



East and North  
Hertfordshire  
NHS Trust

# Clinical Support Worker - Ward Booklet

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2022-2023



Providing high-quality, compassionate  
care for our communities

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## Ward information

Here is an overview of some of our departments and services (please note, not all are included):

### Acute Cardiac Unit (ACU)

ACU is a busy cardiac unit. There are twenty two beds on the ward where male and female patients are given holistic care in separate bays. There are five bays each with four beds and two side rooms. The side rooms are initially reserved for those patients requiring isolation. On ACU we provide inpatient care to patients with a variety of cardiac conditions including acute coronary syndromes, arrhythmias and heart failure.

### AMU1 Yellow

AMU1 Yellow is currently a thirteen bedded yellow assessment area with eight side rooms and one bay of five beds.

### AMU1 Red

AMU1 Red is currently nineteen side rooms plus one room for monoclonal antibody treatment. Both AMU1 Yellow and Red are assessment areas for all specialities and have ability for cardiac monitoring.

### AMU2

AMU2 is sixteen side rooms for acute medical patients.

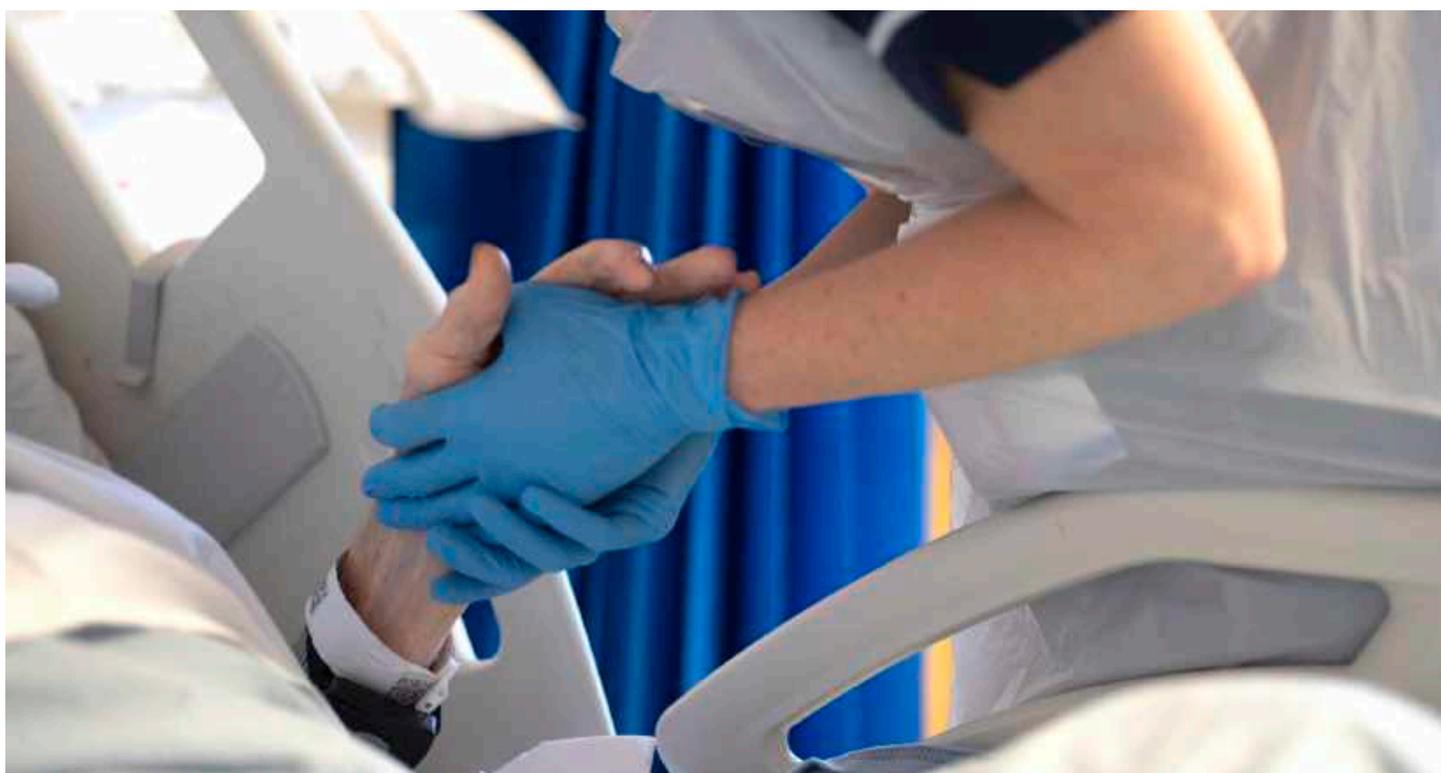
### Ashwell Ward

Ashwell Ward is a twenty four bed frailty ward within the medical directorate (unplanned care). We are based in the Strathmore unit, within Lister Hospital. Our patients are usually over seventy and come with a range of needs, varying from patients who require all care, to those who only need some support. Patients will usually have some pre-existing co morbidities that can be exacerbated by their presenting condition.

We have specialist frailty nurses who work alongside us and are based in ED, and we work closely with our four lead consultants.

We pride ourselves on putting our patients first and involving the family as much as possible in decision making.

Ashwell Ward is proud to offer a great number of learning opportunities to develop you and enhance your skills and knowledge. We value your contribution to the ward team and are keen to promote the rewards of working with frailty patients.



## Ward information

### Barley Ward

Barley ward is a twenty four bedded unit located in Strathmore unit, Lister Hospital. We work closely with the stroke specialist team and other member of the multidisciplinary team. We have vacancy for enthusiastic flexible and determined CSW to join our motivated, friendly, supportive team.

You will have experience working within medicine and stroke after care and have interest in rehabilitation.

### Children's - Bluebell Ward

Bluebell Ward is a paediatric inpatient ward.

This service is for children who are brought in by their families or ambulance and for children who are referred by another health professional, for example their GP.

### Children's - Emergency Department

Our brand-new Children's Emergency Department is purpose built and includes three paediatric resuscitation bays, six major spaces, and an ENP service co-located within the emergency department, seeing minor illness and injury, as well as a ten bedded children's assessment and decision unit.

We also have our children's sixteen bedded acute wards and a Safe Space room for our children and young people who present in mental health crisis or need a calm, peaceful environment to ensure we meet the needs of our children, young people and their families.

Our community service enables us to provide holistic care for all children and young people who access our in-hospital and community services, enabling us to bridge the gap in the care we deliver across the county. Our community has many exciting specialist services - diabetes, epilepsy, chronic fatigue, ADHD/ASD, special schools and Children's community nursing team.



# Ward information

## Critical Care

Critical Care is an intensive care unit, also known as an intensive therapy unit or intensive treatment unit or critical care unit. It is a special department of a hospital or health care facility that provides intensive treatment medicine.

## Emergency Department (ED)

ED is the front door to the hospital. We see patients ranging from sixteen years old upwards. ED is made up of multiple different areas:

- Main waiting area this is where patients self-present. They are streamed by the hello nurse, triaged to the appropriate area, initially assessed and if well wait here to be seen
- Majors sixteen bedded area, for patients that are unsuitable to sit in the waiting area and need further monitoring
- Majors 2 and 5 cubicles are a waiting area used for patients who are requiring treatment
- Majors 3 used for low covid risk patients that require a trolley

- Resus 6 bedded area for the more critically unwell patients requiring 1-1 or 2-1 monitoring
- Ambulance handover where the ambulances bring patients. They are assessed by the nurse
- Majors 5 waiting area for ambulatory low covid risk patient

## Maternity - Gloucester Ward

Gloucester ward is a busy twenty seven bedded ward for mums and babies. There are three six-bedded bays, one four-bedded bay and five amenity / side rooms.

## Pirton Ward

Pirton Ward is a twenty two bedded HASU Hyper acute stroke unit.



# Ward information

## Renal Service

The renal service at East and North Hertfordshire NHS Trust is recognised as a specialist referral centre for renal medicine serving most of Hertfordshire, Bedfordshire and parts of Essex.

Dialysis facilities in places such as :

- St Albans City Hospital
- Chiltern Kidney Centre, Dunstable
- Bedford Dialysis Unit
- Princess Alexandra Hospital, Harlow

## Theatres

The seventeen theatres at the East and North Hertfordshire NHS Trust provide a vibrant, exciting and professional environment where the advanced equipment and technology is second to none. This includes fully integrated and equipped theatres, use of modern technology such as the Da Vinci Robot, and Laminar flow theatres. The hospital also has an existing new project underway where new procedure rooms and a vascular hybrid centre is under construction.

Our hospital theatre team comprises consultants and practitioners who have vast experience and knowledge across a range of specialties. There are many complex procedures carried out daily, across a range of acute specialties.

## Swift Ward

Swift Ward is a twenty six bedded surgical ward consisting of two ends (A and B end).

A end is primarily elective orthopaedic surgery including hip and knee replacements.

B end is mixed surgical patients including a range of specialties such as ENT, gynaecology, general surgery, emergency trauma and orthopaedics, plastics and urology.

We also currently have two private patient rooms (beds 9 and 10).

We strive for normalisation and independence on our ward to reduce the length of stay and improve patient's care journey so our clientele will reflect this. We do not have any end of life, dementia or acutely ill patients on this ward, due to the nature and layout of the environments.

We are a friendly and approachable team who always work together to give the best service to our patients.



# Ward information

## Ward 11A

Ward 11A is a respiratory ward located in the main tower block. There are twenty nine beds on the ward where male and female patients are given holistic care in separate bays.

There are five bays each with eighteen beds and seven side rooms. The side rooms are initially reserved for those patients requiring isolation.

11A / RSU is a twelve bedded level two area, used to give respiratory support to patients to prevent admission to critical care. It is for patients with single organ failure only (lungs).

## Ward 11B - Respiratory Support Unit (RSU)

This ward, due to demand during the pandemic, has been very fluid. It has five side rooms, one bay of three beds and one bay of four beds, which have been open as escalation due to demand.

## Ward 10A

Ward 10A is a ten bedded ward, predominately caring for oncology and haematology patients.

## Ward 10B

Ward 10B is a thirty bedded medical ward, specialising in endocrinology and diabetology.

## Ward 9A

Ward 9A is an elderly care ward situated on the ninth floor in the main hospital. The ward has thirty beds, comprising of six bays of four and 6 individual beds in siderooms. These are initially reserved for clients requiring specific nursing needs e.g. protective nursing, standard isolation, very ill patients.

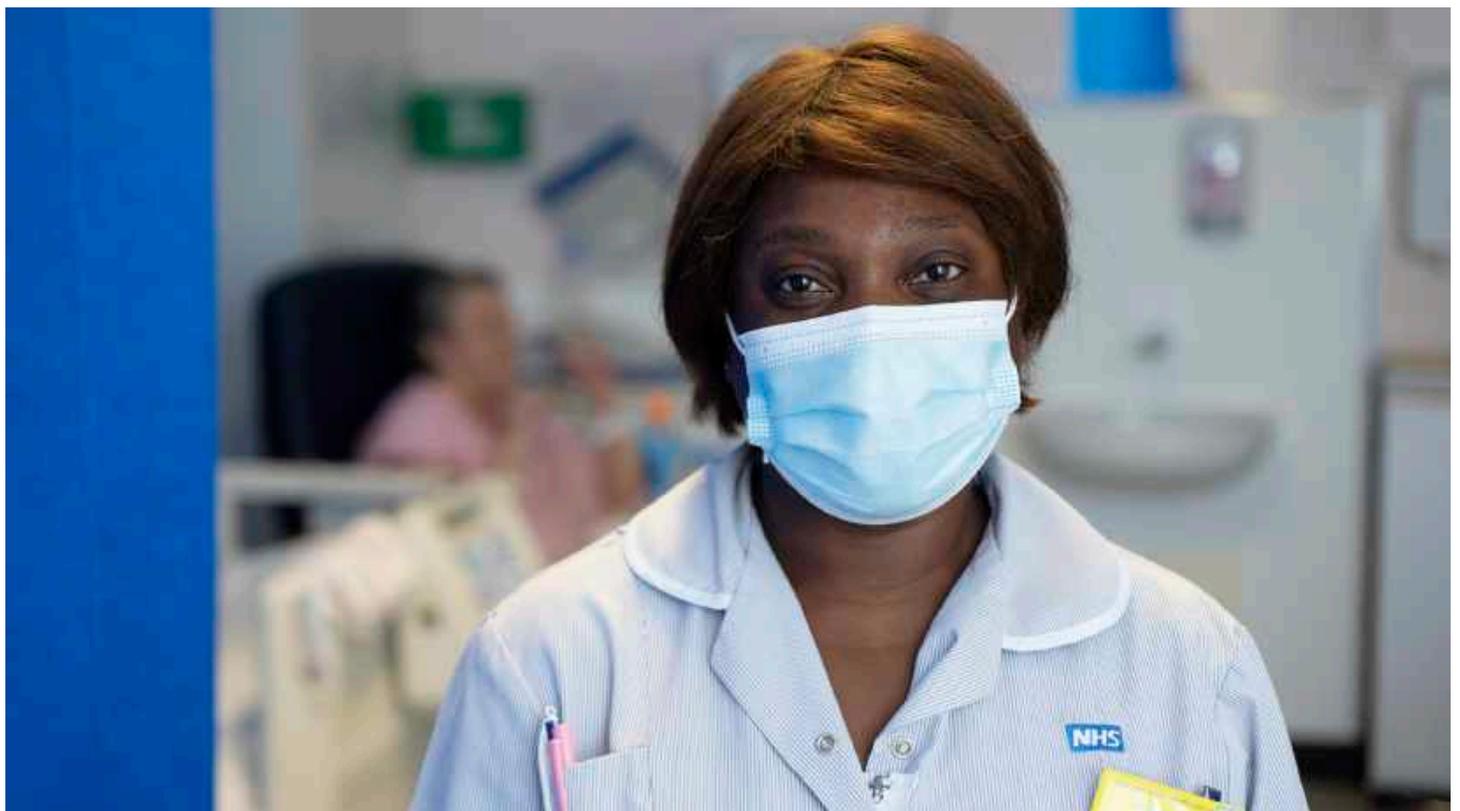
Anyone over the age of seventy seven is eligible for admission to the elderly care wards, but generally our clients are well into their eighties and nineties.

We are an acute medical ward, so you will see a variety of medical conditions actively treated.

These include cardiac and respiratory problems, stroke and diabetes. We provide terminal care for clients with cancer, heart failure and other medical conditions.

## Ward 9A / 9B

Thirty bedded elderly care wards for patients over seventy seven years of age.



# Ward information

## Ward 8A

Ward 8A is a twenty nine bedded mixed gastroenterology ward with one side room which is a procedure room.

## Ward 7A

Ward 7A is a twenty nine bedded general surgery and vascular ward. We are currently in the process of becoming fully vascular surgery, with an outpatient clinic, four bed HDU unit and assessment bay. We will take patients from Hertfordshire, Watford and Princess Alexandra.

## Ward 7B

Ward 7B is a urology and colorectal surgery, busy and fast paced ward with varying patient concerns and illnesses. No two days are the same, which keeps the job interesting.

We are a thirty bedded surgical ward, with opportunities to learn about two very interesting and diverse specialities.

## Ward 6A

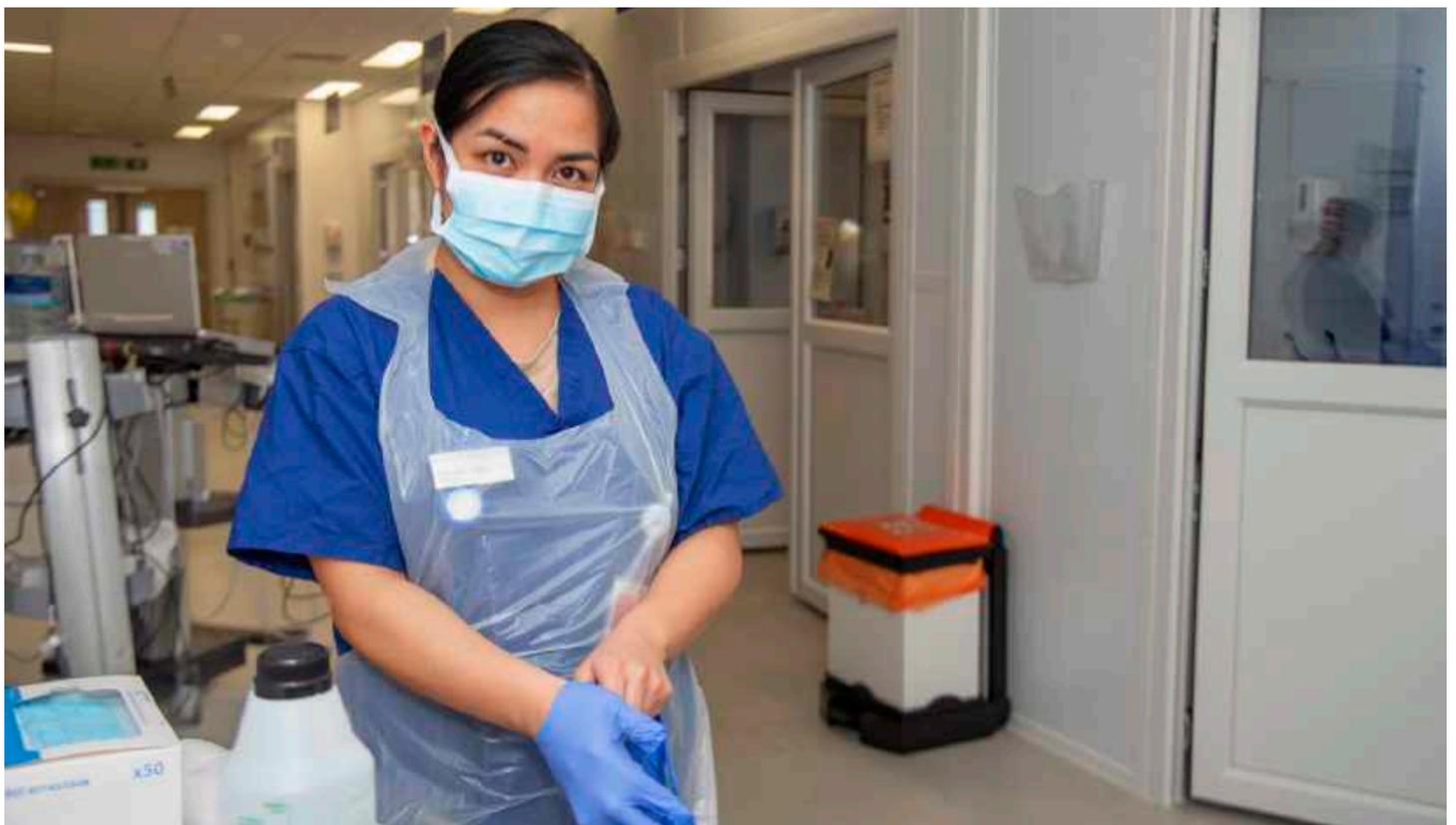
Ward 6A is a diverse ward with different medical specialties. Ward 6A is considered as a general medical acute ward and renal ward.

We specialise in treating generally acute patients under rheumatology, endocrinology, respiratory, elderly Care, gastroenterology, dementia and renal care.

## Ward 6B

This is a nephrology (renal) ward with twenty five beds. We see patients with a wide variety of conditions such as diabetes, cardiac, urology, or infections, that can lead to impaired kidney function. Many of our patients require dialysis treatment that is provided by a specialist team.

As a Clinical Support Worker you will work alongside registered nurses, students and other CSWs, caring for our patients by assisting them with personal hygiene, nutrition, mobility and emotional wellbeing. You will learn how to monitor vital signs and fluid balance, maintain good infection control and record keeping. We offer career opportunities for those who wish to develop further. This is a busy, friendly place to work.



## Ward information

### Ward 5AN

Ward 5AN is a fifteen bedded gynaecology and female surgery ward.

### Ward 5AS

Ward 5AS is a fifteen bedded ENT and plastics ward.

### Ward 5B

Ward 5B is a thirty bedded trauma orthopaedic #NOF ward

