

Stroke Care Unit (SCU), Poole Hospital

The stroke care unit cares for patients of all ages who have been admitted as an emergency following a stroke or a suspected stroke. Stroke Care Unit comprises of Stroke Care Acute and Stroke Rehabilitation

Stroke Care Acute is a hyper acute Stroke unit for patients over the age of 18 who present with stroke symptoms. There are also Medical beds within the unit for patients 75 years and upwards.

Stroke Rehabilitation is a rehabilitation unit for Stroke patients.

The care of patients within the unit is intensive and revolves around confirming diagnosis, assessing the severity of the stroke and devising a care and treatment plan.

The medical, nursing and therapy staff continues with the treatment plan and on-going assessment of the patient to help maximise recovery.

Contact Details

Designation	Telephone No.
Ward Leader	0300 019 2941 0300 019 8559
Ward Clerk	0300 019 8559
Discharge Facilitator	0300 019 2941

Meal times

Our meal times are 12noon-1pm and 5-6pm. If you would like someone visiting to support you during meal times, please discuss this with the nurse in charge.

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.

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.

Visiting times

We have set visiting times 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](#).

How to find us

The stroke unit is on K4 level 0 of the Philip Arnold Unit, yellow 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 019 8492 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.