

Corridor care when the hospital is busy

Trustwide Clinical
Information for Patients

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Your care in our hospital today

Right now, you are being cared for in a corridor or another temporary space.

This is because the emergency department/hospital ward is very busy.

We apologise. We know that this is not ideal. We want you to know that your safety, wellbeing, privacy and comfort remain our top priority.

You will still get safe, high-quality care. We are following all measures to protect you and others from infection.

Below are answers to some common questions. **If you have any other concerns, please speak to a member of staff nearby – we are here to help.**

Why am I being cared for in this space?

The hospital is very busy. Due to high numbers of patients, we do not have enough cubicles or beds available at the moment.

To make sure everyone gets the care they need, we sometimes use other spaces temporarily. You will still get safe, high-quality care. We are following all measures to protect you and others from infection.

How long will I be here?

It is hard to give an exact time. Staff are checking patients all the time. We will move you to a bed, room or more suitable space as soon as one becomes available.

Your team will let you know as soon as this happens.

How will my dignity and privacy be protected?

We understand this is not ideal. We are doing everything we can to make sure you have privacy. We may use screens to make sure you feel as comfortable as possible during assessments and care.

Will I still be seen by a doctor as quickly as other patients?

☒ **Yes.** We will see you based on how urgent your care needs are – not where you are.

Being in a corridor or other temporary space does not delay your treatment.

Will I still get food and drink?

☒ **Yes.** If it is safe for you to eat and drink. We will give you meals at set times.

Please tell staff if you have any allergies, dietary needs, or if you need food or drink outside these times.

Can I use the toilet and washing facilities?

☒ **Yes.** There are toilets and washing areas nearby.

Staff will show you where they are or help you if you need it.

Do I have an allocated nurse?

☒ **Yes.** You will have your own nurse who will tell you, their name.

They will help you with your medicines and care.

If you have any worries or questions, please speak to them.

Can I get staff attention if I need help?

☒ **Yes.** Staff are always nearby and will check on you often.

Your nurse will explain how to get help if you need anything or if you start to feel worse.

Can I have visitors?

☒ **Yes.** Please try to keep visitors to a small number. This area can be busy and it helps us keep people safe and comfortable. Your nurse will explain the wards visiting times to you.

All visitors must clean their hands and follow hospital safety rules.

Who will talk to my family or carers?

Your nurse, doctor or therapist can share information with your family or carers if you wish.

If I need to be admitted to a ward, will this delay me?

☒ **No.** If you need to go to a ward, we will arrange your bed as soon as one is ready.

Your care will continue while you wait.

How can I give feedback about my care?

If you have any questions or worries, please speak to a member of staff.

We welcome your feedback. You can also contact our Patient Advice and Liaison Service (PALS) on:

Freephone: 0808 1788337

Email: uhl-tr.pals@nhs.net

Online contact form: www.uhleicester.nhs.uk/patients-visitors/support/feedback-complaints/pals/

Health information and support is available at www.nhs.uk or call 111 for non-emergency medical advice
Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals.
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
 ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
 إذا كنت ترغب في الحصول على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
 Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu
 જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કપા કરી ટેલિફોન કરો.

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net

We are a research hospital and you may be asked to take part in research