



Royal United Hospitals Bath
NHS Foundation Trust

Martha's Rule in ICU

**Information for
patients,
relatives and
carers.**

This leaflet gives information that may help you or your loved one when they are in hospital.

The RUH, where you matter

If you suddenly feel unwell, call for help from the Intensive Care Unit (ICU) team.

What is Martha's Rule?

Martha's Rule is a patient safety service for inpatients and their families. You, or your relative or carer can call for advice and help if you/they have concerns about their condition. This service was previously known as 'Call for Concern'.

Who runs the Martha's Rule Service?

Martha's Rule is run by a team of specialist adult critical care nurses who work alongside the Intensive Care medical and nursing teams to address your concerns.

The team are available **24 hours a day** to help support staff in the care of very unwell patients. The team can offer advice over the telephone and/or discuss with the relevant team regarding your concerns if there is a noticeable change in the patient's condition.

When to contact the Martha's Rule Service

- When there is a significant change in your/the patient's condition and, after discussion with the ICU Nurse in Charge, your concerns have not been addressed.
- You have ongoing medical concerns after you have spoken to the ICU Nurse in Charge.

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When not to contact the Martha's Rule Service

- Martha's Rule is a patient safety service. It should not be used to report general problems such as issues with bed, room, food or parking. It is also not to be used for obtaining medical updates or for a general second opinion.

The difference between the Martha's Rule Service and a general second opinion.

The Martha's Rule Service is for acute deterioration. It is for inpatients or their friends/families or for staff to ask for a review if the patient's condition is getting worse and after raising concerns with the team on ICU concerns have not been resolved.

How to contact the Martha's Rule Service

Critical Care Outreach Tel: 07775 821211

- Call directly on the above number.
- Please leave a message and you will be called back as soon as possible.
- Please be aware the team cannot give a call back time as they may be with other patients, however, will call you back as soon as possible.

What we need to know when you call us

- Your name or the name of the patient you are concerned about, contact number.
- Which bay they are in in Intensive Care.
- A brief description of your concerns.

What happens next?

One of the Critical Care Outreach team will take your call. The team may:

1. Offer support and advice over the telephone.
2. Visit the unit to discuss your concerns and contact the relevant team for further advice and support.

Consent will be gained from the patient before discussing next steps with the ICU team and will then update you as needed.

If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on **01225 825656**.

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