

Patient Information

## Paediatric Unit

# Family information booklet



## Patient Information

Dear Parents, Carers, Children and Young People

On behalf of all the staff we would like to welcome you to the Paediatric Unit. We realise that coming into hospital may well be a new experience for many children and can be a disruptive time for the family. However, we aim to make your stay with us as pleasant as possible.

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 do not hesitate to ask a member of staff.

### **The Paediatric Unit Ward Teams**

The paediatric unit is made up of three inpatient areas, a surgical day unit and an out-patients department.

**Ward 15** is the infant ward caring for babies and infants from birth to two years of age.

Telephone number is 02476 966595 or 02476 967223

**Ward 16** is the Childrens Ward caring for children from the age of 2-12 years

Telephone number is 02476 967224 or 02476 968224

**Ward 14** is the Adolescent unit caring for young people over the age of 13 years.

Telephone Number is 02476 967433

### **Paediatric Unit Philosophy of care**

Our aim for all children, young people and families is to:

- Provide high quality, evidence based care

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- Encourage family participation in the delivery of every child's health care needs
- Ensure continuity in nursing and medical care
- Enable families to make informed choices and decisions
- Consider Physical, Psychological, social, emotional, and cultural needs
- 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 people's feelings
- Challenge those who make us 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 with area rules, which are there to ensure everyone's safety and comfort

## Advice to parents

It is important whenever possible to prepare children for admission to hospital as they are likely to cope better and feel more secure as a result. Talk about the admission in a calm and reassuring manner and always tell the truth. If your child asks how long they will be in hospital, tell them 'until you are well enough to come home' in case the stay has to be longer than anticipated. Please never use the stay in hospital as a threat.

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Unfortunately children admitted as emergencies cannot be prepared but the play specialists 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 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
- Current medication
- Small amount of cash for the 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, 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 the hours of 10 and 12 mid-day approximately. The surgical doctors will visit

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during the day. Each consultant has a team of doctors working with them. At least one doctor will visit your child daily. 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 speak to 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 Unit has open visiting for parents and carers. We ask other visitors to visit where possible between 2.00pm and 7.00pm. 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. We also request that **only** two or three people should be at the patient's bedside at any one time.

For patients in HDU this is strictly restricted to two visitors per patient

The Paediatric Department has restricted access, so for security reasons to access Ward 15 and 16 please press the intercom bell situated in the main corridor. 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.

To exit the ward areas, please press the green button on the wall by the doors. 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 please feel free to challenge them.

### **Lead nurse for Paediatrics and Neonates**

Sue Ellis

### **Modern Matrons**

Leah Pritchard and Caroline Molloy

### **Ward Managers**

Wear black trousers and navy tunic or dress with white epaulettes.  
Yellow epaulets are worn by 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 royal blue tunic or dress with white epaulets

### **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 with grey epaulettes

### **Nursery nurses**

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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**

Children may visit if accompanied by an adult but please remember that the ward staff cannot take responsibility for them. Please advise your visitors not to visit if they have been in recent contact with an infectious disease or if they have had diarrhoea and/or vomiting in the past 48 hours.

### **Resident parents**

Facilities on wards 15 and 16 are available for parents to stay overnight with their child and we encourage you to do so. Please note we only have facilities for one parent to stay (unless your child is in critical condition) this is due to Safety and Fire regulations. For parents whose child is in HDU, overnight facilities are available; please speak to HDU nurse for details.

Ward 14 promotes independence with young people therefore we discourage parents from staying overnight.

We provide concessionary tea/coffee and toast for the parent who stays overnight.

Other relatives can visit either the parent's room or visit assorted eating establishments within the hospital.

### **Facilities for parents**

We welcome parents who wish to be resident with their child. A sitting room and kitchen are available on the corridor at the rear of the wards.

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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 comfortable seating. The kitchen next door has facilities to make a hot drink, fridge and a microwave. Please label and date all food that goes into fridge. 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.

Ward 14 has a kitchen that can be used by parents and patients. However if it is difficult to leave your child please speak to a member of staff.

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/bed 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 patient's bedside) Please be careful with hot drinks

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

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

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



## **Single rooms**

These are for patients who need to be isolated from other patients. The nurse will discuss with you the reason for a single room and any issues regarding visiting especially if the patient is infectious.

## **High Dependency Unit (HDU)**

This area is for patients who require close monitoring and observation. If your child needs to be nursed in this area then the nurse will discuss with you the facilities available.

## **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 paid 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. 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 be confidential. 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.

You will find a play room on ward 16 just as you enter the ward on your left and a chill out room on ward 14 just as you enter the ward on your right.

These facilities are open 24 hours a day and will accommodate wheelchairs and beds. There is also a balcony outdoor play area off ward 16. Children must be supervised at all times.

## **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 of 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 or contact the Health Information Centre.

Concessionary car parking is available for parents who are resident with their children overnight and their car is parked on site, 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 Smiths in the entrances to the main hospital and women and Childrens unit. There is also a Marks and Spencer food outlet 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

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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 and at women and Childrens entrance

The café Qualita is open selling costa coffee at the entrance to women and Childrens

Monday-Friday 07.30 am-5.00pm

Saturday and Sunday 11.00am-3.00pm

## Visitor toilets

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

## Going home

Your child's discharge will be discussed and planned with you by your nurse and doctor. On discharge you will be given the following:

- Any medicines your child requires with instructions on how these should be given.
- Written or verbal information regarding the care your child requires at home and whom to contact for further advice if necessary.
- You will be told if your doctor wishes to see your child again as an out-patient.

Do not be surprised if your child's behaviour alters for a while after they return home. Please do not worry, it is quite normal. If problems persist, please discuss this with your doctor or health visitor. Please be advised

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that a discharge letter will be sent to your GP and if appropriate your health visitor or school nurse.

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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?

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What would you change/improve on your ward?

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Any other comments:

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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 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](mailto:feedback@uhcw.nhs.uk)

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