



Community hospitals

Emergency multidisciplinary assessment unit (EMU)

Your visit to the EMU

You have been referred to the emergency multidisciplinary assessment unit (EMU) by your GP or another healthcare professional.

Today you will be assessed by a doctor and the nursing team. You may also be assessed by the physiotherapist, occupational therapist, and the social worker, depending on your needs.

It is important that you give all of your current medications to the doctor or nurse in charge of your care. If you have forgotten your medications a family member may need to go home and get these for you.

What will happen in the EMU?

The team will do some tests and start some treatment for you. We may also set rehabilitation and discharge goals with you. We may ask you to come back to the EMU each day for a few days so that we can review your condition, and check that your treatment is working.

A family member or friend may need to organise things for you and keep a close watch on you when you return home.

How can the EMU staff help me?

The medical and nursing team are very experienced at assessing, diagnosing and treating a wide variety of medical conditions. They can also identify areas where further input may be required to ensure that you are as independent and safe as possible.

The physiotherapist and occupational therapist are experienced in assessing your mobility, and working to

maximise your level of mobility with any aids that might be helpful. They also undertake a variety of assessments to identify what equipment and support you may need to maintain your independence. The social worker can assess your current home situation and your ongoing needs for care, whether short or long term.

The EMU nursing team consists of registered nurses, registered paramedics, registered nurse associates, assistant practitioners and health care assistants. All staff assessing and caring for you will have been trained and assessed as competent to undertake the tasks they are completing. If you have any questions about our nursing team please ask. We also have student nurses and paramedics, if you have any concerns about being cared for by healthcare staff in training again please ask.

Visitors

We find it helpful if one family member is identified to liaise with the EMU team. Space for visiting is limited and we would ask that you and your family are mindful of this.

Who will look after me at home?

The EMU team will work with you and your family to produce a plan to support you at home. We have access to services who can visit you at home for a few days and help with things like taking your tablets, or giving you injections.

What if I feel more unwell overnight?

Before you leave, the medical team will discuss with you the treatment plan and the next steps in your care. They will also discuss with you what to look out for if you feel unwell. Most people feel start to feel better after starting their treatment at EMU, however a few may feel more unwell overnight due to a change in their illness.

If you have serious or life-threatening symptoms please contact 999 for an ambulance.

For other symptoms or changes in how you feel, please call the EMU during our opening hours for advice. In the evening and overnight please call the Out of Hours GP service on 111 and tell them that you are receiving treatment at the EMU.

Please tell the EMU team about any changes in your condition when you are next seen for assessment.

What if I can't go home?

Sometimes the doctor will want you to stay in hospital in one of our allocated EMU beds. This bed is available for up to 72 hours. If you are not fit enough to leave after this time, we may need to transfer you to another longer stay bed in the Oxfordshire area. A longer stay bed may not always be available at a community hospital. If you do need to be moved to another hospital we will try to make sure that this is as close to your home area as possible.

A family member will need to organise some essentials for your stay in hospital and also pick up all of your medications.

Consent

We want to involve you in every stage of your care, and will seek your consent before carrying out any care or procedures. If you are unhappy for us to proceed at any point or have any questions, please let your nurse know.

Chaperone

You are entitled to have somebody with you during any consultation or examination. This can be a family member, friend or member of the EMU team, please ask if you need help to arrange this.

Discharge planning

Discharge planning will begin from the first day of your admission. The EMU team will visit you every day during your stay to assess your progress. We will discuss your ongoing care plan with you. Sometimes additional care might be needed.

We will discuss this with you during your stay. A family meeting can often be a good idea, particularly if your relatives have concerns about your return home after your stay in hospital.

This meeting will give us the opportunity to discuss all the possibilities of how your care needs may be most appropriately met.

Your information

We may need to share your information with other health or social services staff who provide your care. If you have any concerns about this please speak to the EMU staff.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971 or email

PALS@oxfordhealth.nhs.uk

Contact us

**Emergency
multidisciplinary
unit co-ordinator**

**Abingdon Community
Hospital
Marcham Road
Abingdon
Oxfordshire
OX14 1AG**

Telephone: 01865 904 898

**Emergency
multidisciplinary
unit co-ordinator**

**Witney Community
Hospital
Welch Way
Witney
Oxfordshire
OX28 7JJ**

Telephone: 01865 903 378

We are open seven days a week 9am till 8pm Monday to Friday and 10am to 4pm Saturday and Sunday.

Notes

Please use this page to record any information you find useful.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

Oxford Health NHS Foundation Trust
Trust Headquarters
Warneford Hospital
Warneford Lane
Headington
Oxford
OX3 7JX

Switchboard 01865 901 000
Email enquiries@oxfordhealth.nhs.uk
Website www.oxfordhealth.nhs.uk

Become a member of our Foundation Trust
www.ohftnhs.uk/membership