

# Theatre Arrivals Area (TAA) Leicester Royal Infirmary

**Important please read**

**Information for Patients, Relatives and Visitors**



**It is very important that you read this information leaflet  
at least five days before you are admitted to hospital**

University Hospitals of Leicester **NHS**  
NHS Trust

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# Introduction

Our matron Karen Dixon, charge nurse Chris Fowkes, the Nursing and Administration Team would like to welcome you to the new Theatre Arrivals Area (TAA) at Leicester Royal Infirmary.



Image source: Neil Plumb Photography

*TAA team unveiling the new TAA with Leicester City Football Club ambassador, Alan Birchenall*

## What is a Theatre Arrivals Area (TAA)?

University Hospitals of Leicester NHS Trust has invested in a new, improved Theatre Arrivals Area at Leicester Royal Infirmary. It has been custom-designed and significantly larger than the previous area.

The TAA is designed to provide a warm, welcoming, safe and relaxing environment for patients to be prepared for their operation on the day of admission or attending an anaesthetic assessment clinic appointment.

There is a reception area, consulting and examination rooms, separate waiting areas and changing facilities for male and female patients to maintain privacy and dignity and to meet single sex accommodation.

## Relatives and Friends

**Your relative or friend is welcome to accompany you to the TAA but they will not be able to stay with you. They will be asked to leave because the area has been specifically designed for patients undergoing surgery.** As a healthcare provider, it is very important we comply with national and hospital policies and procedures for both you and other patients, including single sex accommodation, privacy and dignity, infection prevention and control, health and safety and confidentiality.

Before your friend and family leave, we will give them a card with our contact telephone numbers so they can call back later (after 1pm) to find out which ward you will be taken to after your surgery. At this point, we will also be able to give details about the visiting hours of the ward you have been taken to. Please see page 10 for further details.

## Your admission process

Once you have been booked into the TAA in the reception area and your friends/relatives have left, our nurses will admit and prepare you for your operation according to the theatre list and with regular communication with your theatre team.

## What will happen during the day?

You will be given an arrival time to attend the TAA of either early or late morning. Soon after your arrival you will have a consultation with your surgeon and your anaesthetist (if appropriate). The nurses will prepare you for your operation.

## What will happen during the day? (continued)

**The time of your arrival is not the time of your operation as we need time to get you ready for your operation.** It is very difficult to anticipate how long each operation will take therefore we cannot give you timescales and ask you to please be patient on the day. We will transfer you to the theatre for your operation when it is the right time. After your operation you will go to theatre recovery for at least one hour, but this may be longer depending on the complexity of your procedure. Once both you and your surgeon are happy with your progress, we will take you to your admitting ward.

## What are the waiting times on the day?

As explained, your time of arrival is not the time of your operation. We do our very best to minimise your waiting time prior to your operation; **however it is inevitable that there will be some waiting which can be as late as 5pm.** The order of the operating list is decided by the Surgeon and Anaesthetist, but this may change if circumstances or clinical needs dictate on the day.

Our nursing team will keep you informed as much as possible and we understand this may be an anxious time for you so we appreciate your patience whilst you wait for your operation.

Please feel welcome to bring things to entertain yourself whilst you wait, such as books, games, magazines, personal music players and puzzles.

There is also a television and quiet area for you to relax once you are prepped and in your theatre garments.

## Am I allowed to eat or drink?

You will have been told whether or not you can eat or drink before you are admitted to the TAA and this will also have been confirmed in your hospital letter.

You will not be offered refreshments, unless the anaesthetist has given permission, as this could cause serious complications during surgery and lead to your operation being cancelled. If the surgeon or anaesthetist allows food or drink a member of our nursing team will arrange this for you. Please **DO NOT** eat sweets, mints, chewing gum 6 hours prior to admission.

If you need any further information or clarification on eating and drinking please refer to your admission letter or contact the waiting list department for clarification. You can also ask further questions at your pre-assessment appointment.

## Student doctors and nurses

As we are a teaching hospital there may be students present during your stay with us in TAA and the ward areas. If you do not feel comfortable with this please let us know in advance.

## Treatment and Consent

Consent to undergo treatment/surgery can be implied, verbal or written depending on the nature of your treatment. In most cases however, you will be asked to sign a consent form.

If you, have any questions about your treatment/surgery please do not hesitate to ask a member of the team.

## What to bring into hospital

**Please remove all make up, nail varnish, jewellery and body piercings prior to arriving at the TAA.** You do not need to remove your wedding ring unless you are having hand surgery.

**It is important to bring the following things with you on the day:**

- **Bring only a small amount of your current medication, tablets, inhalers, creams, etc. Please discuss with the pre assessment nurse so you are aware of what to take on the day of your surgery.**
- Any mobility aids you will need, including your sleep apnoea machine (CPAP) if you use one.
- Glasses and/or hearing aids
- Dressing gown and slippers

**If you are planned for an overnight stay on the ward, please bring the following additional items:**

- Toiletries
- Nightwear
- A hand towel

We cannot take responsibility for damage, loss or theft of your property. All valuables remain your own responsibility throughout your stay and you will be asked to sign a disclaimer form to confirm this agreement.

We advise that you please do not bring any valuable items or an excessive amount of property with you to minimise the security risk. **Please ensure any valuable items you do bring are insured through your home insurance policy.**

## What if I have more questions or concerns?

We understand that having an operation can be worrying and we will do our best to ease your anxieties as much as possible.

You will be very welcome to raise any questions or worries you have whilst you are with us in the TAA.

If you have any questions between now and your admission date, please call us on **0116 258 5424** (Monday to Friday, 9am to 3pm) and ask to speak to one of the nurses.

Alternatively, you might like to make a note of your questions on page 14 of this leaflet and bring it with you on the day of your pre-assessment appointment or admission.

## What if I feel unwell before my admission?

Please contact us on the number given on your admission letter for advice if you develop any of the below symptoms within 48 hours of your admission:

- Diarrhoea and Vomiting
- High temperature/fever
- Flu/cold
- Chicken Pox



## How do I get to the hospital?

Please visit our website [www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-royal-infirmary/](http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-royal-infirmary/) or alternatively call us on **0116 258 5424** between 9am and 3pm, Monday to Friday to directions and advice. Please see map on page 19.

## Car parking and travel

The main car park is accessible via Havelock Street and is open 24 hours a day. The car park office is open weekdays 8am to 4pm and can be contacted on **0116 258 5295**. Between 4pm and 8am **0116 258 6767**.

Special rates are available for patients and prime carers and parking is free for those displaying a blue badge.

Further information about our **hospital hopper bus service** and other travel options can be found on our website:

[www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-royal-infirmary/car-travel-and-parking/](http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/leicester-royal-infirmary/car-travel-and-parking/)

See page 10 for details.

# **P** Car Parking



## **Charges**

### **Time**

### **Tariff**

### **Night Tariff**

Up to 1 hour	£1.50
1 to 2 hours	£2.50
2 to 3 hours	£3.00
3 to 4 hours	£4.00
4 to 8 hours	£6.00
8 to 12 hours	£10.00
12 to 24 hours	£12.00

8pm - 6am £2.00

**Exit within  
30 minutes  
No Charge**

Alternative hospital parking is available at NCP Welford Road, the same tariffs as exist at the hospital will be charged.



## **Patient and Prime Carer Saver Tickets**

Available from the Car Park Office	<b>Tariff</b>
Daily	£5.50
Weekly	£15.00
Monthly	£50.00
Saver (for £50 of parking credit)	£25.00

Certain qualifying benefits as noted by the Department of Social Security entitle the patient to free or reduced parking (this applies to external public car parks as well as hospital car parks). For more information, please contact the Cashier's Office **0116 258 5175**

All the saver tickets can be transferred between the 3 sites, for more information contact the customer service centre or the car park office on site.

## **Car Park Office**

The Car Park Office  
Level 0, Windsor Building

**Opening hours:**  
8.00am to 4.00pm  
Monday to Friday

For more information: contact  
the Customer Service Centre  
on **(0116) 204 7888**

## **Drop off Bays**

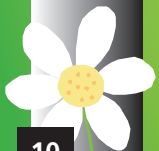
Drop off bays exist at the main entrances, these bays have 20 minute maximum stay.

## **Disabled Parking**

If you are displaying a blue disabled badge you can park for FREE in the marked disabled spaces outside the main public car parks. However, if you park in the main public car parks the parking fee will still apply.



**Patients can find out more about getting to hospital on our website:**  
**[www.leicestershospitals.nhs.uk/patients/getting-to-hospital](http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital)**



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## How do I find the TAA?

The Theatre Arrivals Area (TAA) is located on Level 2, Balmoral Building at Leicester Royal Infirmary.

### **From Balmoral Building main entrance:**

**Using the lifts** take the lift from the Balmoral lift lobby to Level 2. Exit the lift and turn left. The TAA is signposted on the main corridor.

**Using the stairs** take the stairs to Level 2 and turn right. The TAA is signposted on the main corridor

### **From Windsor Building main entrance:**

**Using the lifts** take the lift from Windsor lift lobby to Level 2. Exit the lift and turn right. Follow the main corridor to the right. The TAA is signposted along the main corridor.

**Using the stairs** take the stairs to Level 2, turn left and turn right on the corridor as above. The TAA is signposted along the main corridor.

Please look out for large light blue square signs which will guide you to the TAA.

## Facilities at Leicester Royal Infirmary

There are several restaurants, cafes and shops at our hospital, including:

- **LEat Street Restaurant and Starbucks Coffee**  
Level 0, Balmoral Building  
Open every day from 7am – 8pm (no hot food served between 2.30pm – 5.30pm)
- **WRVS Café**  
Level 1, Balmoral Building (behind main reception)
- **WH Smith Newsagents**  
Level 1, Balmoral Building (by main entrance)
- **Cash machines**  
Main reception, Level 1, Balmoral Building (open 24hrs)  
LEat Street Restaurant, Level 0, Balmoral Building
- **For accommodation**, please page 11.

Our staff will be happy to give directions to the above facilities when you are with us or you can take a look at our website in advance of your admission for details and site maps

**[www.leicestershospitals.nhs.uk/aboutus/our-hospitals/](http://www.leicestershospitals.nhs.uk/aboutus/our-hospitals/)**

## Ward visiting times

The main visiting times are 2pm to 8pm. There should be no more than **two** visitors to a bed at any one time.

### Ward contact details once a bed is confirmed:

<b>Ward 7:</b>	Level 3 Balmoral	0116 258 5375
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<b>Ward 8:</b>	Level 3 Balmoral	0116 258 5332
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<b>Kinmonth Unit:</b>	Level 3 Balmoral	0116 258 5327
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<b>Ambulatory Surgical Unit (ASU):</b>	Level 2 Balmoral	0116 258 5164
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<b>Ward 21:</b>	Level 6 Balmoral	0116 258 5429
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<b>Ward 22:</b>	Level 6 Balmoral	0116 258 5475
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# UHL Carers Charter

University Hospitals of Leicester **NHS**

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*A Carer is a friend or family member who gives their time to support a person in their home, to an extent that the person could not remain at home if this care was not being provided.*

*A Carer may receive Carers allowance, but not a wage and the care that they are giving will significantly affect their own life.*

**We promise to look at how we can help you in your Caring role, with consent from the patient, during your time in hospital by:**

Identifying Carers on the Wards	Offering Carers an assessment form
Carers will be offered identification in the ward areas; this will alert the clinical teams and encourage communication.	<ul style="list-style-type: none"><li>• This will identify areas of support needed for Carers</li><li>• Identifying the levels of involvement that Carers require.</li></ul>
Ensuring there are open channels of communication	Providing essential information
<ul style="list-style-type: none"><li>• Involving Carers in care and discharge planning.</li><li>• Giving Carers daily progress updates.</li><li>• Ensuring both patient and Carer are prepared for discharge home.</li></ul>	Information directing Carers to support in the hospital, organisations and support groups in the community.

- Carers will be given open visiting, especially during protected meal times
- Carers will be offered a drink on the ward drinks rounds
- Carers can use the hospital restaurant or the RVS area to rest in break times
- Evidence for car parking fees reductions will be given to Carers
- Carers will be offered an information leaflet
- Identification sign will be put in bed area or in the patient notes

**Please speak to the Nurse in Charge in pre assessment or on the day of admission.**

## Prayer Room

Our Prayer Room is located on Level 0, Balmoral Building. A visit from one of our chaplains can also be arranged by the team.

## Patient Buggy Service

The buggy transport service operates within the hospital. This is a free service and the drivers are all volunteers. The main stop is outside the main reception in Balmoral Building. A free ride to your destination can be arranged by calling the buggy service on **07921 545440**.

## Same sex accommodation

We care about your privacy and dignity. We believe that every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. We are committed to providing every patient with same sex accommodation wherever possible when staying at our hospitals.

## Visitor accommodation

We are able to offer accommodation for family and visitors on all three of our hospital sites. Prices range from £25.00 for a single room to £67.00 a family room and come with bed linen, towels and free parking. The accommodation team are on site to give assistance or information as needed. If you wish to make a booking or would like more information, please contact the accommodation team from 9am to 4pm, Monday to Friday on **0116 258 4249**

The risk of getting an infection in hospital is very low. We are one of the biggest hospital trusts in the country treating over one million patients a year and the vast majority of our patients leave us with only good things to say about the quality of the care they have received.

**When you stay in hospital you can do your bit to help cut the spread of infections by following a few simple rules:**

- Bring toiletries including soap and a clean flannel with you, or have a family member or visitor bring them in, when you are admitted
- Bring your own razor for shaving
- **Clean hands are safe hands**
  - You and your visitors should keep your hands and body clean when you are in hospital
  - Wash your hands with soap and water and alcohol gel before you eat a meal
  - Make sure you always wash your hands after using the toilet
  - If you use a commode ask for a bowl of water to wash your hands afterwards.
- If you visit the bathroom or toilet and it does not look clean, report this immediately to the nurse in charge of the ward. Request it is cleaned before you use it, and use an alternative (if available) in the meantime
- Try to keep the top of your locker and bedside table free from clutter. Too many things left on top make it difficult for the cleaning staff to clean properly.



## Infection Prevention (continued)

- Your bed area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, report it to the nurse in charge and ask for it to be cleaned
- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine, but make sure they have some grip on the bottom, as hospital floors can be a little slippery sometimes.

## Patient Information and Liaison Service (PILS)

Whether you have a query, concern, or wish to make a formal complaint or send compliments about services provided by the University Hospitals of Leicester our PILS advisers are here to help.

Free phone **08081 788337** - lines open from Monday to Friday  
10am to 4.00pm (except for bank holidays)

Write to us at:

### **Patient Information and Liaison Service**

The Firs

C/O Glenfield Hospital

Grobby Road

Leicester

LE3 9QP

Or email us at: **pils@uhl-tr.nhs.uk**

## Any other questions

If you have any questions, please write them down here to remind yourself of what to you want ask when you speak to your consultant in pre-assessment or on the day of admission.

[illegible]

# Leicester Royal Infirmary Site Map

## LEICESTER ROYAL INFIRMARY

For information on bus routes and times contact  
Traveline  
0871 200 2233



100 metres / yards  
APPROXIMATE SCALE

We are here  
(Level 2)



**Buggy Service**

There is a buggy service around the outside of the site and inside on Level 1 between Balmoral Reception and Windsor X-ray. This operates between the hours of 9am and 4pm (subject to volunteer availability).  
To contact the outside buggy please ring **07921 545 440** on your arrival.  
To contact the inside buggy go to Windsor or Balmoral reception on your arrival.



## Today's research is tomorrow's care

We all benefit from research. Leicester's Hospitals is a research active Trust so you may find that research is happening when you visit the hospital or your clinic.

If you are interested in finding out how you can become involved in a clinical trial or to find out more about taking part in research, please speak to your clinician or GP.

If you would like this information in another language or format, please contact the service equality manager on 0116 250 2959

إذا كنت ترغب في الحصول على هذه المعلومات في شكل أو لغة أخرى ، يرجى الاتصال  
مع مدير الخدمة للمساواة في 0116 250 2959.

আপনি যদি এই লিফলেটের অনুবাদ - লিখিত বা অডিও টেপ'এ চান, তাহলে অনুগ্রহ করে সার্ভিস  
ইকুয়ালিটি ম্যানেজার ডেভ বেকার'এর সাথে 0116 250 2959 নাম্বারে যোগাযোগ করুন।

如果您想用另一种语言或格式来显示本资讯，请致电 0116 250 2959  
联系“服务平等化经理” (Service Equality Manager)。

જો તમને આ પત્રછટાનું લેખિત અથવા ટેઈપ ઉપર ભાષાંતર જોઈતું હોય તો  
મહેરબાની કરી સર્વિસ ઇકવાલિટી મેનેજરનો 0116 250 2959 ઉપર સંપર્ક કરો.

यदि आप को इस लीफ़लेट का लिखती या टेप पर अनुवाद चाहिए तो कृपया  
डेव बेकर, सर्विस ईक़्वालिटी मैनेजर से 0116 250 2959 पर सम्पर्क कीजिए।

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na inny język  
lub w innym formacie, prosimy skontaktować się z Menedżerem ds. równości w  
dostępnie do usług (Service Equality Manager) pod numerem telefonu 0116 250 2959.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਦਾ ਲਿਖਤੀ ਜਾਂ ਟੇਪ ਕੀਤਾ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਡੇਵ ਬੇਕਰ, ਸਰਵਿਸ  
ਇਕੁਅਲਿਟੀ ਮੈਨੇਜਰ ਨਾਲ 0116 250 2959 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Ak by ste chceli dostať túto informáciu v inom jazyku, alebo formáte, kontaktujte  
prosím manažéra rovnosti služieb na tel. číslo 0116 250 2959.

Haddaad rabto warqadan oo turjuman oo ku duuban cajalad ama qoraal ah  
fadlan la xirii, Maamulaha Adeegga Sinaanta 0116 250 2959.