera | "Call Neonatal Nurse in charge" |

## New born Hearing Screening Department (PHW)

Based on Level 1 near the Restaurant. The service operates between 08:00am and 4:00pm every day.

| Contact and more information | |
|---|---|
| Phone | 01633 493477 (internal 23477) |

## Occupational Therapy Service

The Occupational Therapy (OT) service at the GUH is situated on Level 3 and available from 8am – 4pm Monday to Friday (except Bank Holidays).

**When to refer to OT**

The purpose of OT in the GUH is to support the timely discharge of inpatients back into the community and help to manage risk to avoid stepdown to other hospital sites. It is important that before referring to OT, that a conversation has been had with the patient to find out what matters to them and what is of concern.
The referrer needs to establish what the OT need is prior to referring into the OT service.

**How to refer to OT**

All referrals to be made through the Duty OT referral number: 0300 303 4096

If you would like to discuss a patient with the OT's on site then we can be contacted through vocera under 'Occupational Therapy'. Please note, we cannot accept formal referrals through vocera.

| Contact and more information | |
|---|---|
| Phone | Duty OT referral - 0300 303 4096 |
| Vocera | "Call Occupational Therapy" – **DO NOT USE FOR A REFERRAL.** |

## Overseas Visitors

The team is situated in Flat 17, second Floor, Ty Meddyg, Nevill Hall Hospital
Hours of Work: Wednesday – Friday from 09:00am – 5:00pm. No OOH or Bank Holiday.

The Overseas Visitors team check eligibility for UK residency status for access to NHS Hospital Services. For patients who are not eligible to access free treatment, we then raise invoices for service used and cost recovery

Our team provides a service that covers the whole of ABUHB.

| Contact and more information | |
|---|---|
| Phone | Manager: 01873 732387 (internal 82387)<br>01873 733105 (internal 83105) |
| Email | ABB.overseasvisitors@wales.nhs.uk |

## Pain Service

The pain team at ABUHB care for all patients undergoing major surgery who have Spinal Morphine, PCA (patient-controlled analgesia), PCEA (patient controlled epidural analgesia) or nerve blocks. They also see acute admissions for Pancreatitis, trauma, fractured ribs and blunt force trauma, or acute pain problems. These patients are reviewed daily and discharged from the pain team once pain is managed. Our aim is to make their hospital stay as comfortable as possible.

They also accept referrals (via CWS e-referrals) for acute flare ups of chronic pain conditions were a treatment plan can be put in place and offer a review to assess efficacy of plan.
For anyone interested in learning more about the pain team, shadow shifts can be arranged or education sessions organised.

The Team are situated in the agile space on floor 2 of GUH.
Hours of work: Monday to Friday 08.30am – 4:30, Saturday and Sunday 08:00am – 4:00pm (CEPOD anaesthetist to be contacted out of hours for acute problems)

| Contact and more information | |
|---|---|

| | |
|---|---|
| Vocera | 'Call Pain Team' |
| Intranet | Pain Services |

## Palliative Care Service

The Specialist Palliative Care Service at GUH is situated on Level 2 and is a consultant led service.

The team is multi professional working in an advisory capacity across all the main hospital sites in Aneurin Bevan University Health Board. Our total aim is to provide a service that improves patient quality of life, facilitate patient choice and treats all individuals with dignity and respect. This is achieved by provision of evidence based, individualised, symptom control, complex psychosocial care, terminal care for all patients with advanced disease and liaison with specialist community Palliative Care Services.

**Referring a patient**

With consent from the patient, the Patient's Consultant/Dr must complete the medical e-referral form on CWS and include relevant information as required. More in-depth information on this is provided on our intranet page

| Contact and more information | |
|---|---|
| Phone | 01633 493699 (Internal 23699) Monday – Friday 09:00am – 5:00pm<br>Saturday and Sunday - 9:00am – 5:00pm via Switchboard and ask for the CNS on call<br>OOH – Consultant for Specialist Care on Call via Switchboard (234234) 5:00pm – 9:00am |
| Vocera | "Call Palliative Care" |
| Intranet | Palliative Care |

To Contact the Hospice & Community Teams:

| Contact and more information | |
|---|---|
| St David's Hospice Care Inpatient Unit | 01633 973980 |
| St David's Hospice Care | 01633 851051 |
| Hospice of the Valleys | 01495 717277 |
| Macmillan Nurses (Powys) | 01874 712445 |

## Pathology Services

The Pathology Department consisting of the Blood Bank, Immunology, Haematology and Biochemistry is situated on Level O. The Pathology service is available 24/7

| Contact and more information | |
|---|---|
| Phone | **Pathology Reception** – 01633 493260 (23260 internally)<br>**Blood Bank** – 01633 493920 (23920 internally)<br>**Immunology** – 01633 493233 (23233 internally)<br>**Haematology** – 01633 493269 (23269 (internally)<br>**Biochemistry** – 01633 4923259 (23259 internally)<br>**Microbiology Reception (RGH)** – 01633 234503 (44503 internally)<br>**OOH Microbiology Advice** – Contact via GUH Bed Management<br>Tel: 01633493579/493480 (23579/23580) |
| Intranet | Search 'Pathology' |

**How to request a pathology test**

You can request blood (and other pathology) tests in a few different ways:

- **Paper form**
  - Find appropriate A5 pathology / microbiology / blood transfusion form
  - Ensure vacutainers (or specimen bottles) are clearly labelled, and include date and time.
  - For blood transfusion 'pink' vacutainers, you must handwrite patient details on the bottle
- **Via Welsh Clinical Portal**
  - Most efficient method
- **Via Clinical Work Station**
  - Reconnects you to an embedded version of WCP
  - Request the test in the same way as you do in WCP

**Labels**

Print to 'Zebra printer' – will print out a stream of sticky labels from the label printer attached to your ward computer. Put the request sticker on the corresponding vacutainer/sample bottle. Put the labelled sample, with the rest of the label strip, in a plastic pocket. Pod these all off together.

**Pods**

In GUH there is a Pod system located in every ward/department. To POD your sample off to the lab:

1. Ensure all samples are clearly and correctly labelled with patient details, and request slip accompanies
2. Put your labelled samples and request slip in pod container
3. Check the destination on Pod monitor is set to 'Pathology'
4. Press the '#' key on Pod keypad
5. When the door opens, place your pod container inside
6. Then walk away… You do not need to wait for your Pod to go!

**Specimen Results**: All result are uploaded onto CWS once they have been approved, for results please check CWS in the first instance.

**Time-sensitive specimens:** You can arrange for a porter to collect fragile or time-critical specimens (such as xanthochromia, or ammonia), in GUH you can take them down to Pathology department yourself.

## Electronic Test Requesting – ETR

For issues with ETR printers, call the ICT Helpdesk

| Contact and more information | |
|---|---|
| Phone: | 01495 765000 (Ext 55000) |
| Intranet: | Departments Page: Pathology<br>"ETR Troubleshooting" |

General ETR enquiries/Arrange Training

| Contact and more information | |
|---|---|
| Phone:<br>Mobile: | 01873 732135 (Internal 82135)<br>07583 122832 Mon – Fri 08:30am – 16:30pm |
| Email: | ETRServices.ABB@wales.nhs.uk |
| MS Bookings: | https://outlook.office365.com/owa/calendar/ABBPathologyErequestingTraining@wales.nhs.uk/bookings/ |

## Patient Liaison Officers

The team are situated on Level 2 agile working area. This service is available from 08:00am – 08:00pm Monday – Sunday.

| Contact and more information | |
|---|---|
| Phone | 01633 493854 (internal 23854) |

## Pharmacy Service

We provide a clinical pharmacy service Monday to Friday 8:30am – 5:00pm. This includes a review of patient medication charts, ordering non-stock items, processing discharges, counselling patients and providing medicines information to colleagues.

Pharmacists, technicians and pharmacy assistants will work as a team to cover designated wards, as outlined in the table below. All team members have access to Vocera, therefore, this is the best way to communicate with them for an urgent item, discharge or advice.

| Contact and more information | | |
|---|---|---|
| Vocera - Ward Pharmacy Teams | | |
| Area | Staff groups | Temporary roles |
| 0 | Level Zero Pharmacy Team<br>Surgical Pharmacist | Level Zero Pharmacy Technician<br>General Surgery Pharmacist |
| 1 | Level One Pharmacy Team<br>Medicine Lead Pharmacist | Admissions Pharmacist<br>Admissions Pharmacy Technician<br>ED Pharmacist |
| 2 | Cardiology Pharmacy Team<br>Critical Care Pharmacy Team | Cardiology Pharmacist<br>Cardiology Pharmacy Technician<br>Critical Care Pharmacist<br>Critical Care Pharmacy Technician |
| 3 | Level Three Pharmacy Team<br>Family & Therapy Lead Pharmacist | Paediatric Pharmacist<br>Level Three Pharmacist<br>Level Three Pharmacy Technician<br>NICU Pharmacist |
| **4** | ➢ Level Four Pharmacy Team | ➢ Stroke Pharmacist<br>➢ Stroke Pharmacy Technician<br>➢ Haematology Pharmacist<br>➢ Haematology Pharmacy Technician<br>➢ Gastroenterology Pharmacist<br>➢ Gastroenterology Pharmacy Technician<br>➢ Respiratory Pharmacist<br>➢ Respiratory Pharmacy Technician |

If you do not have a designated pharmacy team, please contact any member of staff in the pharmacy.

| Contact and more information | |
|---|---|
| Intranet | Search 'Pharmacy' |
| Phone | 01633 493211/493221 (internal 23211/23221)<br>If urgent advice is required from pharmacy outside of pharmacy opening hours, then please contact the on-call pharmacist by dialling 100 and asking to contact the on-call pharmacist. |
| Vocera | Pharmacist, Pharmacy Technician, Pharmacy Assistant Senior Pharmacist, Senior Pharmacy Technician, Senior Pharmacy Assistant, Clinical Check |

During Pharmacy Core working hours **(8:30am – 5pm, Monday – Friday)** please contact your ward based Pharmacy team if you have any issues. In an **emergency**, use Vocera and call

**'Pharmacy Clinical Check' or call 23221** and they can escalate to the Pharmacy Site Lead or Omnicell System Manager

For **technical support** outside of Pharmacy Core working hours call Omnicell directly on 0161 4135333 and select Option 5

Any non-urgent enquires please email; ABB.PharmacyOmnicell@wales.nhs.uk

## Omnicell™

**Stock medication and Omnicell™**

Omnicell™ is an automated medication storage and dispensing cabinet which is available in every clinical area. There are over 33 situated across GUH holding over 400 lines of stock in each. To access the Omnicell™ in your clinical area, you will need to use your nadex and set a password. If you are having trouble logging in, please contact your ward super-user or your pharmacy team.

The Omnicell™ will generate an automatic order, based on the medication usage, and this will be processed at our procurement hub at the Royal Gwent Hospital. Top-ups will occur once a week, and our pharmacy team will put these orders away. Check with your pharmacy team which day to expect your top-up.

During the week, we will run "critical low" reports for each Omnicell™ to identify any medication that need replenishing. These will be delivered to the ward in green pharmacy bags and the ward staff will be required to put these stock items away.

Please liaise with your pharmacy team for any other stock items are required urgently.

**Locating medication out of hours**

Out of hours, you may require a stock or non-stock item which is either for a newly admitted patient or newly prescribed for a patient. Refer to Critical Medication Policy.

**Stock item** – check your Omnicell™. If the item you require is out of stock, a screen will appear asking you whether you want to check other locations. Select "yes" and a list will appear with the Omnicell™ locations and balances of the medication you require.

**Non-stock item** – contact the site bed manager to locate the item. Site bed manager will have access to Omnicell™ Explorer which will locate medication within GUH site. Site manager will contact on-call pharmacist if a supply cannot be made.

**Weekend checklist for ward**

Check if take-home prescriptions have been written for any planned weekend discharges

- Ask team to write, process during the week

- Ensure you are familiar with the nurse-led discharge policy

- Order any stocks/ fluids/ controlled drugs needed for the weekend
- Check you have sufficient supplies of green pharmacy order slips
- If your area uses WP10HPs, ensure sufficient supplies

**Weekend pharmacy service -** Pharmacy will be open on **Saturday and Sunday 9.30am - 12:00pm**

Pharmacy staff will **NOT** be visiting any wards on a Saturday or Sunday morning to review or collect work since the weekend service is for the provision of **new** and **emergency** items only.

Please ensure non-stock requests are written on the green pharmacy requisition slips and include the following information:

- WARD AND CONTACT NUMBER
- MEDICATION NAME, STRENGTH, FORMULATION AND QUANTITY
- NAMED PERSON QUALIFIED TO REQUEST
- ATTACHED DRUG CHART

Pharmacy department is located on Floor 0 – please bring these requests down to pharmacy, or have them ready first thing to be collected on the pharmacy porter run. For **stock requisitions** and **emergency** controlled drugs, please discuss with pharmacy staff.

| Contact and more information | |
|---|---|
| Intranet | Search 'Pharmacy' |
| Phone | 01633 493211 (internal 23211) If urgent advice is required from pharmacy outside of pharmacy opening hours, then please contact the on-call pharmacist by dialling 100 and asking to contact the on-call pharmacist. |
| Vocera | "Call Pharmacy" or "Call Clinical Check" |

## Phlebotomy Service

The GUH Phlebotomy Services is managed by the Pathology Department and is situated on Level 0.

| Contact and more information | |
|---|---|
| Email | Stacey.Wetherell@wales.nhs.uk |

| Phone | Pathology Manager - 01633 493255 (internal 23255)<br>Phlebotomy Supervisor 01873 732641 (NHH) |
|---|---|
| Vocera | "Call Phlebotomy" |

**Hours of Work**
Monday – Monday 7:00am – 3:00pm and all Bank Holidays.
No service Xmas Day, Boxing Day and New Year's Day.
**Wards Covered at GUH**

- Level 0 – Ward A, Ward B and Ward C
- Level 2 – Ward A
- Level 3 – Wards A
- Level 4 – Ward A, Ward B and Ward C

## Physiotherapy Services

The Physiotherapy Department is situated on Level 3 and available from: 08:00am – 4:00pm Monday – Friday (excluding bank holidays)

**Referrals -** Criteria for referrals are on the SharePoint physiotherapy pages.
Referrals can be made in person to Physiotherapists on the ward or via 'vocera' using the following group names.

| Contact and more information | |
|---|---|
| Vocera | "Call Physiotherapist"<br>"Call Critical Care Physio" (for patients on ITU)<br>"Call Front Door Physio" (for patients in A&E / MAU / A1 and discharge lounge)<br>"Call Stroke Physiotherapist" (for patients on B4 HASU) |

### Trauma and Orthopaedic Service

Available 08:30am – 4:30pm, 7 days per week**.**

| Contact and more information | |
|---|---|
| Vocera | Referral - "Call Trauma & Orthopaedic Physiotherapist". |
| In Person | Referrals to be made in Person to Physiotherapists on the ward |

### Respiratory Service

Available 4:30pm – 08:00am and weekends covering 24 hours.
Information regarding what is appropriate to refer to the on call physiotherapist can be found in this book.

| Contact and more information |
|---|

| | |
|---|---|
| Vocera | Referrals to be made via vocera. "Call Physiotherapist" |
| Phone | Via Switchboard |

## Point Of Care Testing Department (POCT)

Point of Care Testing (POCT), often referred to as near patient testing (NPT) or Bedside testing is defined as any analytical, pathology test performed for a patient by a healthcare professional outside the laboratory. **Based on Ground Floor in Pathology Dept. Available 9am – 5.30pm Monday – Friday**

Tests that are performed in this way within ABUHB include Blood Glucose and Ketones, Blood gas, U+E, Haemoglobin, Full blood count, INR, D-Dimer, clotting time, Urinalysis, Pregnancy testing, HBA1C, Drugs of Abuse, Covid, Fetofibronectin.

**Examples of some of the devices used to perform these tests**

**Blood Gas Machine**

**Glucose/Ketone Meter**

**Covid Testing**

**Roche Coaguchek INR Machine**

All intentions to introduce any point of care device and service must be approved by the POCT Committee after a case for clinical need has been demonstrated and funding has been approved through submission of an expression of interest or expansion of service form. These forms can be found on the intranet, AB Pulse -scroll down to Depts and services - Pathology Homepage - Point of Care – Documents and forms. Contact the Point of Care Manager/Co-ordinator for help and advice with completing the forms.

The Point of Care team support the clinical areas in implementing and using these devices by providing:

- Laboratory
- Advice on device selection
- Likely costs of running the POCT Service
- Training on devices
- Trouble shooting
- Quality Assurance

| Contact and more information | |
|---|---|
| Intranet | Search – Depts and Services-Pathology-Point of Care |
| Email | ABB_point-of_care_testing<br>Manager Linda.turner2@wales.nhs.uk<br>Co-ordinator - Simon.wells@wales.nhs.uk |
| Phone | 016333 493232 (internal 23232) OOH's Ext 23247 |
| Vocera | "Call Point of Care Team" |

## Radiology Department

The main Radiology Department is situated on Level 1 and consists of the following:

- 4 Philips DR x-ray rooms
- OPT machine
- Fluoroscopy room
- 2 CT scanners
- MRI scanner
- 2 Ultrasound rooms

**Level 2 Radiology Department**

Situated within the Cardiology unit are 2 Cardiology Cath Labs, there is also a temporary pacing room on B2 (Cardiac Ward).
There are also 2 Interventional Radiology rooms within theatre.

**Theatre and Mobiles**

There are **mobile** x-ray units positioned at various locations in the hospital. There are mobile image intensifiers for use in Theatre.

| Contact and more information | |
|---|---|
| Phone | Main X-Ray Reception: 01633 493352/3 (internal 23352/23353)<br>Interventional radiology office: 01633 493441 (internal 23441)<br>Radiology registrar office: 01633 493357/8 (internal 23357/23358)<br>Radiologist of the day: 01633 493355 (internal 23355)<br>MRI: 01633 4923370 (internal 23370)<br>CT: 01633 493371/2 (internal 23371/23372)<br>General X-Ray Viewing Area: 01633 493366 (internal 23366) |
| Vocera | CT "Call CT Radiographer'<br>General X-Ray Viewing area "Call Radiographer" |

## Registrar's Office - Based on Level 0

| Contact and more information | |
|---|---|
| Phone | By appointment only:<br>Superintendent: 01495 742133 |

| | |
|---|---|
| | Torfaen Civic Centre: 01495 762200 |

## Same Day Emergency Care (SDEC)

The Same Day Emergency Care department is situated on Level 1. The purpose of SDEC is to provide an environment to deliver care for appropriate patients who require a period of treatment and assessment for their health condition, that doesn't require admission or a period of time on an assessment unit.
SDEC is one of the many ways ABUHB is working to provide the right care, in the right place, at the right time for patients. SDEC is the provision of same day care for emergency patients who would otherwise be admitted to hospital.
Under this care model, patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward and if clinically safe to do so will go home the same day their care is provided.

The SDEC will be open Monday – Friday between 08:00am – 8:00pm daily.
2 x Stabilisation Bays
2 x Procedural Rooms
4 x Assessment Rooms
10 x Patient Bays.

| Contact and more information | |
|---|---|
| Phone | Sisters Officer 01633 493682/81 (internal 23681/2)<br>Main Reception 01633 493680 (internal 23680)<br>Clinical Area 01633 493685 (internal 23685) |
| Vocera | 'Call SDEC Nurse in Charge'<br>'Call SDEC Medical Doctor'<br>'Call SDEC Surgical Doctor'<br>'Call SDEC Ward Manager' |

## Site Management

The Team are based on Level 1 Room Number: ADM 1/030. The Site Management Team at GUH provide site management support and co-ordinate and facilitate patient flow, 24 hours a day, 7 days a week. In addition, the team provide senior nursing support, professional leadership and advice to all clinical areas within the GUH, predominantly during the out-of-hours period.

Site Management Team including Site Managers, Patient Flow Navigators, Advanced Nurse Practitioners and Point of Contacts (Surgical and Medical).

| Contact and more information | |
|---|---|
| Phone | 01633 493580 (23580 internal) |
| Vocera | "Call Site Manager" |
| Bleep | 3075 |

### Patient Flow Navigators

Cover all GUH Wards except Maternity.

| Contact and more information | |
|---|---|
| Phone | 01633 493521 / 01633 493484 (23521 / 23484 internal) |
| Vocera | "Call Patient Flow Navigator" |

### Point of Contact (Medical and Surgical)

| Contact and more information | |
|---|---|
| Phone | VIA Site Manager 01633 493580 (23580 internal) |

### Advanced Nurse Practitioners

Situated on Level 2 Available from 07:00pm – 07:30am.

| Contact and more information | |
|---|---|
| Phone | 01633 493580 (23580 internal) |
| Vocera | "Call Advanced Nurse Practitioner" |
| Bleep | 3076 |

## Speech and Language Therapy

Situated on Level 3 (agile space) and available Monday-Friday 8:00am – 4:30pm
Referral via CWS E-Form. Form Code REF_SLT_IP

| Contact and more information | |
|---|---|
| Phone | 01633 431632 (SALT Admin) |

## Staff Lockers and Locker Room

The GUH Staff Locker Rooms are situated on Level 0 in order to provide a facility to staff to lock away clothing and personal effects.

Staff Lockers are situated all around the GUH. These are coin-operated and will require a £1 coin to utilise a locker which is refunded when the key is returned to the locker.

They are used by staff only for the duration of their shift and then reallocated.

### Management of Staff Lockers.

The Estates and Facilities Directorate (FM) – **Level 0.**
Ward Managers/Nurse in Charge/Departmental Managers – Wards and respective areas.

**General Security** Employees are responsible for all items placed in a locker. The Health Board will NOT assume responsibility for any loss or damage to items stores in a locker.

The incident must be reported on the Datix Incident Reporting System and in some cases the Police.

| Contact and more information | |
|---|---|
| Phone | Facilities Management via Main Reception: 01633 493274 (internal 23274) |

## Stoma Care Services

The Stoma Care Service at the GUH is situated on Level 2 and available from 8:00am – 4:00pm Monday to Friday.

The team assess and monitor all inpatients with a stoma. The team also maintain supplies for existing patients.

As the GUH is an emergency hospital the stoma nurses are often not aware of patients who require their services. Please ensure that they are informed of new admissions as soon as you can so they can manage patients appropriately.

| Contact and more information | |
|---|---|
| Email | Stomacare.abb@wales.nhs.uk |
| Phone | 01633 234114 (internal 44114) 24 hr answer phone. Please ensure you provide patients details. Name, DOB and Hospital Number. |
| Vocera | "Call Stoma Nurse" |

## Theatres

Situated on **Level 2**, the theatre complex provides operating services to the following clinical specialties:

| | |
|---|---|
| Theatre 1 | Trauma |
| Theatre 2 | Trauma |
| Theatre 3 | Vascular |
| Theatre 4 | CEPOD |
| Theatre 5 | Maternity |
| Theatre 6 | Gynae |
| Theatre 7 | Maxillofacial |
| Theatre 8 | ENT |
| Theatre 9 | CEPOD |

| Contact and more information | |
|---|---|
| Phone | Main Theatres Desk 01633 493406 (internal 23406)<br>01633 493407 (internal 23407) |
| Vocera | Call Theatre Co-ordinator" "Call Recovery Nurse"<br>Non Urgent queries 'Call Theatre Managers' |

Recovery - There are 12 recovery bays.

| Contact and more information | |
|---|---|
| Phone | Main Desk - 01633 493443 (internal 23443)<br>01633 493665 (internal 23665) |
| Vocera | "Call Recovery Nurse" |

Endoscopy Theatres - There is one Endoscopy Theatres on **Level 2** situated within Main Theatres.

| Contact and more information | |
|---|---|
| Phone | 01633 493433 (internal 23433) |
| Vocera | 'Call Endoscopy" |

Obstetric Theatres - There are two Obstetric theatres on **Level 3.**

| Contact and more information | |
|---|---|
| Phone | Labour Ward - 01633 493182 (internal 23182) |

Patient Flat Lift / Hover Jack Device - For use across all areas on GUH Site, requires to be "booked out" from Theatres when required.

## Vascular Lab

The Lab is based within the Radiology Department on Level 1 and carry out Doppler studies. This is an in-patient referral service only.

**Hours of work:**

Monday – Friday: 08:00am – 4:30pm

| Contact and more information | |
|---|---|
| Phone | 01633 493455 (internal 23455) |

## Ward Clerk Contact Details

| Ward Clerk Contact Details | | | |
|---|---|---|---|
| **Level 0** | **Service** | **Tel No Day** | **Tel No Evening/OOH** |
| Ward A | T&O | 23933 | 23938 |
| Ward B | T&O / Gen Surgery | 23928 | 23929 |
| Ward C | Gen Surgery ENT/Maxfax | 23926 | 23926 |
| | | | |
| **Level 1** | | | |
| Ward A | Surgical Assessment Unit | 23341<br>23342 | 23341<br>23342 |
| Ward C1 | Paediatrics | 23609 | 23699 |
| | | | |
| **Level 2** | | | |
| Ward A | Cardiology | 23975 | 23975 |
| Ward B | Acute Cardiology Unit | 23961 | 23961 |
| Ward C | Critical Care | Till 7.30 pm. 23154 / 23153/23155/23156 | 23970 |
| | | | |
| **Level 3** | | | |
| Ward A | Gynae | 23985/23987 | 23985/23987 |
| Ward B | Maternity | 23980 | |
| Ward C | Labour Ward/Birth Centre | 23182 | 23181 |

| | Neonatal Intensive Care Unit | 23543/23544<br>Reception: 23553/23554 | |
|---|---|---|---|
| | | | |
| **Level 4** | | | |
| Ward A | Gastro | 23615 | |
| Ward B | Stroke/Haematology | Stroke Cubicles/ Ward Clerk - 23995<br>HASU - 23999<br>East Wing - 23996<br>Haem - 23997 | 23999 |
| Ward C | Respiratory | 23201 | 23198 |

ward clerk station on B4 at the Grange, which is ext 23995.

## Wellbeing

***There are a variety of ways to access guidance and support in ABUHB.***

### Support Organisations

**ABUHB Employee Well-being Service**

The Employee Wellbeing Service is available to all staff across the health-board. The team consists of qualified counsellors and clinical psychologists and can offer a range of support, such as individual therapy, team and group wellbeing sessions, as well as offer consultation, supervision and training. Individual therapy is typically around 6 sessions, with appointments available **Monday-Friday, 9am-5pm**, and can be face-to-face, online or via telephone.

Visit: https://aneurinbevanwellbeing.co.uk/support

Any employee within Aneurin Bevan Health Board can self-refer using our dedicated phone line:

| Contact and more information | |
|---|---|
| Intranet | Search 'Employer Wellbeing Service' |
| Email | ABB.EmployeeWellbeing@wales.nhs.uk |
| Phone | 01633 234888 (between 9.00am and 5.00pm Monday - Friday)<br>A confidential answering service is accessible outside office hours. Alternatively, you can email and the Administrator will contact you for further details. |

## Health for Health Professionals

Health for Health Professionals Wales (HHP Wales) offers a free, confidential service that provides NHS staff, students and volunteers in Wales with access to various levels of mental health support.
We offer self-help, guided self-help, peer support, and virtual face-to-face therapies with accredited specialists.

Visit: https://hhpwales.nhs.wales/

## Smoking Policy

In March 2021, it became illegal to smoke anywhere on Aneurin Bevan University Health Board Hospital Grounds. Staff who smoke are required to remain smoke-free whilst on hospital grounds – either abstaining from smoking whilst on shift or leaving hospital sites to smoke during permitted break times.

**What help is available to staff who are smokers?**
If you are a staff member who smokes, you can access free NHS support to quit smoking. You can access this support during your working hours, with line manager permission, and you will be guided through your quit journey by one of our friendly Help Me Quit advisors.

Help Me Quit offers:

- Free confidential and non-judgemental support from a friendly stop smoking expert
- Support that is either face to face, virtual or over the phone
- Support that is either one to one or a group session with other smokers
- Weekly sessions tailored to meet your needs
- Monitoring your progress
- Access to free stop smoking medication

For more information on Help Me Quit visit https://www.helpmequit.wales/ or go to the Help Me Quit AB Pulse intranet page.
Alternatively call us on 0800 085 2219 or text HMQ to 80818.

**Staff are being reminded of the two stage warning system in place for those caught smoking on site.**
The two stage warning system is in place for Health Board Staff who breach the Smoke-Free Environments Policy. This will include:
Any member of staff smoking on site should expect to be approached by our Smoke-Free Officers
The Smoke-Free Officer will issue them with a first official warning
If seen smoking a second time, staff will be issued with a second official warning
A second warning will result in the member of staff being reported to line managers/supervisors via a Datix System and ABUHB disciplinary procedures will be followed.

The aim of these actions is to discourage people from breaching the Smoke-Free Environment Policy. We hope this will result in further reducing the amount of smoking on hospital grounds.

Key information on smoke-free environments and ABUHB's smoke-free policy can be found here:

Smoke-Free Environments Webpage
Smoke-Free Environments Policy
Smoke-Free Environments Frequently Asked Questions

## Calm spaces

**GUH 'Haven'**

Recently created by the GUH medical education team – a little 'wobble room' on 4th Floor, equipped with comfy chairs, lava lamp, and beautiful pictures to help you take a moment away from the stressful clinical environment.

## GUH Secret Walled Garden

If you have a moment during a break, take some time to explore the beautiful walled garden that sits next to the original house – just a 30 second walk from the new hospital. Llanfrechfa Grange house was built in 1848, and the garden had been lovingly restored and kept by the volunteer community group 'Friends of Llanfrechfa Grange Walled Garden'. It's a calm and up-lifting place, away from busy demands of clinical life.

There are seating pods positioned all around the outside the GUH to sit and relax.

## Raising Concerns

If you have any queries or concerns regarding your work, schedule, training, or mental wellbeing - talk to your educational or clinical supervisor, medical education team.

## Local Area

**Welcome to South East Wales! This is a beautiful country with a rich industrial past, ideal location with close links to Cardiff and Bristol.**

### Leisure, Gym & Health Facilities

- **Newport International Sports Village** (Newport, NP19 4RA) – includes the Wales National Velodrome and The Celtic Manor Resort which is home to the largest complex of championship golf courses in Europe and hosts of The Ryder Cup in 2010
- **Bannatyne Health Centre** (Enterprise Way, Newport, NP20 2AQ) www.bannatyne.co.uk/health-club/newport
- **Fairwater Leisure Centre** (Ty Gwyn Way, Cwmbran, NP44 4YZ) www.torfaenleisuretrust.co.uk
- **Goode's Fitness** (Edlogan Way, Cwmbran, NP44 2JJ) www.facebook.com/GoodesFitness

### Popular Tourist Attractions/ 'Things to Do'

- Hiking – recommend the peaks Skirrid and Sugarloaf, which overlook Abergavenny; and the ever-popular Pen-y-Fan towards Brecon.
- Fourteen Locks Canal Centre
- Wild-swimming in the river Usk, and at Keeper's Pond near Blaenavon
- Big Pit National Coal Museum in Blaenavon – this industrial heritage museum, sited in a real coal mine is a must-see for anyone living in Wales. It's free entry, and offers underground tours
- Sugar Loaf vineyard - www.sugarloafvineyards.co.uk
- The famous Roman remains can be found in nearby Caerleon with the Amphitheatre barracks/baths and the Usk Rural Life museum. Well worth a visit

### Bars and restaurants

- **Drago Lounge** (Friars Walk shopping centre, Newport) - Part of the 'Lounges' chain in south Wales, perfect for date night/chill evening with friends.
- **Belle Vue Park tea rooms** (Waterloo Road, Newport) - Coffee shop located in delightful Public Park right next to RGH; recommended for light bites, afternoon tea and cakes.
- **The Mad Platter** (Bridge Street, Usk) - Family-owned cocktail bar with wide range of gins (plus White Hare gin from their distillery next door) and amazing Greek food
- **Newport Indoor Market** (High Street, Newport) Browse the stalls and sample incredible food and drink in the Food Court

**Explore and enjoy! Make the most of your time here.**

## Works and Estates

The Works & Estates Department in GUH is situated in the Energy Centre at the rear of the hospital and available Monday – Friday 08:00am – 4:00pm.

**Reporting an Issue**

The Estates response desk is set-up to take all calls from the service regarding issues in your areas.

| Contact and more information | |
|---|---|
| Phone | 01495 765060 (internal 55060) |

Report the issue quoting the GUH, Floor Level and number on the disc on the door. Please see picture for reference.

**New Work Requests**

New work requests should be processed through Minor Works, you will need to provide a name of the Budget holder and cost code.

| Contact and more information | |
|---|---|
| Phone | 01495 765060 (internal 55060)<br>OOH – Call switchboard and ask for the "Works & Estates shift lead" to report Emergency repairs only |

Alternatively you can login to the Works and Estates app via the yellow star (ABUHB Applications App) on your PC desktop.