

Rapid Access Consultation and Evaluation Unit (RACE) (A3)

This is an elderly medical assessment unit for patients predominantly 85 years and over as well as patients between the ages of 74-85 years with a frailty score of over 6 (this will be determined on admission). The unit is open seven days a week. RACE was established in 2010 and aims for a short patient stay of 24-48 hours.

There are 22 beds of which the majority of beds are side rooms with en-suite bathrooms and there are 2 bays of 4 beds. We have the ability to coater for patients on telemetry/cardiac monitoring (remotely) with the assistance from the Acute Cardiac Unit (ACU).

Contact Details

Designation	Telephone No.
Ward Leaders	0300 019 8781 0300 019 2922
Ward Clerks	0300 019 2921
Discharge Facilitator	0300 019 2472

Useful Ward Information

There are telephones/televisions by each bedside which may be rented; these are operated by cards which may be obtained from the machines at the ward entrance and on the C/E block lift landing.

Clothes

We encourage all our patients to wear day clothes during the daytime. This promotes their dignity and helps them to return to normal routines as soon as possible. Please assist us in this by ensuring you/your relative has a supply of easy-to-wear day clothes.

Personal belongings

We advise that personal belongings of high value or large sums of money are not brought into the ward. The hospital does not take responsibility for the safety of belongings for those patients who wish to keep them with them, a hospital safe is available for those patients who do not have relatives to take these items home or who are unable to consent to taking responsibility for their possessions. We ask that if you take an item home from your relative than please inform the nursing staff so that this can be recorded.

Your Bedside Unit

When you reach your hospital bed, just follow the instructions on the bedside screen to get yourself set up on the TV. It only takes a few moments and then you're all set. To use our services, you will need to create an account first. If you have problems getting started, just pick up your bedside phone to speak to our Customer Care Team. This is always a FREE call from the bedside, and our Advisors are available 24 hours a day, 7 days a week.

Visiting times

We have set visiting times from 12-8pm to allow us to provide care and for our patients to rest. Recently, our visiting times have had to alter due to the Covid-19 Pandemic and requirements around infection control. For the most up to date information, please read the [visitor guidance here](#).

These times may be varied in exceptional circumstances. To arrange this, or if you wish to participate in your relative's care or assist them at mealtimes, please speak to the staff nurse in charge.

How to find us

RACE (A3) is situated on level 3 in the **ORANGE ZONE**. [View map](#).

Parking

A multi-storey car park is situated on the main hospital site, the entrance to which is on Longfleet Road (a covered walkway from the car park (level G) leads to the main hospital). The payment terminal for the multi-storey is in the main entrance and accepts coins, notes or credit / debit cards.

Payment may also be made at the security/ car parks office which is also located in the main entrance next to reception (card only). Please make sure that you make payment before returning to your vehicle. The car parking

office is in the main entrance next to the hospital reception. Motorcycles can be parked for free of charge in the designated motorcycle parking areas.

If your visiting is extended over a number of days due to special circumstances you may be entitled to a reduction in car park fees. To enquire about your entitlement please contact the ward staff who can give you a form (at the discretion of the Nurse in Charge) for you to complete and take to the Car Park Manager in the Car Park Office of the main entrance of Poole Hospital.

WIFI

Free Wi-Fi is now available to patients and visitors to the hospital, kindly funded by the Poole Hospital Charity. It can be accessed with the following steps:

- Turn your devices Wi-Fi on
- Select 'NHS Wi-Fi' from the available networks list
- Open your browser and follow the on screen instructions to register or log on.
- Enjoy your free Wi-Fi.



Friends & Family Test: Have your say

Directorate matron and management team support:

The matron and management team are always happy to help should you require. Please contact us on 0300 0198 492 where we can identify the right person to link with you.

- If you wish to discuss any ideas or issues in more depth, please make an appointment for personal time with the Ward Lead or a Deputy.
- Please tell us how we are doing through the Friends and Family Test.
- Tell us what is working and what we could do better.
- Your comments will help us plan improvements to the care we provide.

To complete the form online visit www.uhd.nhs.uk – search Friends and Family test or scan the barcode.