

Welcome to the Emergency Decisions Unit (EDU)

Emergency Floor

Information for Patients

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Introduction

Welcome to the Emergency Decisions Unit also known as EDU. This unit is part of the Emergency Floor in the Leicester Royal Infirmary. It is on the first floor of the Balmoral building.

The unit

EDU is for patients who need to wait for:

- results,
- specialist review,
- a period of observation.

When you arrive in the unit you may be offered a chair or a bed. This will be dependent on your expected length of stay and the availability of beds at that time.

Staff are very happy for you to ask any questions about your care. The visiting times for your relatives are 11am till 8pm.

Food and drink

There are hot and cold drinks available, please ask a member of our team. Patients on EDU are offered hot and cold meals 3 times a day, at the these times:

- Breakfast: 8am
- Lunch: 12 midday
- Dinner: 6pm

There are snacks available, please ask a member of our team.

**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



Feedback

When you are discharged from the unit we would value your feedback on your experience of care. This can be completed on the feedback forms available in the unit or by visiting the Trust website, <https://www.oc-meridian.com/UHLTR/survey/inpatient>

General Information

- **Smoking:** The University Hospitals of Leicester has a “No Smoking” policy. Smoking is not allowed in any of its buildings.
- **Zero tolerance:** Everyone has the right to be treated with dignity and respect. If someone behaves in an unacceptable way, the Trust will take action. This will result in the use of the Trust’s Managing Violence, Aggression and Disruptive Behaviour Policy, which is available on the Trust website.
- **Travel and Parking:** Details of parking and transport are available on <https://yourhealth.leicestershospitals.nhs.uk/>. On the website please search for:
 - ‘Car parking at Leicester Royal Infirmary’ or leaflet 401.
 - ‘Helping you to plan your visit to the clinic at Leicester Royal Infirmary’ or leaflet 219.
 - ‘Coming to hospital - Leicester Royal Infirmary (Easy Read)’ or leaflet 1276.

Contact details

- **Main hospital contact number: 0300 303 1573**
Please ask the switchboard to put you through to EDU.
- **EDU direct contact number: 0116 258 6214**
We also have a portable phone that can be taken to your bedside, please ask a member of staff.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

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