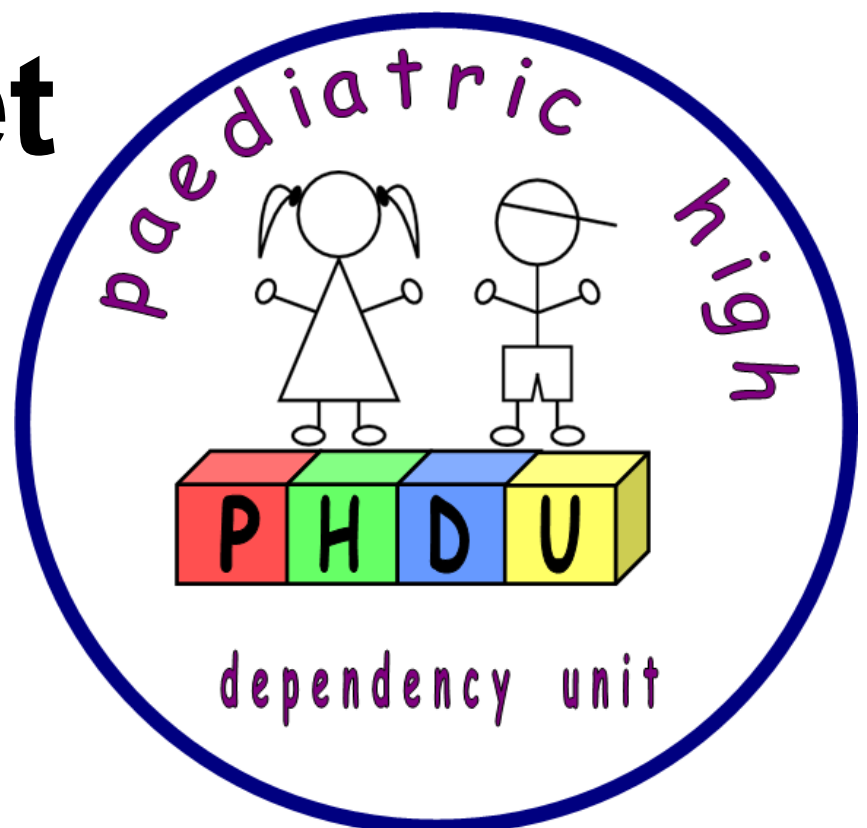


Paediatric High Dependency Unit

Family information booklet



Dear Parents, Carers, Children and Young People

On behalf of all the staff we would like to welcome you to the Paediatric High Dependency Unit (PHDU). We understand that having your child in PHDU can be a very difficult and stressful time for your child, yourselves and other members of your family. We endeavour to make your child's stay as comfortable as possible and give you the assurance that your child will receive the specialised treatment and monitoring required.

We hope you will find the information provided in this booklet useful and that it will answer many of your questions. However if you do need further information please ask a member of staff.

Paediatric High Dependency Unit team

Your child will be under the care of the Paediatric Medical team and / or Orthopaedic / Surgical Team depending on their condition.

All the staff working within the HDU team are very experienced and have undertaken Paediatric High Dependency and / or Intensive care training.

The Nurse / patient ratio is 1:2

Intensive care / transfer

Sometimes your child's condition may require intensive care. If this is the case your child will be transferred to a paediatric intensive care unit at another hospital.

Details of the hospital and maps will be given to you prior to transfer. Usually one parent can travel with your child in the ambulance although this may depend on your child's condition at the time. UHCW NHS Trust is able to fund a taxi to transport parents to the receiving hospital if required.

Paediatric High Dependency

Telephone Number: 02476 967021

Paediatric Unit: Philosophy of care

We aim to:-

- Provide high quality, evidence based care
- Encourage family participation in the delivery of every child's health care needs
- Ensure continuity of care in nursing and medical care
- Enable children (where appropriate) and families to make informed choices and decisions.
- Consider physical, psychological, social, emotional, educational and cultural needs when delivering care
- Provide reassurance, support, explanation, and information, with access to interpreting services if required
- Be committed to provide ongoing training and development to ensure high standards of care

Paediatric unit: Code of conduct

Everyone is responsible for following this code of conduct in order to make the paediatric unit a better place for everyone.

All staff, patients, and visitors to the paediatric unit should:-

- Show respect for themselves and other people.
- Be polite and helpful to one another, visitors and staff.
- Care for other peoples feelings.
- Challenge those who make anyone feel unhappy for whatever reason.
- Stop anyone from bullying, intimidating or other thoughtless behaviour by reporting it to a senior member of staff.
- Protect the ward environment, including other people's property.
- Work with others to ensure that the paediatric unit runs smoothly.
- Abide by area rules, which are there to ensure everyone's safety and comfort.

Advice to parents:

Unfortunately children admitted as emergencies cannot be prepared, but the play specialist and nursing staff will be aware of this and will be able to advise on how best to help your child so that the experience is as pleasant as possible.

Things you and your child may need for your stay in hospital

- Clean clothes for baby/child and yourself
- Favourite toy, dummy or blanket
- Toiletries
- Towel
- Nappies
- Formula milk and own bottles/teats
- Current medication
- Small amount of cash for shop
- Books/ magazines
- Anything else to make your stay more comfortable

Nursing care

On admission, your nurse will have lots of questions to ask you to enable them to obtain information necessary to plan your child's care. All information received will of course be treated in the strictest confidence, but may be shared with other health professionals involved in your child's care, such as your GP, health visitor, and community and school nurse.

The nurse will discuss your child's needs with you. We encourage parents to be actively involved in caring for their child and we will discuss which parts of that care you wish to be involved in. We understand that some people feel unable to cope with this when their child is ill.

Ward rounds

The Paediatric doctors ward round takes place every morning between 10 until 12 mid day approximately. The Surgical doctors will visit during the day. Each consultant has a team of doctors working with them. Whilst your child is in PHDU they will be reviewed by a doctor at least every four hours and more frequently if required. Please feel free to ask any questions.

This is a teaching hospital and there may be times when a medical student is present. This is an important part of their training, however please see the nurse if you would prefer that your child is not seen by a medical student.

Nursing handover

Nursing handover takes place between shift changes. These are as follows: 7.30am and 8.00pm. Following this handover the nurse looking after you will come and introduce themselves at the start of their shift and we welcome your involvement in your child's plan of care.

Visiting times

The Paediatric High Dependency Unit has open visiting for parents, all other relatives 2pm to 7.30pm. Whilst it is important that you and your child keep in touch with other family members, for the sake of other patients, can you be mindful of noise. All visiting children must be supervised at all times.

Visiting is strictly restricted to two visitors per patient.

The Paediatric Department has restricted access, so for security reasons please press the intercom bell situated in the main corridor for Ward 15. Please press once and wait for a member of staff to answer. We appreciate waiting is difficult but the staff are busy with the needs of the patients and you will be answered as quickly as possible.

After 9.00pm until 7.00am the main door to the unit is locked and access is gained by pressing the intercom buzzer situated on the left hand side

of the wall by the main door. We would be grateful if visits off the unit could be limited during this time.

Staff identification

All staff wear a security badge which includes a photograph, the hospital logo and their job title. All staff should introduce themselves, if they do not, feel free to challenge them.

Senior staff on the unit include:

Lead Nurse for Paediatrics and Neonates

Sue Ellis

Modern Matrons

Leah Pritchard & Caroline Molloy

Unit Manager

Emma Boyle

Ward Managers

Wear black trousers and navy tunic or dress with white epaulets.

Yellow epaulets are worn by the nurse in charge for the day

Sisters

Wear black trousers and royal blue tunic or dress with white epaulets

Staff nurse

Wear black trousers and pale blue tunic or dress

Health care support workers

Wear black trousers and a burgundy tunic or dress

Senior health care support workers

Wear black trousers and a burgundy tunic or dress plus grey epaulets

Nursery nurses

Wear black trousers and a salmon pink tunic or dress. Senior nursery nurses will have a grey stripe on their epaulettes

Play specialists

Wear black trousers and patterned tunics

Doctors and surgeons

Wear their own clothes and can be identified by their security badge

General visiting

Please ask the Nurse in charge of PHDU if other children wish to visit your child and they will base their decision on your child's condition but will also take into account other patients in PHDU. Please advise your visitors not to visit if they have been in recent contact with an infectious disease or if they have diarrhoea and / or vomiting in the past 48 hours.

Resident parents

Whilst your child is in PHDU one or both parents / carers can be resident. Unfortunately you will not be able to sleep next to your child but there are 2 carer's rooms available at the end of Ward 15. In the event that both carer's rooms are in use please discuss with Nurse in Charge.

Facilities for parents

A sitting room and kitchen are available on the corridor at the rear of the wards. Please ask a member of staff to let you through as this is a security door. The sitting room is for parents to relax and has seating and a TV. The kitchen next door has a drinks machine, fridge and freezer and also has a microwave. Please label and date all food that goes into fridge/freezer. Failure to do so may result in food being disposed of. Due to health and safety children/young people are not allowed to use these facilities.

It's a good idea to bring something to do as the hours may seem long especially if your child settles down early to sleep. Please make sure you take regular breaks for refreshments and exercise. Please inform a member of staff if you are leaving the ward, and ensure that cot sides are up when your child is unattended.

Whilst every effort is made to ensure you are satisfied with the care you receive, if you are dissatisfied, please ask to speak to a senior member of staff or a member of the PALs service.

In-patient meal facilities

Breakfast is served between 8.00am and 8.30am. (Tea/coffee and toast is provided to the resident parent at the patients bedside) Please be careful with hot drinks

Lunch is served between 12.00 noon and 1.00pm and tea is served between 5.00pm and 6.00pm

Meal times are protected and your child should not have any medical procedures carried out during this time.

Additional drinks service at 10.45am, 3.30pm and 6.30pm daily

Television

Televisions are provided on the ward by Hospedia. Head phones are available. This is a free service on the paediatric unit between 7.00 am and 7.00pm. After this time should you wish to watch the television you will need to purchase a card. Please see information on the television screen for instructions.

Personal property

The University Hospitals Coventry and Warwickshire NHS Trust is unable to accept any responsibility for your personal belongings. We therefore encourage you to take valuables home. Thieves do operate in busy areas unfortunately. If electrical goods are brought into the hospital, they will have to be checked before use.

Mobile phones

We ask that all mobile phones be switched to silent or vibrate. Should you need to make or receive a call, it may be more appropriate to leave the area where your phone call will not be overheard or disturb others. Please do not plug in your phone to recharge without the electric plug being checked.

Smoking policy

University Hospital Coventry and Warwickshire is a non smoking hospital

Interpreter services

Provision has been established for non-English speaking communities. Trained interpreters are available to assist you in person. Please speak to the nurse so this can be arranged. In an emergency we can access an interpretation tool on-line.

Hospital education service

If your child is likely to be in hospital for some time, the teacher will talk to you about contacting their school so that a relevant programme of study can be arranged. Teachers follow the national curriculum and work with school aged children. They can also help with arrangements for exams that need to take place in hospital.

School begins at 9.15am to 3.30pm during term time. School aged children and young people are encouraged to participate in educational activities and teachers will provide appropriate school work to meet educational needs.

Hospital play service and facilities

It is important for children and young people to engage in recreational activities during their stay.

Children need play to stimulate and assist in their development. The need for play is even greater in hospital. Hospital play specialists are trained to enable play to take place in hospital. Through play, they can help prepare your child for investigations and procedures and help them to express fears or anxieties they may have about being in hospital. Both schooling and play will be based as per your child's condition.

Spiritual support for people of all faiths

The chaplaincy team is both ecumenical and multi faith. The faith centre can be found on the ground floor West Wing. Chaplains are available between 8.30am and 4.00pm. The Faith Centre is open 24hrs a day. Outside normal working hours the nursing staff can contact a member of the team.

A leaflet describing the Faith Centre services is available on request. Ask a member of staff or contact the Health Information centre.

There is a small garden through the faith centre if you would like somewhere quiet to sit. This is not a play area.

Car parking

Please be aware that there is a charge to park your car on the hospital site. Please see the notice on each ward or speak to a member of staff.

Concessionary car parking is available for parents who are resident with their children overnight, please ask your nurse for a car parking pass. Please be aware that only one pass is available per night.

Shops

There are branches of WH Smith in the entrances of the main hospital and the Women & Children's Unit. There is also a Marks & Spencer Food branch in the entrance of the main hospital.

Within the main hospital restaurant there is a Subway sandwich branch which is open 24 hours, 7 days a week.

A large restaurant can be found on the ground floor at the end of the mall, the opening times are as follows:

Daily 8.00am to 8.00pm

Breakfast is served 8.00am to 11.00am

Lunch is served 12.00noon to 4.00pm

Supper is served 5.00pm to 7.30pm

There is also the Union House Cafe to the left of the mall. Opening times as follows

Monday to Friday 7.30am to 8.00pm

Saturday to Sunday 9.30am to 5.00pm

There is a Stock Shop in the main hospital entrance selling a variety of adult clothing and gifts.

There is a cash point situated in the newsagents in The Mall.

1st Floor West Wing Women's and Children's entrance

The Café Qualita is open selling Costa coffee

Monday to Friday 7.30am – 5pm Saturday and Sunday 7.30am to 3pm.

WHS Newsagent is open

Monday to Friday 8.00am to 7.00pm

Saturday and Sunday 11.00am to 3.00pm

Visitor toilets

There are toilet facilities available for visitors in the main corridor and on each floor of the hospital.

There is a cash point situated at the Women's and Childrens entrance.

Discharge/Transfer from PHDU

Your child will be transferred where possible to correct age appropriate ward for your child.

Ward 15 is the Infant Ward caring for babies and infants from birth to four years of age:

Telephone number is: 024 7696 6595 / 024 7696 7005

Ward 16 is the Children's Ward caring for children from the age of 4-12 years of age:

Telephone number is: 024 7696 7224 / 024 7696 8224

Ward 14 is the Adolescent Unit caring for young people over the age of 13. Telephone number is: 024 7696 7433

Notes page

Notes page

We welcome any comments or suggestions about your hospital stay.

Please feel free to complete and hand to your nurse

Childs name (optional): _____

What ward are you on? - _____

What was good about your stay in the ward?

What would you change/improve on your ward?

Any other comments:

Thank you

The Paediatric Team

Please be aware that:

University Hospital Coventry and Warwickshire NHS Trust will not tolerate acts of physical or verbal aggression directed towards any of its staff

Persons who are guilty of such behaviour may be required to leave immediately and in appropriate cases action will be taken to prosecute offenders.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 7221 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

Document History

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