



North of Scotland Major Trauma Centre

Aberdeen Royal Infirmary

Information for
patients and their
families / carers





We understand that this is not where you planned to be, but while you are here we will do everything we can to give you the expert care that you deserve.

You will be treated with respect and compassion and our staff will look after you without prejudice or judgement.

What is a Major Trauma Centre?

It is a specialist centre dealing with people who have had serious injuries and accidents. It is open 24 hours a day, 7 days a week and has specially trained teams that treat and care for you when you first arrive and throughout your stay.

Aberdeen Royal Infirmary is the only Major Trauma Centre (MTC) for the North of Scotland Trauma Network. This means that we treat adults and children from across Grampian, Highland, Orkney, Shetland and the Western Isles.

Within the MTC we look after patients with serious injuries that need specialist help. Major trauma can be a single injury or multiple injuries to bones, brain, chest, skin or face.

On your arrival to The MTC in Aberdeen Royal Infirmary hospital

When you arrive you will receive a full assessment by specialist doctors, nurses and the trauma team. They will assess you and decide which tests and care you need.

How long will I need to be in hospital?

It depends on your injuries. Each patient's needs, following injury, are unique and everyone recovers differently.

The MTC is part of the North of Scotland Trauma Network and our aim is to get you as close to home, as soon as we can, to continue your care and rehabilitation after discharge from Aberdeen Royal Infirmary.



Meet the Trauma Team:

Major Trauma Consultant

The Major Trauma Consultant is a consultant with a specialist interest in treating patients with multiple injuries and will be part of the multi-disciplinary Major Trauma Team looking after you.

The consultants fulfilling this role will be from different, mainly surgical specialities, and will vary from time to time as different people take turns in performing this role. Their function is to help co-ordinate and facilitate your care whilst several different surgeons and doctors are involved in looking after you.



Case Manager

The Case Manager will meet you soon after your admission to hospital. Your injuries may be complex and we will help coordinate your specialist care in order that you get the best treatment possible.

The Case Manager will help you to understand your injuries, organise and explain treatments or investigations you may undergo.

The MTC collects data for audit, education and research purposes which helps improve the service. You will be approached to take part in surveys during your stay in the MTC.



Rehabilitation (Rehab) Consultant

A Rehabilitation Medicine (RM) Consultant will be involved from an early stage to assess you, help with your care and provide advice on your ongoing care and rehabilitation. The extent of their involvement will be dependent on your injuries and likely ongoing needs.

The RM consultant will also be available to provide information to you and your family about your condition.

Rehabilitation (Rehab) Coordinator

The role of the Rehabilitation Coordinator is to help organise your recovery, while ensuring you receive the most appropriate treatment in the correct place.

This will be across your journey from hospital to specialist rehab (if necessary) and discharge. This includes repatriating you to a hospital closer to home if appropriate.

Throughout your recovery we can be the point of contact for you and your family ensuring you are fully informed in all aspects of your care.



What is rehabilitation?

Rehabilitation is a process in which the team will work with you and your family, using various therapies, techniques and treatments, along with education and support to help you achieve the highest level of independence possible.

The team work with you and your family from when you first come to the centre to help you:

- Identify your needs.
- Recover from your injuries.
- Set your personal goals towards recovery.

For some that could mean being able to walk again and so involve exercises to strengthen a broken leg.

For others it might be to help you find ways to cope with what can be a very stressful and emotional time as major trauma can be a challenging and distressing experience.

For some seriously injured people, rehabilitation may involve therapy to help you communicate, or eat and drink.

At first we focus on helping you leave hospital, and then as your rehabilitation continues, we work on helping you live as independently as possible and return to as many of your previous activities and roles as possible, including family life, working life and social life.



Dietetics

A Dietitian is an expert in nutrition who helps to promote nutritional wellbeing as well as assessing, diagnosing and treating nutrition-related problems.

A Dietitian provides practical and safe advice based on current scientific evidence to optimise nutrition for recovery.

You may be seen by a Dietitian during your time in the MTC.

Physiotherapy

Physiotherapists assist with rehabilitation throughout your journey. We help people affected by injury, illness or disability through movement and exercise, manual therapy, respiratory care education and advice.

Speech and Language Therapy (SLT)

During your hospital admission you may be assessed by a Speech and Language Therapist (SLTs). SLTs work with all the members of the team to aid your recovery and rehabilitation.

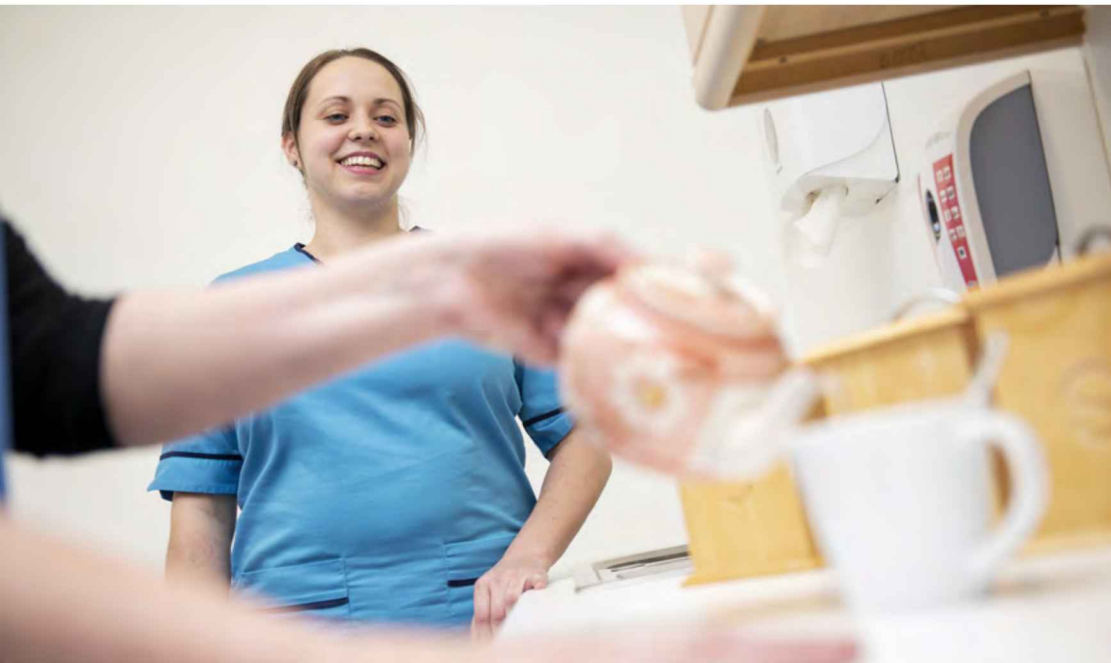
You may be seen due to difficulties with communication including changes in understanding or producing speech, finding the right words, changes to your voice and any challenges with reading and writing. SLTs will assess and provide rehabilitation in these areas to help you communicate and participate in your care.

There may be changes in your ability to swallow safely. A SLT will assess and advise you on the safest consistencies to eat and drink. Rehabilitation of swallowing difficulties includes individualised exercise programs.

Occupational Therapy

Occupational Therapists (OTs) play a fundamental role in helping you return to independence. They are specialists in analysing activity and understanding how your injuries impact your function in everyday life.

- We will assess both your physical and cognitive abilities and their impact on your daily tasks.
- We will help with planning your discharge from hospital ensuring it is safe and timely by assessing your home environment and providing support.
- If required we will issue specialist equipment for example, wheelchairs/seating to help enable you to progress your rehabilitation.
- Where appropriate we will refer for on-going community rehabilitation to facilitate re-engagement in daily tasks, employment and hobbies or any community support services that are available.



Clinical Psychology and Clinical Neuropsychology

The Clinical Psychologists in the Major Trauma Team can assist you to understand your emotional response and support you and your family through your recovery. If you sustained a brain injury, the Clinical Neuropsychologists can help assess and explain changes in thinking, emotions and/or behaviour and advise on rehabilitation. Every patient and their family involved in major trauma, will have the opportunity to meet and work with a Psychologist during their time in the MTC.

Your feedback is important to us:

We would welcome any comments you may have. What did you like about the service you received? If you wish to praise our staff, comment on our standards of care or any other aspect of NHS services please let us know by completing one of our feedback cards.

If you are unhappy with any aspect of the service you receive please speak to the person in charge of the area who will try to resolve the problem as quickly as possible.

If for any reason you prefer not to speak to a member of staff you can either complete a feedback card, tick the complaint box on the card to confirm you wish to make a formal complaint. Feedback cards are available in the ward, just ask if you would like one or email:

nhsgrampian.feedback@nhs.net

or call

0345 337 6338

You can contact the MTC directly on email:

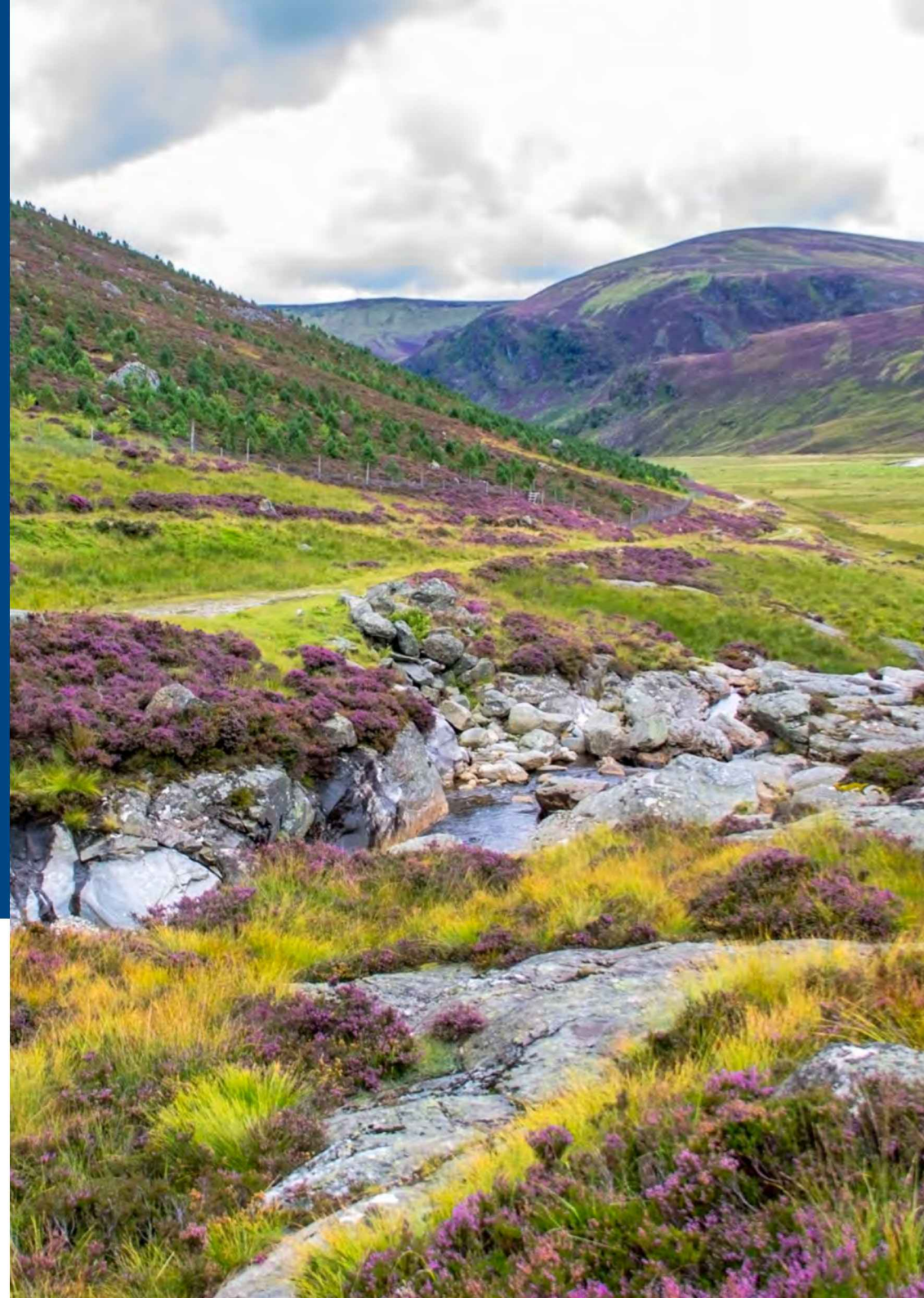
nhsgrampian.mtc@nhs.net

You can also share your story anonymously at:

www.careopinion.org or call them on **0800 122 31 35**.

Communication in your care:

You are the central person in your care. The Major Trauma Team work together to support your recovery. Team members communicate regularly so that they understand all aspects of your care and progress. If you require any information about your care feel free to ask.



SAVING LIVES. GIVING LIFE BACK.

This publication is also available in other formats and languages on request. Please call Equality and Diversity on 01224 551116 or 01224 552245 or email grampian@nhs.net

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