

Unwell Patients at King's Lodge 8.30-18.30 Monday to Friday - Full Clinical Guideline

Reference no.: CG-REHAB/2019/002

1. Introduction

This document is to provide guidance for the management of unwell patients on King's Lodge, Ward 3, LRCH weekdays between 8.30 and 18.30.

2. Aim and Purpose

To ensure prompt and safe management of unwell patients.

3. Definitions, Keywords

King's Lodge- Neurorehabilitation Ward at LRCH MAU- Medical Assessment Unit; SAU- Surgical Assessment Unit; NEWS- National Early Warning Score; GCS- Glasgow Coma Scale.

4. Main body of Guidelines

• NEWS ≥ 5, or ≥ 3 in an individual parameter OR

 Nurse concerned that patient is unwell (in physical or behavioural or psychiatric terms)



- 9.00 17.00: Review by King's Lodge Medical Team
- Telephone advice available from MAU¹- inform about situation and NEWS
- 8.30- 10.00 MAU Medical Registrar bleep 8081
- 10.00- 18.30 MAU Consultant- available via reception 86374
- Decision made to manage patient on ward or refer to RDH²
- Decision guided by: Optimum treatment for condition if diagnosed/need for further diagnostic procedures/stability of patient/diagnostic uncertainly requiring specialist acute assessment/consequences to patient's neurological condition and rehabilitation if they move off the unit.
- 1. If the emergency is obviously surgical contact SAU registrar on 07887451531
- 2. The MAU registrar or consultant will decide to admit the patient at RDH via MAU. If there are concerns that a delay is occurring staff are advised to contact bed bureau in the first instance and the site manager if there are still concerns.

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Continue observations as indicated by patient track (NEWS)



If patient to be transferred to RDH:

- Contact bed bureau 89099, who will arrange transport and bed
- King's Lodge medical team initiates first line urgent treatment and investigations according to their competences and safety in community hospital environment
- King's Lodge medical team completes transfer letter



If at any point there is clinical concern that the patient requires emergency treatment as soon as possible call 9999 and then inform A&E (87846) about patient. Such instances could be:

- Acutely unwell with NEWS ≥ 5
- Rapid deterioration of clinical condition and/or escalation of NEWS score
- Medical or surgical condition that requires emergency treatment
- DHU review is delayed and staff are concerned about patient's wellbeing or if the patient is unstable
- Falling GCS with possibility of hydrocephalus or intracranial haemorrhage³
- 3. If the emergency includes need for an urgent CT scan with possibility of hydrocephalus or new intracranial haemorrhage in a patient whose GCS is falling the route will usually be via ED but there may be exceptions that need to be discussed at senior level.

5. References (including any links to NICE Guidance etc.)

6. Documentation Controls

Development of Guideline:	Karen Biggs (senior sister), Morag Sime
Consultation with:	
Approved By:	CDCS Division August 2023
Review Date:	September 2026
Key Contact:	Karen Biggs