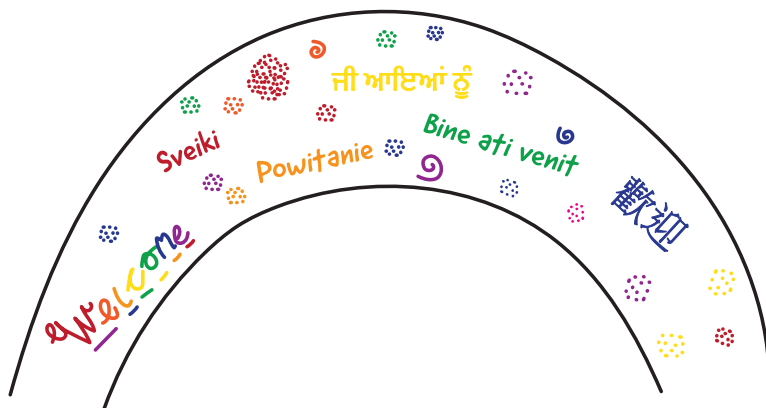


Welcome to the Children's Ward



The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Welcome to Children's Ward (A21), we understand this may be a worrying time for you.

Whilst your child is here, their treatment, safety and comfort are of great importance to us. We will do everything we can to make your visit or stay with us as pleasant as possible.

We follow a child and family-centred approach and we, as healthcare professionals, aim to work in partnership with you to improve health and wellbeing.

It is important to us that you (the child, young person, family member or caregiver) feel valued, respected, and involved in decisions and care.



Who's who on the ward?



Ward Hostess



Sister



Play Team



Health Care Assistant



Occupational Therapist



Student Nurse



Nurse Associate



Physiotherapist



Pharmacist



Advanced Nurse Practitioner



Registrar



Consultant Paediatrician



Staff Nurse



Ward Manager



Matron



Ward Clerk



Clinical Nurse Specialist



Ward Secretary



House Keeper

Shared Responsibility Charter

Care and Routine

- Your named nurse on each shift will introduce themselves, so that you are aware who is responsible for your child's care. Other healthcare professionals will introduce themselves and explain their role in your child's care
- A daily ward round will take place from 10:00am each morning, during this consultation the medical team will assess your child's progress and treatment. You will have the opportunity to discuss the plan of care for your child
- This is a teaching hospital, your child will be seen by a multiple professionals at different stages of training. However, all decisions will be made by senior clinicians
- Children often adapt better if parents / caregivers stay with them as long as possible. We encourage you to stay with your child and be involved in planning and delivering their care with the nursing and medical teams
- We allow one parent to stay overnight with their child. This is restricted due to space and health and safety in the event of an emergency. We will provide linen and a chair / bed next to your child for you to rest
- Visiting is open for parents and siblings during the day. Children under the age of 18 years, must be accompanied by an adult
- Visiting times for other family members are 2:30pm - 4:30pm and 6:30pm - 8:00pm. The number of visitors is restricted to two visitors per bedspace at any one time
- These times should be respected and adhered to. This ensures that we can provide patients with sufficient time for

treatment, procedures, education and rest

- Parking is free of charge for parents / carers for the duration of your child's admission



Maintaining your routine and daily cares with your child can help them feel more at home and secure

- You are asked to bring in clothes and toiletries for your child and nappies for babies. We have a small supply of emergency clothes available if this has not been possible
- We know that an admission to hospital is often unexpected and can happen at any time during the day or night. Therefore on admission to the ward, you will be provided with a small welcome pack containing some essential toiletries to aid your comfort and well-being
- You are encouraged to maintain normal daily activities such as brushing teeth and washing hands before meals
- There are bath or shower facilities available for you both to use each day, towels can be provided
- Your child's bed linen will be changed each day, if the bed linen later becomes soiled, please let staff know and it will be changed
- Our cleaning staff will clean your room each day. Please can we ask for your help by keeping your belongings tidy, putting away the parent bed during the day and using patient lockers to make the floor and surfaces accessible
- The schoolroom staff aim to provide individualised education for children and young people with a variety of needs
- If your child takes any regular medication, please bring these

with you. (They will need to be prescribed during your child's stay with us). The ward has a Medication self-administration policy that you can discuss with your named nurse on admission

Meal Times

Breakfast: 8:00am - 9:00am

Lunch: 12:00pm - 12:30pm

Dinner: 5:00pm - 5:30pm

Please let us know if your child has any specific dietary requirements or allergies.

During your admission there may be times when your child needs to be Nil by Mouth for a treatment or procedure.

This is important for patient safety.

Please check with your nurse/doctor if you have any questions or concerns.

- Breakfast, Lunch and Dinner are provided for your child with drinks and snacks available. Special dietary requirements can be catered to upon request
- Breakfast will be served to your bed space each morning via a trolley service. Please do not help yourself from the trolley
- A bell will ring on the Ward to indicate the start of Lunch and Dinner Service
- If you are a breastfeeding Mother resident with your baby, meals will also be offered. This will be following the main meal

service and will be indicated by a second bell

- We do have a supply of the main baby milks but may ask you to provide your own if we do not stock the brand that your baby normally has

Play Therapy & Sensory Room

Play in hospital is a vital part of your child's recovery. To help them feel less anxious, normalise a strange environment and provide comfort and familiarity.

During your stay, your child will be able to access the play room, outside play area and the sensory room.

We have a team of dedicated Play Therapists who can provide, age appropriate toys, books and multimedia entertainment in order to help make your child's stay more relaxed and enjoyable. If your child is unable to use these facilities due to their condition, the play therapy team will visit their bedside.



Communication

- We will provide open, honest, effective and clear communication
- We will be polite and courteous with you during your child's stay on the unit
- Listen carefully to information provided regarding treatment and/or medication for your child. Please ask us to explain anything you did not hear or do not understand
- It is important to look after yourself. Remember it is fine to take breaks, go for a walk, or get a cup of tea or coffee. We only ask that you let us know when you are leaving the unit and that you are contactable should we need to speak to you
- Please inform us if there are any special requirements or, if there is something you are concerned or upset about, so that we can work together to solve the issue. Remember we are here to help
- We ask that you treat staff, fellow patients, and visitors politely and with respect. Verbal abuse, harassment and physical violence are unacceptable in this Trust, anyone not



adhering to this will be asked to leave the unit

Parent / carer concern

You know your child best.

You have an important role in your child's care and we will listen to you.

If you have a concern about your child's condition, including a 'gut feeling', you should tell your child's nurse.

If there is anything you don't understand, just ask us to explain.

Please tell us if you are worried about your child.

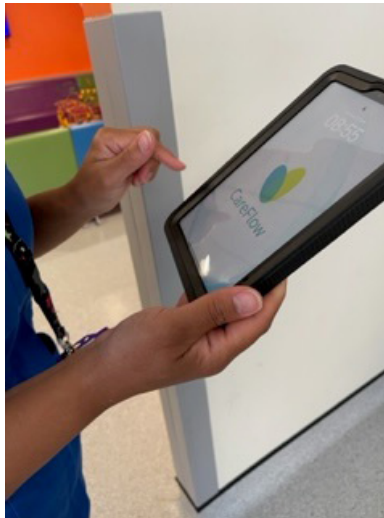
Thank you.

Patient Observations and Handover

During your stay on the ward the Nurses, Doctors and Healthcare Assistants will be using hand-held electronic devices to record patient observations, such as temperature, pulse and blood pressure.

We also use these devices to handover details of your child's care, treatment and to communicate with other members of the team.

If you have any questions about this, please ask to speak to a member of the nursing team.



English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。