

# Emergency Assessment Unit

**Reference Number:** ULHT-LFT-0373 v7

**Issued:** March 2022

**Review Date:** March 2024



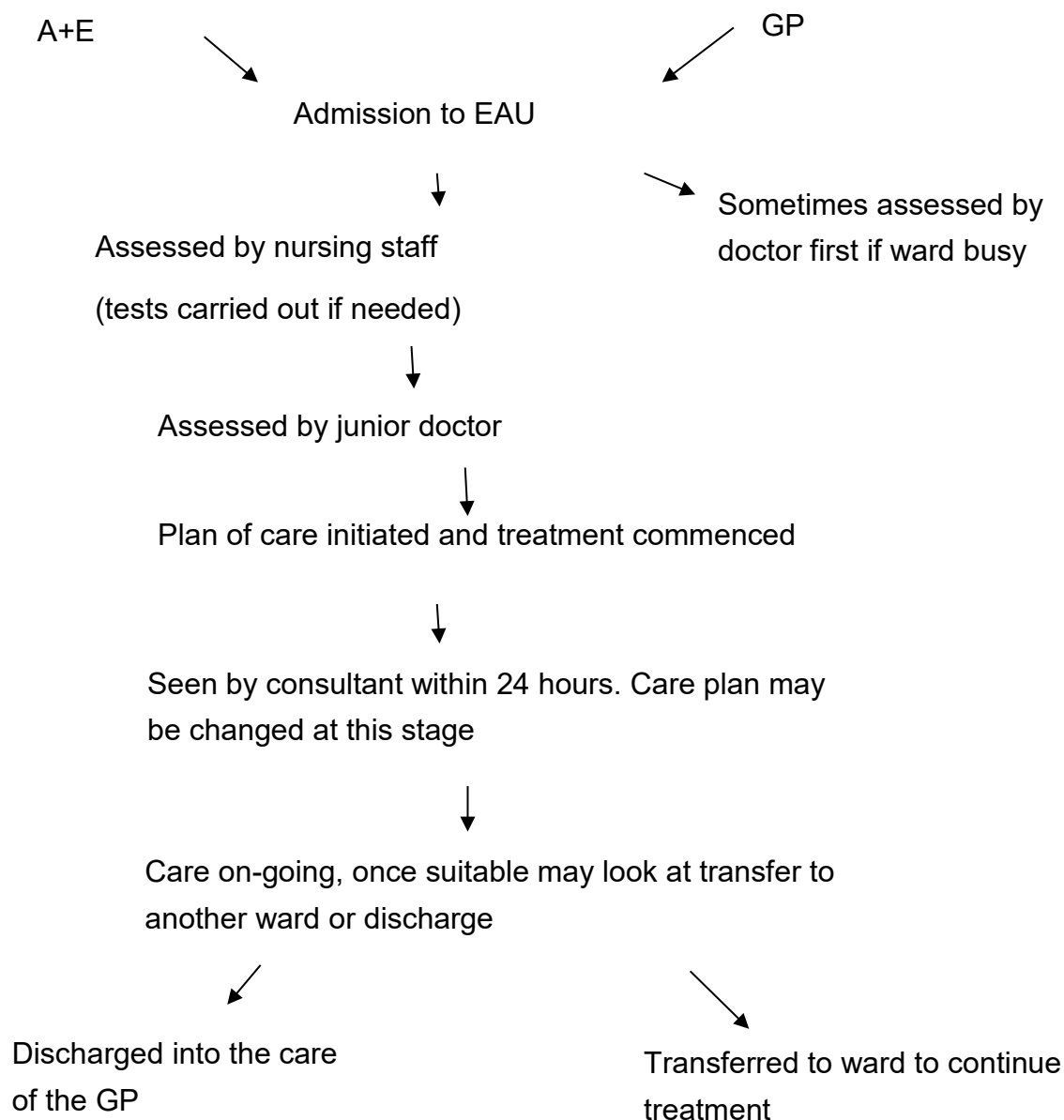
## What is an Emergency Assessment Unit (EAU)?

EAU accepts adults from the Accident and Emergency department, Ambulatory Care and referrals from doctors in the community for further assessment and stabilisation. The ward accommodates both male and female patients with medical, surgical and orthopaedic conditions. EAU is a 24 bedded unit for admissions to hospital. The beds are for short stay use only, usually 24 to 48 hours.

EAU is the only ward within Grantham Hospital that admits and discharges patients 24 hours a day. This may cause some disturbance and for this we apologise.

If you have any queries during your visit please do not hesitate to ask a member of staff. We hope you enjoy your experience with us.

### Patient Flow on EAU



## Telephone enquiries

Telephone enquiries are always welcome, but staff are restricted in the details they can provide over the telephone in order to protect confidentiality. We suggest that maybe one family member should contact the ward to obtain information and relay back to family, where necessary, to save time and repetition.

## Electrical equipment

Before usage any electrical equipment brought into hospital which requires a power source must be checked by the works department to ensure it meets safety standards.

## EAU Ward facilities

- **Chaplin** - visits the ward on Tuesday and Friday afternoons. If you wish to speak with a Chaplin inform a member of staff who will contact them for you.
- **Visitor toilets** - unfortunately there are no visitor toilets on EAU; these are situated by Belton Ward or near the library.

## Patient Advice & Liaison Service (PALS)

PALS is a confidential, on-the-spot, advice and support service for patients, relatives and carers. The PALS can be contacted via email [PALS@ulh.nhs.uk](mailto:PALS@ulh.nhs.uk)

## Smoking

This hospital enforces a no smoking policy, however, there are designated areas within the hospital grounds. Advice and support regarding smoking cessation is readily available on request.

Grantham & District Hospital

Ward Sister - Lucy Blakey and Louise Lai

EAU direct dial - 01476 464345/464634/464430

[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)