

Patient information

Corridor Care

Corporate

Introduction

You are currently receiving care in a corridor care area. This is a temporary arrangement used during periods of exceptional demand when the number of patients requiring care exceeds the number of available clinical treatment spaces.

Your healthcare team has assessed your condition and confirmed that corridor care is safe and appropriate for your current needs. **Although you are being cared for in a corridor care area, you will continue to receive the same clinical assessment, treatment, monitoring and nursing care required for your condition.**

This leaflet explains why corridor care is being used, what you can expect and how we will continue to support your care needs. We understand this may not be the environment you would expect, and we sincerely apologise. Your safety, dignity, comfort and privacy remain our priority.

Why Corridor Care Is Being Used

Our hospital is currently experiencing very high demand for emergency and inpatient care. At times, the number of patients requiring treatment exceeds the number of available clinical treatment spaces.

To ensure patients continue to receive timely care, corridor care may be used as a temporary measure whilst an appropriate treatment space or inpatient bed becomes available. This decision is made following clinical assessment and regular review by the healthcare team.

What Corridor Care Means for You

Whilst receiving corridor care, you will continue to receive the care, treatment and monitoring required for your condition from our healthcare team.

Your care will be reviewed regularly, and you will be moved to an appropriate treatment space or inpatient bed as soon as one becomes available.

What You Can Expect from Us

Whilst receiving corridor care, we will:

- Treat you with dignity, respect and compassion at all times.
- Maintain your privacy wherever possible, including the use of privacy screens during personal care and clinical assessments.
- Ensure you have access to a call bell or alternative means of requesting assistance.
- Continue to monitor your condition and provide the care, treatment and clinical review appropriate to your needs.
- Ensure you have access to toilet facilities and provide assistance where required.
- Provide food and drinks appropriate to your clinical condition and dietary requirements.
- Keep you informed about your care, any delays and what will happen next.
- Regularly review your care and move you to an appropriate treatment space or inpatient bed as soon as one becomes available.

What Happens Next?

Your clinical condition will continue to be monitored and reviewed whilst you are receiving corridor care. If your condition changes at any time, your care needs will be reassessed and appropriate action taken.

Corridor care is intended to be a temporary arrangement. As soon as an appropriate treatment space, ward bed or alternative care area becomes available, you will be moved when it is safe and appropriate to do so. We appreciate that this may not be the environment you would expect and thank you for your patience and understanding.

Raising Concerns

Your safety, comfort and wellbeing are important to us. If you have any questions, concerns or feedback about your care, please speak to:

- A registered nurse or healthcare support worker
- The Nurse in Charge or Matron

Alternatively, you can speak to the Patient Advice and Liaison Service (PALS) who may be able to support and help resolve concerns. They can be contacted on:

- Email: paht.pals@nhs.net
- Telephone: 01279 827211

If you would like this leaflet in another language or format, or you would like to give feedback on your care, please let the PALS team know.