



Spire

Cardiff Hospital

Cardiff's Premier Private Hospital

Admission information



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Welcome and introduction

Welcome to Spire Cardiff Hospital. We are proud of our reputation as the premier choice hospital for consultants and patients and aim to deliver a high quality service.

We understand that coming into hospital can be a stressful time; we have designed this booklet to give you information to let you know what will happen to you upon arrival at the hospital and during your stay.

There are a number of steps that you need to take prior to your admission which are detailed in the following sections. The checklist below will help ensure your admission is as smooth as possible.

Medical questionnaire completed and returned to hospital. Tick box

Insurance company contacted and cover confirmed (if applicable). Tick box

Payment for treatment has been made to the hospital (if applicable). Tick box

We look forward to welcoming you to Spire Cardiff Hospital, if you have any questions or need any assistance before you arrive, please do not hesitate to contact our bookings department on **029 2054 2650**

If during your stay you have any queries, please do not hesitate to speak to your ward nurse.

Nicola Amery

Hospital Director

Prior to your admission

There are a number of important steps that you should take prior to your admission. These will help ensure that you settle in as quickly as possible.

- Enclosed in this pack is a medical questionnaire. This is used to collect important information, which helps our pre-assessment team plan your care. It is essential that you return this to us as quickly as possible in the pre-paid envelope provided.
- If you are insured, you should contact your insurance company prior to admission to inform them of your treatment and confirm that this is covered and pre-authorised. The hospital will bill you directly for any treatment not covered by your insurance policy.
- If you are insured and have received bills from your surgeon or anaesthetist (before or after treatment) these should be forwarded to your insurer. Some procedures may require you to have pre-operative tests at the hospital. These are billed separately from your main procedure and may be deducted from your out-patient benefit.
- If you are paying for your own treatment, we normally ask that arrangements for this are made before the day of your surgery. The hospital will contact you to discuss payment. Credit cards can be taken in advance as well as cash payments.
- If you prefer to pay by cheque, we do ask you to ensure the cheque is received by the hospital at least seven working days before your treatment to allow the funds to clear. At this point, we can also take your card details to cover any other costs during your stay in hospital eg telephone calls, newspapers and visitors' meals etc.

Infection control

We aim to keep infections to an absolute minimum.

Please read the following information carefully and let us know if you:

- have been an in-patient in an NHS hospital in the UK in the last six months for more than 24 hours
- have been an in-patient in hospital abroad during last six months
- are or have been a resident in a residential or nursing home or similar during the past six months
- have been previously colonised or infected with MRSA
- are a healthcare professional

If you fall into one of the above categories, then please contact the pre-assessment team immediately at the hospital on **029 2054 2605** where arrangements will be made, prior to your surgery, to swab your skin and nose for MRSA.

To date hospital acquired MRSA infection is zero, to view our rates, please refer to our website at www.spirehealthcare.com/cardiff

Latex allergy

Should you have a latex allergy please contact the pre-assessment team on **029 2054 2605** as special precautions need to be taken.

Preparing for your admission

For certain operations you may be asked to attend a pre-admission clinic, where you may meet your anaesthetist. Otherwise you will usually meet your anaesthetist on the day of your operation.

You will be asked about your health and about any previous experience you have had of hospital treatment. It's important that you tell your anaesthetist about any allergies that you have and whether you suffer from asthma, hayfever or eczema, and about any medicines that you are taking (whether prescribed, herbal, or over-the-counter).

If you are having a general anaesthetic you will be asked if you have any dental crowns, bridges or loose teeth. These can be vulnerable to damage because a tube is usually put in your mouth while you are unconscious.

- It may be required to stop any hormone medication including the contraceptive pill, HRT or other medication up to six weeks prior to surgery. Please check with your consultant if this is necessary.
- The hospital operates a strict no-smoking policy in accordance with legislative requirements in England, Scotland and Wales.
- You must refrain from drinking alcohol for a minimum of 48 hours prior to your surgery or treatment.
- Patients are requested not to wear make-up, nail polish or nail extensions. Your forefinger needs to be free of nail extensions to enable a reading of oxygen saturation in your blood.

- If you have a disability or any specific needs requiring our assistance, then please notify reception on arrival.
- If you require crutches following surgery, the physiotherapy department will supply them. If you have your own crutches you should bring them with you on admission. Similarly, should you require a brace, support, etc this cost may not be covered by your insurance company and therefore a charge will be made to you.
- If you have any special dietary requirements, please inform our Hotel Services Manager by telephone **029 2054 2505** or email nicola.miller@spirehealthcare.com.
- You should have a bath or shower at home on the day of your admission.
- We would be grateful if you would carefully consider the items that you bring with you to hospital. Whilst we offer a safety deposit box, we would normally ask that jewellery, cash and other items of value are left at home.
- We would like to recommend that you bring some reading material or music with you as there may be a delay between admission and your operation time as it is not uncommon for operating times to change on the day of your surgery.

On arrival

When you arrive at the hospital, usually on the day of your surgery or treatment, you will be greeted at reception, where you will be met by a ward receptionist who will show you to your room. If you have a disability or specific needs requiring our assistance, then please notify reception upon arrival.

You will be asked to provide a swipe of your credit or debit card (as you would in a hotel). This simplifies the payment for items not covered by your insurance, such as the cost of telephone calls, newspapers, visitors' meals or one-off payment treatment such as take home drugs. You do of course have the option of settling these charges by alternative means at your time of discharge. A statement of any charges will be forwarded to you, by post, after your stay and before your card is debited.

Medication

Continue to take all prescribed medication unless otherwise directed. If you are currently taking Warfarin, aspirin, Tamoxifen, HRT or regular herbal medication, please seek guidance from your consultant. Please bring all medication with you in its original container on admission to the hospital.

Visiting hours

We welcome visitors and appreciate that their support can play a vital role in your recovery. We have flexible visiting hours between 10am and 9pm but do encourage our patients to get as much rest as possible after their operation or treatment.

Telephone calls

If a visitor wishes to contact you whilst you are in hospital please ask them to dial our hospital switchboard number on **029 2073 5515** and the call will be transferred direct to your room. You are welcome to bring a mobile phone but ask that you kindly use these in your room only.

During your stay

Once the receptionist has shown you to your room, the nurse looking after you will admit you, take observations: temperature, pulse, blood pressure, etc and answer any questions you may have. This information will be recorded as part of your care.

On the day of your operation

You will be given a gown to wear. It may be that the nurse will only return to your room once before your consultant has asked for you to be brought to theatre.

Your consultant surgeon (and consultant anaesthetist, if you are having a general anaesthetic) will normally visit you before your operation. You will be asked to sign the consent form for your operation, if you have not already done so during your out-patient consultation.

This is also an opportunity to ask any further questions you may have. You may have to wait some time (even several hours) before being taken to theatre. It may be that your consultant has a number of operations to perform, some more complex than others. All patients will have been admitted within a short space of time, so they can all be visited before the operation list gets underway.

This arrangement ensures the theatre list is not disrupted. The ward staff will have some idea of the proposed theatre list and times, however please bear in mind that this may be changed at any time to accommodate the clinical needs of patients.

Eating and drinking

Please follow the fasting instructions given in your admission letter. Typically, you must not eat or drink for about six hours before general anaesthesia. Having an empty stomach is less likely to cause complications.

Going to theatre

The theatre nurse will greet you and ask a number of questions to confirm your personal identity. Many of these questions will be repetitive throughout your stay – please be patient, all our staff are bound by their professional codes of conduct. The questions are to protect you and ensure your safety as you travel through the different hospital departments.

You will be taken into the anaesthetic room and an assistant will help your anaesthetist prepare you for the operation. You will have a narrow plastic tube (called a cannula) inserted into a vein, usually on the back of your right hand or in your arm. This enables the anaesthetist to give drugs and fluids as necessary.

Having a general anaesthetic

If you have a general anaesthetic you will not feel or remember the operation. Please raise any concerns or questions with your anaesthetist or nurse. It is natural to feel anxious before hospital treatment but knowing what to expect can help.

Side-effects of general anaesthesia

These are the unwanted but mostly temporary effects of successful treatment. After having a general anaesthetic, you may have a sore throat, a headache, or feel tired and confused for a couple of days.

Complications of general anaesthesia

Serious complications as a result of anaesthesia do occur, but they are extremely rare. Ask your anaesthetist to explain how these risks apply to you. The exact risks will differ for every person. The information contained in this text is not intended nor implied to be a substitute for professional medical advice nor is it intended to be for medical diagnosis or treatment.



During and after your procedure

After your operation you will wake up in the recovery room where you will be cared for until you are alert and awake enough to be safely transferred back to your room. You will be given oxygen through a facemask and you may hear the beep of the monitor behind your head. Depending on the type of surgery you may also have a drain in the wound site and possibly a catheter into your bladder.

After some types of surgery you may be admitted to the Intensive Therapy Unit (ITU). Patients are admitted here if they require a higher level of nursing care and observation. Sometimes this may be precautionary or because they require intensive treatment to recover safely.

Most patients will stay in ITU for one or two nights depending on their condition and the procedure they have undergone.

When you wake up in ITU you may have several drips and drainage tubes attached to you as well as monitoring leads. The nursing staff will explain their purpose to you. When you are well enough you will be discharged to the ward to continue your recovery.

General anaesthesia can temporarily affect your co-ordination and reasoning skills, so you should not drink alcohol, operate machinery or sign legal documents for 48 hours following surgery. For day-case procedures, you will need to get someone to drive you home and will need to get somebody to stay with you at home for the first 24 hours. You should not drive for 48 hours after a general anaesthetic. However, depending on your operation, your doctor may recommend that you do not drive for a longer period.

Pain control

Depending on the type of operation you have, you may require pain relief. There is a wide range of pain control drugs available that will be tailored to suit your needs. Controlling pain after an operation is very important as pain can interfere with your recovery, so please discuss any discomfort with your nurse, anaesthetist or doctor.

Sometimes, local or regional anaesthesia is used in combination with general anaesthesia to numb parts of the body which are painful. Patient-controlled analgesia (PCA) is used after some procedures. This consists of a pump connected to your cannula, which allows you to control the frequency of pain control medication you receive. Before your operation, ask your anaesthetist what pain control options will be available to you.

Having a local anaesthetic

A local anaesthetic stops you feeling pain without putting you to sleep. It blocks the way nerves carry pain signals to your brain. Depending on the drug used, the numbing effect can last from about two to eight hours. It is important to realise that local anaesthesia takes away feelings of pain, but you may still feel pressure and movement during your operation. You will be able to go home shortly after the procedure. Take care not to injure the numbed area, as you may not be able to feel the damage.

What is sedation?

Sedative drugs relieve anxiety and cause temporary relaxation without putting you to sleep. Sedatives are often used to help people relax during medical procedures. You will remember very little about the treatment done under sedation. Sedative drugs do not block the pain signals to the brain, therefore local or regional anaesthetic is often given as well.

Preparing for sedation

If sedatives are being given then you may be asked not to eat for six hours before your procedure. Ask your doctor for specific advice about sedation.

During sedation

Sedatives can sometimes affect your breathing. While you are sedated, the amount of oxygen in your blood will be monitored constantly and you may be given extra oxygen through a mask or small plastic nasal tube.

Following your sedation

You will be allowed to go home after most of the effects of the sedation have worn off. You will need to get someone to drive you home and will need to get somebody to stay with you for the first 24 hours. Please ask your consultant when it will be advisable to drive following your procedure.

If you have been sedated with a benzodiazepine, you must not drink alcohol, drive a car, operate machinery or sign a legally binding document for 24 hours. Our nursing staff will advise you of this during the admission procedure.

After your regional anaesthetic

It may take several hours for the effects of regional anaesthesia to wear off depending on the technique used. You must arrange for someone to drive you home.

Regional anaesthesia

With regional anaesthesia the drugs are injected around the main nerves that carry signals from the area of the body being treated. This can block the nerves that control your muscles, leaving you feeling numb and unable to move the affected area until the effects wear off. Regional anaesthesia is also used for people for whom general anaesthesia is not suitable, and it can be used for major operations such as hip replacements. You must arrange for someone to drive you home.

Spinal anaesthesia

Spinal anaesthesia is one of the most common types of regional anaesthesia involving an injection of anaesthetic into the fluid that surrounds the nerves in the lower back, and is used for operations below the waist or in the pelvic region. If you have a spinal anaesthetic you may be completely numb for up to 24 hours.

Epidural anaesthesia

An epidural uses a similar technique to spinal anaesthesia, with a narrow plastic cannula left in position near to the nerves in the back. This means that the anaesthetist can give repeated doses of local anaesthetics (and painkillers) without further injections.

Complications of regional anaesthesia

Regional anaesthesia, epidurals and other spinal techniques carry a very small risk of infection, damage to nerves and possible paralysis. Severe headaches can occur after epidurals and spinals, but these are rare. Ask your consultant to explain how these risks apply to you.



Going home

You will be discharged once your consultant is happy for you to leave and when you feel sufficiently recovered, have had something to eat, and have passed urine.

When you are ready to go home, your nurse will provide you with a pack, which includes some important information to help with your recovery and a follow-up appointment to see your consultant.

This pack will contain information relevant to the type of treatment you have received, however please feel free to ask any questions before you go home to ensure that you understand the next step.

We also advise that you check your room to ensure that you have taken your personal belongings, including any medication and radiology films, which you may have brought with you to the hospital when you were admitted.

You should make arrangements to be collected from the hospital between 9am and 9.30am on your day of discharge unless otherwise instructed by your consultant or nurse. Please note that you should not drive for 48 hours following a procedure carried out under general anaesthetic otherwise your insurance will be void.

Suitable medication will be dispensed to you on discharge and this can be paid in full when you leave or it will be billed to the card we swiped on admission. If you are insured, your insurance company will not cover you for aftercare medication. If you have any queries or concerns regarding the medicines prescribed please do not hesitate to call the pharmacy department on **029 2054 2740**

Thank you for choosing Spire Cardiff Hospital.





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How to find us

For more detailed directions to the hospital, please visit www.spirehealthcare.com/cardiff

Telephone	029 2073 5515
Fax	029 2073 5821
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