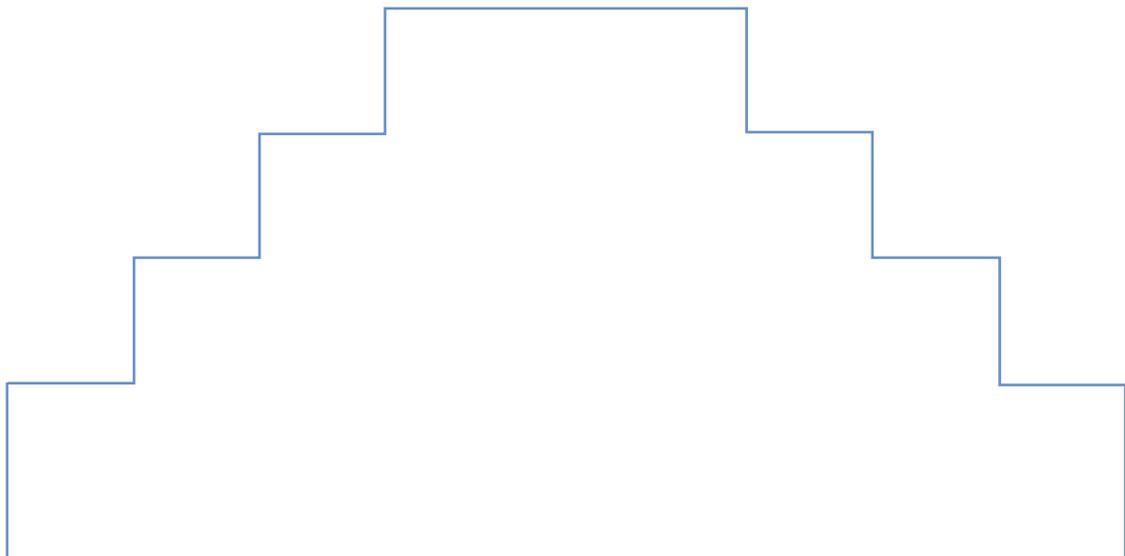


Critical Care Services





The Wellington Hospital North Building

The Wellington Hospital South Building

Platinum Medical Centre

Wellington Diagnostics and Outpatients Centre

Introduction

When a patient requires critical care, they and their family need the reassurance that they have access to the very best services.

The critical care facilities at The Wellington Hospital North and South Buildings provide award-winning standards of care; capable of caring for patients who have critical medical conditions or have undergone major surgery, such as general, neuro, gynaecological, urological, spinal, liver, cardiac and ear, nose and throat surgery.

The largest critical care facility of its kind in the private sector, with almost four decades of expertise in critical care; year on year our results and outcomes following critical illness compare very favourably to the best NHS and private facilities across the country.

Every patient who is admitted here benefits from our extensive services, innovative technology and the finest medical care at every stage of their journey. Our facilities are directed by some of the most senior and internationally renowned consultants in the country, and supported by expert nursing teams and vital state-of-the-art equipment.

Speaking of the capabilities of this key service, CEO Keith Hague said, “We provide the highest levels of organ support for medical and surgical patients; there is literally nothing we cannot cope with at The Wellington.”

Our critical care service offers patients 24/7 specialist care, 365 days a year – with the ability to handle any eventuality. Every patient, and their family, can rely on us to provide the very best in healthcare, when they need it most.

Contents

Critical Care Services.....	pg 4
Acute Admissions Unit.....	pg 5
Multidisciplinary Teams and Support Services.....	pg 6-7
International Relations Department.....	pg 8
Cleanliness and Quality Accreditation.....	pg 9
Relatives’ and Visitors’ Information.....	pg 10
How to Find Us.....	pg 11

Critical Care Services

➔ The Wellington Hospital is home to the highest ranked independent critical care facility in London. There are several intensive care facilities at the hospital, each focused on particular specialties to ensure every patient receives expert, specialist treatment.

The North Building Intensive Care Unit

Our 15 bedded cardiothoracic and general surgery Intensive Care Unit is located on the second floor. This unit provides specialist ventilatory therapies for advanced respiratory support. Our expert medical skills and support services ensure all complex respiratory weaning issues are achieved with paramount success.

This unit works with eminent consultant physicians and surgeons, and highly skilled nursing teams, to offer advanced cardiac, haemodynamic and renal supportive therapies.

The South Building Intensive Care Unit

This unit consists of a nine bedded general, neurosurgical and spinal Intensive Care and High Dependency Unit: with five intensive care beds and four high dependency beds.

The specialised care offered here is designed for patients recovering from neurological injuries/ neurosurgical procedures and spinal injuries/ spinal surgery.

We benefit from the latest state-of-the-art technology and equipment, and extensive imaging facilities in our intensive care units and throughout the entire hospital.

Our intensive care teams are shaped by incorporating the best research and evidence into our policies and guidelines. Because of this we deliver effective, innovative nursing and medical leadership; providing the best possible care to critically ill patients, 24 hours a day.



Our Commitment to Excellence

- Our patient survival rates are more than double when compared to predicted expected death models such as APACHE II and the ICNARC model (Intensive Care National Audit Research Centre).
- We provide the highest quality of intensive care to critically ill patients, supported by NICE (National Institute for Health and Clinical Excellence) guidance.
- We follow guidelines set out by The Intensive Care Society, whilst working in conjunction with national regulatory bodies such as NPSA (National Patient Safety Agency).
- We are part of the North West London Critical Care Network. A network of 15 critical care facilities which share best practices, information and learning, and provide statistical data about each facility's quality critical care measures.

Acute Admissions Unit

➔ When a patient needs immediate admission for acute illness, The Acute Admissions Unit (AAU) at The Wellington Hospital offers efficient, expert care and treatment across a range of medical and surgical conditions, including critical care.

The AAU is a unique concept in the private sector; bringing an acute care environment and critical care facility together in one place. Located at The Wellington Hospital South Building, every patient has easy access to our vast supportive services, which may be required during their hospital stay.

This purpose-built unit contains 10 beds, all of which are centrally monitored and linked to our intensive care units located in the same building. The entire Acute Admissions Unit is set-up and equipped so we are able to safely and effectively deliver full intensive care support for all our patients, if required.

The unit runs a vast rota of consultants covering all medical specialties; meaning patients have access to our renowned physicians and surgeons 24 hours a day, 7 days a week. On every shift the nurse in charge is a skilled critical care nurse, with expertise in critical care nursing. These practitioners have the skills and competency, along with experience within a critical care setting, to ensure that immediate intervention and action can be undertaken as required.

Using the latest high-tech medical equipment and technology, alongside dedicated professional nursing personnel and medical teams, our patients are ensured an optimum level of care and service is delivered 24 hours a day.



Multidisciplinary Teams and Support Services

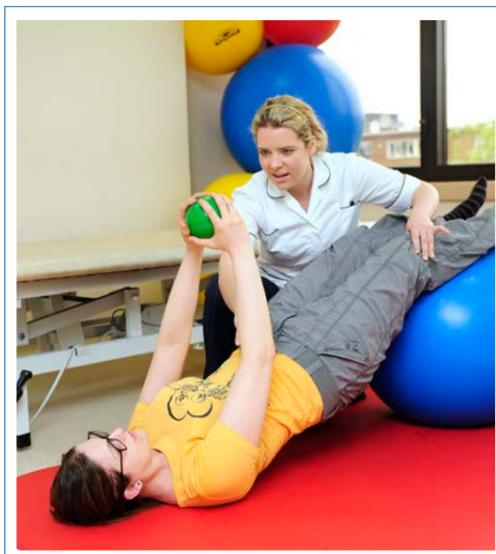
➔ The care delivered within a critical care setting also involves many staff members - referred to as a multidisciplinary team. Each role within this multidisciplinary team provides expertise which is vital for critical care support.

Consultant Intensivists lead the care within the units, providing 24 hour cover for around the clock care. A consultant intensivist will provide an overview for each patient on the daily ward round – assessing and reviewing their treatments and care in order to plan and make decisions for their continued treatment.

The consultant intensivist is supported by a critical care resident medical officer who is on site 24 hours a day.

Critical Care Nurses are highly trained in this specialty, they are required to be knowledgeable and skilled experts so they are able to provide care for patients with increasing acute illness and complex health conditions.

The Critical Care Unit provides the highest nurse to patient ratios within the entire hospital.



Their expertise and continuous presence allows early recognition of subtle but significant changes in a patient's condition, ensuring that appropriate actions and/or interventions are initiated immediately.

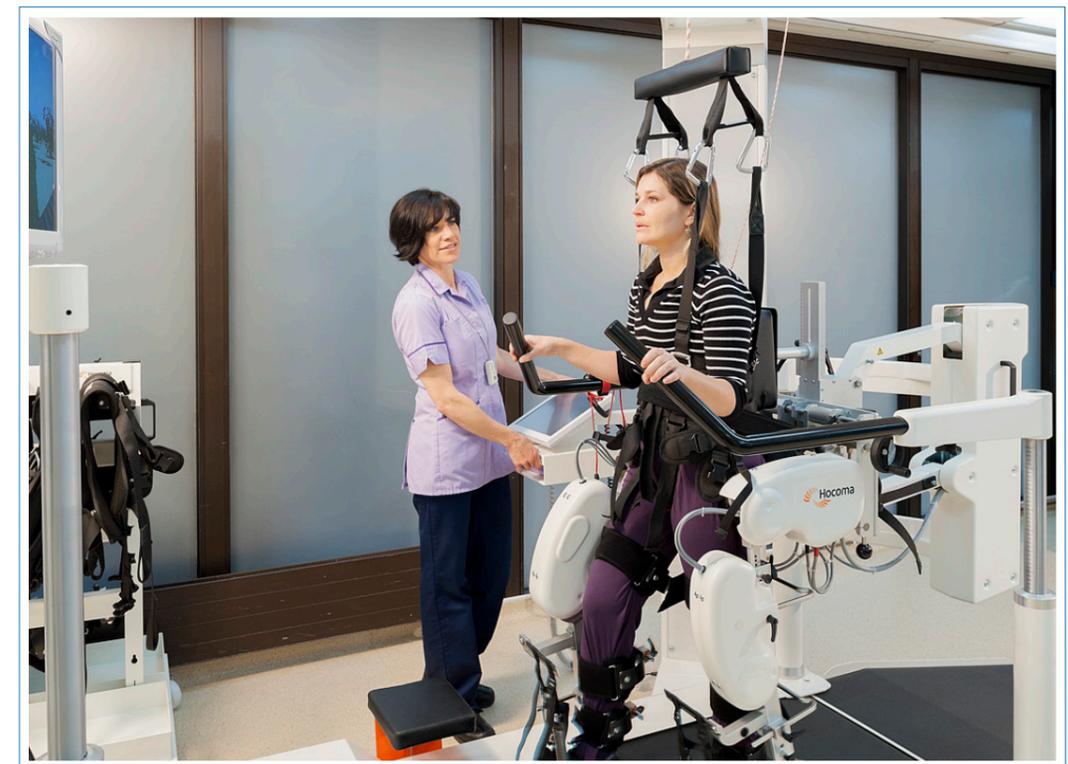
Special Nurse Practitioners exist within the hospital to provide specialist nursing care, expert knowledge and skills to assist the critical care nurse with planning and delivering quality patient care. E.g. the tissue viability nurse provides specialist wound care and skin care advice; the pain specialist nurse ensures that prescribed pain management and therapies are effective in maintaining a patient's comfort; and the infection control nurse checks that any infection or risk to a patient is managed and monitored effectively.

Pharmacists ensure that a patient's medication history prior to their hospital admission is continued. They monitor and ensure all treatments and medication therapies are effective.

Consultant Microbiologists can advise on a patient's care by monitoring a patient's antibiotic therapy, in relation to the results from their laboratory test and their clinical presentation.

Physiotherapists help to restore normal independent respiratory functions for a patient, improve their mobility, relieve their pain and prevent or limit permanent physical disabilities. They work in conjunction with all other disciplines involved within the patient's care to reduce both physical and psychological disabilities. Their role is key with the rehabilitation of recovering patients, helping them mobilise, exercise and to assist them to transfer from a bed to a chair.

Occupational Therapists identify any physical, psychological and social needs of a patient to assist their recovery and rehabilitation. Their assessment of patient needs ensures that specialist equipment or adaptations required to support a patient's care is available.



Speech Therapists will assist patients who have experienced difficulties with swallowing or communicating. They help patients communicate more easily and help with decisions about respiratory weaning. They also advise patients on how to start eating and drinking safely.

Dietitians consult with the patient's doctors, nurses, therapists and family members. Their role is to maintain and sustain the essential nutritional needs and the nutritional health required to promote and aid a patient's recovery from a critical illness or a critical care episode.

The Critical Care Outreach team are advanced senior nursing practitioners from a critical care background, who have undergone additional training. They provide a consultation service

throughout the hospital, seeing patients who have been recently discharged from the critical care unit. The critical care outreach team reviews all planned patient admissions to the critical care units, to alleviate any concerns that a patient or their family may be experiencing.

Neuropsychologists work with patients to identify and understand changes in thinking and behaviour that can result from injuries to the brain. They address the emotional and adjustment changes that frequently follow acute or chronic illness, in either the patient themselves or their relatives.

We have an extensive range of support services ensuring an efficient critical care service. They involve hospital porters, a catering and hospitality service and a robust cleaning and domestic team.

International Relations Department

→ Our International Relations team are experienced in meeting cultural needs for families from all over the world. From the moment you and your family are welcomed at The Wellington Hospital, you can be assured that you will be cared for to the highest standards.

The team offer every overseas family a range of services, including:

Interpreters

We have a group of eight Arabic-speaking interpreters at the hospital, but we can also provide for a range of languages, including Russian, Greek and Polish.

Cultural and Religious Considerations

We understand that though in a foreign country, you will want to continue with your religious, spiritual and cultural practices. The hospital provides a number of facilities and contacts to support your religious needs. Our multi-faith room offers people, of all religions and backgrounds, a private and quiet place to pray or contemplate.



Catering

While visiting The Wellington Hospital, relatives and friends may want to dine at our restaurant where they can enjoy a variety of hot and cold drinks and snacks. Our restaurant is open seven days a week and serves breakfast, lunch and dinner.

Accommodation

During treatment, relatives and friends may want to stay close to the hospital. Alternatively, your relatives may prefer to stay at one of many hotels local to the hospital. The International Relations Department can help with this, and any other arrangements or queries you may have, before and during your visit to The Wellington Hospital.

This team is here to provide a personalised service - assisting you and family to make your time at The Wellington Hospital as comfortable as possible.

Opening Times:

Monday to Friday, 8.00am to 18.00pm

With an on-call service which runs:

**Monday to Friday 18.00pm-23.00pm
Saturdays and Sundays 9.00am to 20.00pm.**

Contacts:

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Mobile: 077 233 47017
Email: ilham.mohamed@hcahealthcare.co.uk

Cleanliness and Quality Accreditation

→ We are committed to providing the very highest standards of care, at all times. The Wellington Hospital is registered, licensed, and also regularly inspected by the Care Quality Commission (CQC): the health and social care regulator for England. As part of this promise, we take our responsibilities for infection control very seriously. As a result our staff have reduced the risk of infection in patients to very low levels.

The main hospital has also gained accreditation from CHKS, the leading independent provider of quality improvement services to the NHS (National Health Service) and the independent healthcare sector. This accreditation process has enabled the hospital to review and improve all its key processes and focus what we do to improve outcomes for our patients. As a result, patient outcomes at the hospital now rank among the best for any hospital in the UK.

We regularly compare our service with other national/regional bodies and the NHS, as well as submitting data to QIPs (Quality Improvement Projects).

Infection Control

Infections such as Methicillin-resistant Staphylococcus aureus (MRSA) and Clostridium difficile (C.diff) have become commonplace in some hospitals and other healthcare settings. At The Wellington Hospital we have implemented a strict infection control regime, as well as a thorough environmental cleaning procedure, which have reduced the risk of infection to very low levels.



Full Screening

All patients admitted to The Wellington Hospital, (excluding outpatients), are screened for MRSA. A percentage of the population carry MRSA on their skin where it causes no harm. If, on admission, a patient is found to be a carrier of MRSA, precautions are put in place to prevent the spread of the infection. In certain circumstances any operative procedure may be deferred until treatment for MRSA has been administered.

Our Staff and Consultants

A team-based approach to patient care and comfort

The Wellington Hospital has attracted and retained a wonderfully caring team of nursing and support staff who are dedicated to making sure each patient has the best possible care.

We provide a programme of continuous professional development for all our nursing staff to make sure they are up to date with the latest medical developments and best practices from around the world.

Our Consultants

Referral to a consultant at The Wellington guarantees access to the most advanced diagnostic equipment, as well as the reassurance of knowing that your treatment and care plan have been thoroughly considered, discussed and agreed with an experienced specialist.

Currently, 400+ of the UK's leading specialists work at The Wellington Hospital and this number continues to grow. Many of our eminent consultants are also involved in ground-breaking medical research or helping to train the next generation of doctors.

Relatives' and Visitors' Information

→ Our critical care services are equipped to monitor and treat patients with either a life threatening condition, or provide supportive therapies for one or more bodily function or systems, such as the heart, lungs and/or kidneys.

Visiting a patient in this environment can be frightening; we hope the information below can help you to understand what to expect when visiting a critically ill patient.

Recognising your loved one

It is difficult to imagine what to expect, as your relative may look very different from the last time you saw them. They may appear a little swollen or pale, which is a common side effect to a critical illness and some of the medications that are being administered.

Sounds

Noise levels within the units vary depending on the time of day. The unit can become quite busy, especially during the day, due to the essential number of staff involved within the patient's care. Some equipment at the bed side beeps periodically and occasionally an alarm is triggered. These are generally warning alarms, alerting the bed side nurse to even the smallest changes outside a patient's treatment parameters.

Touching your loved one

There are a number of tubes and wires surrounding a patient within the critical care setting. It is important to touch your loved one, however it is good to check with the nurse first.

Health and safety

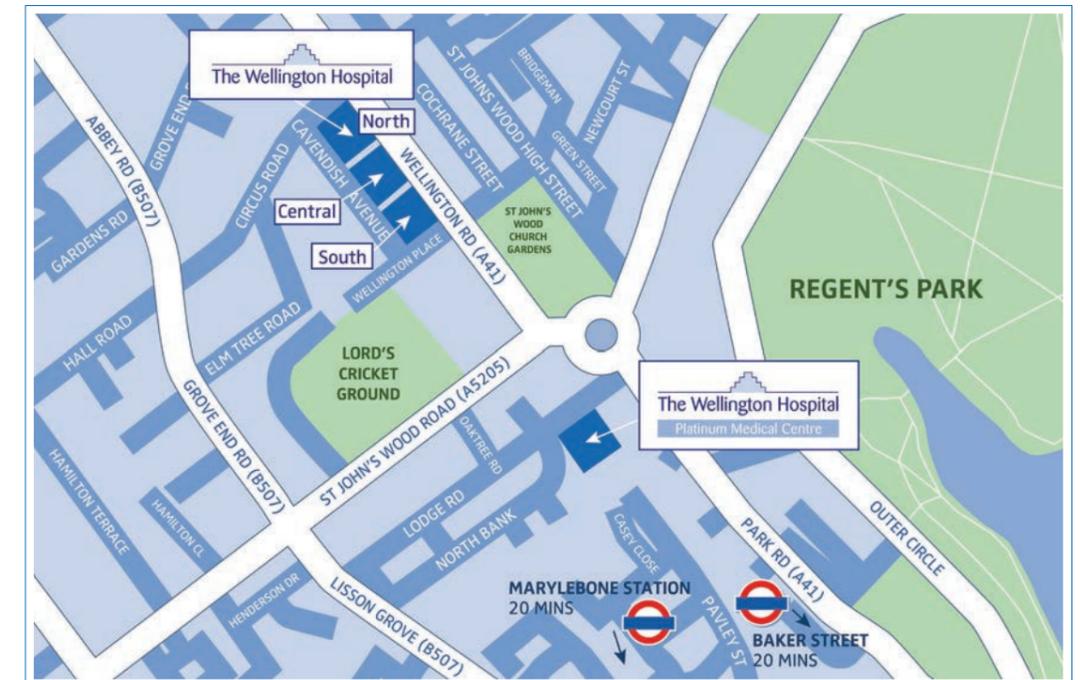
■ Visiting times are 10am to 1pm and 4pm to 8pm, this allows time for the team to deliver 24 hour patient care. Visiting times are not routinely extended as the patient needs time to rest in between treatments and care.

■ We can only allow two visitors a time at the patient's bedside, to ensure the nurse has safe access to the patient and/or equipment at all times.



- Depending on a patient's condition, visitors may be limited to immediate family and close friends until their condition becomes stable.
- Children visitors are very welcome; however infants under the age of one are discouraged due to the risks of infection.
- You may be asked to wear an apron or protective gown during your visit, to protect the patient. At the end of the visit this apron must be disposed of immediately within the patient's bed area, and your hands washed with the alcohol gel provided. A bedside nurse will assist you with this.
- Mobile phones should be switched off before you enter the unit, as they can interfere with the monitoring equipment and create additional noise.

We do our utmost to provide the very best care for your relative, and create a peaceful and mutually respectful environment for all patients and their relatives.



The Wellington Hospital South Building

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St John's Wood
London NW8 9LE

The Wellington Hospital North Building

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Contact Details

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Intensive Care South Building: 020 7483 5660

Acute Admissions Unit: 020 7483 5224



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