



### **What can I expect?**

- Your care will be delivered to the same standard by nursing, medical and therapy staff as if you were in a hospital room or bay.
- You will be provided with a bed, chair, and table.
- You will still be provided with breakfast, lunch, and dinner, including regular hot and cold drinks.
- You will be shown where the nearest bathroom facilities are.
- You can expect to be in the 'boarded' area for a very short time.
- You will be provided with a curtain/screen to maintain privacy and dignity.
- You will still be allowed visitors.

Should you wish to raise concerns about aspects of your care/or services, please initially approach the Nurse in Charge who will try to address your concerns. If you feel your concerns have not been satisfactorily dealt with and wish to make a complaint formally then you should contact:

**Customer Contact Centre Tel: 01495 745656**

**Email: [PuttingThingsRight.ABHB@wales.nhs.uk](mailto:PuttingThingsRight.ABHB@wales.nhs.uk)**

## **Why would people need to be cared for outside of a single room or hospital bay?**

There are more and more people attending our Emergency Department and Assessment Units. Many of these people will be very unwell and need to be urgently admitted into hospital.

Often, the beds on our wards are already occupied. To make sure we can provide urgent care for people who need to come into hospital, on some occasions it may be necessary to care for people on a bed in a corridor or a day room. This is called 'boarding'.

Although we know that this is not ideal, we believe that this is the safest way to make sure that those who need to be in hospital can be admitted and that ambulances are released to attend to people in the community who may need emergency support.

Where we do need to 'board' people, every effort will be made to move people into a room (or transfer them to another hospital) as soon as possible.

## **What is Boarding?**

- Boarding is where someone is cared for in an area not recognised as a single room or hospital bay. This is known as 'a boarding area'.
- Someone may be identified as a 'boarded patient' when the ward is already full but they are admitted as 'extra'. These people will be cared for by a nurse, doctor and any other health professional whilst they are in a 'boarded' area.

## **Who is suitable for Boarding?**

A person is suitable for 'boarding' if they are not seriously ill. Medical and nursing staff will agree who may be suitable for 'boarding' and this will be constantly reviewed. Below are a few examples of who may be safely 'boarded':

- People who can walk with minimal assistance.
- People who do not need oxygen.
- People who do not need to be constantly monitored
- People who are no longer seriously unwell.
- People who are waiting discharge home or transfer to another hospital.