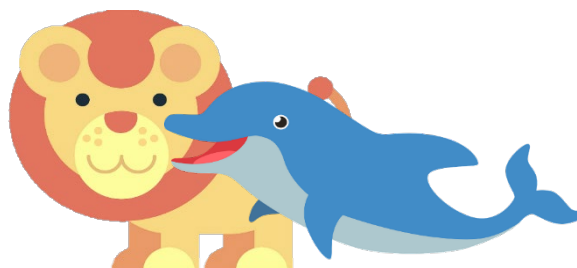


Welcome to Dolphin and Lion Children's Wards

This leaflet is for parents and carers of children coming into hospital for tests or an operation or procedure.

House rules

- **Parents staying over:** One parent is welcome to stay overnight with your child; we will provide **either** a camp bed or a recliner chair. Please keep all belongings in bedside locker to keep the space as clear as possible. **Curtains must remain open around bed-spaces** (unless for dignity reasons, e.g. for doctors' rounds or clinical care being given). If you are in a cubicle, **please put your bed/chair away in the day (by 9am)** and make sure during your stay belongings are in the one area.
- **Food:** Breakfast is served between 7.45-8.30am for patients and the parent / carer staying with them. Other meals are provided for patients from the trolley. This comes around at 12 midday and at 5pm. Please ask ward staff if you require food or drinks for your child at any other time.
- **Parents' kitchen:** There is a kitchen for parents only (no children please) located on Lion Ward, at the far end just before the fire exit doors – this has tea/coffee facilities (**please ensure all hot drinks have lids**), and a drinking water tap (squash is available). Please feel free to use the microwave and fridge –please label foods in fridge with name of the patient and date and please help us keep it tidy and clean. Unlabelled food may be disposed of.
- **Shops / Restaurant:** There is a hospital restaurant on level 1 centre block (7am-11am, 12-2pm, 5-7pm) and a Deli café in front of the restaurant, open Mon-Fri 11am-4pm. There are various locations for vending machines around the site. Level 2 has shops and food outlets and there is a café on Level 2 in South Block.
- **Ward telephone numbers:** Lion 0118 322 7519 / 8105. Dolphin 0118 322 8075 / 8079.
- **Parking:** You will need to take a ticket at the barrier each time you enter the hospital car park. When you are admitted, you can ask for a permit that that needs to be signed by a member of staff, which you need to take to the security desk in main reception to get validated to enable you to leave the car park **without charge**.
- **Bins / Recycling:** Please use the yellow/striped bins for nappies / contaminated items, black bins for household rubbish (including food waste), and the blue recycle bins for recyclable items.



Doctors' rounds for patients

Daily doctors' rounds are between **10am and 2pm**. We prioritise the sickest children first. Doctors usually do a 4pm ward round to discharge any patients and update parents on test results and medical plans. There are no ward rounds on night shifts but doctors are present to review and assess patients as needed.

Compassionate

Aspirational

Resourceful

Excellent

Medication

If your child is on any medication, **please bring it with you in its original packaging**. For patient safety, we ask you to give all medication to ward staff during your child's admission. It will be locked in the ward medication cupboard and administered at the usual time. Please do not give your child any medications while they are on the ward – all medicines should all be dispensed by staff.

If you are running low on any of your child's medications, please inform the nurse caring for your child.

If your child requires any medications to take home – new or further supplies – we will need to order them from our inpatient pharmacy. This can take some time. We do have some limited medication on the ward, so in some cases we can dispense them straight from the ward once the doctor has prescribed them. However, if this isn't the case, you may be asked to go home and for someone to return to collect them later that day or even the next day. **All prescriptions are for the hospital pharmacy only and cannot be taken elsewhere to be dispensed**, i.e. your local pharmacy.

Infection control

If your child is placed in a cubicle upon admission, then it is most likely for infection control measures. Occasionally, it may be because that is the only bed available and your child will be moved into a bay when a bed becomes free. Please keep your child in the cubicle unless you have been told otherwise.

Please tell relatives and friends not to visit if they have a cold, sore throat or cold sore. They should also not visit if they have been in contact with anyone with an infectious illness, such as chickenpox, measles or diarrhoea and vomiting.

If your child has been in contact with anyone with chickenpox or measles, please inform your nurse.

Covid-19

We do not routinely swab parents or visitors.

Inpatients aren't routinely swabbed during their stay unless they have symptoms.

If any parents or carers have Covid symptoms, we will ask them to do a lateral flow (LFT).

If your child is Covid positive, they will be placed in a side-room or a bay and isolated. We would then ask parents to do a LFT and ideally for the same parent/carer to stay throughout the admission and to avoid swapping over.

All Covid patients and their parents will have access to FFP3 masks.

Visiting

We have no visiting restrictions but please be considerate to other children and families on the ward whilst visiting.

Behaviour

We expect everyone, parents, visitors and staff, to behave in a polite and respectful manner. The Trust operates a 'zero tolerance' policy – any aggressive behaviour will be escalated to the ward manager and security, if deemed appropriate.

If you have any concerns, please ask to speak to the ward manager (Stephanie Perry or Julie Eldridge) or the nurse in charge.

If you would like to make a formal complaint, contact the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk.

Other useful information

- Support staff, including dietitians and physiotherapists, are available during normal working hours. Please ask your nurse or doctor if you require their services.
- Foreign language and Sign Language interpreters can be arranged at any time. Speak to your nurse if this service is required.
- The Paediatric Play Team are here to provide your child with play activities to prepare, distract and relax them during their stay. If you feel that your child needs some support before or during procedures, please feel free to ask – that is what we're here for!
- Teachers are available during term time to provide educational activities for your child.
- Pharmacy – Lloyds pharmacy on the Concourse is open Mon-Fri 9am-6pm if you require anything. If you bring any medications onto the ward, please hand them over to a nurse. They can be returned when you leave, as all medications need to be out of reach of all patients.
- There are some outdoor areas if you wish to visit. Please ask for directions.
- Smoking and vaping are not allowed anywhere in the hospital buildings or grounds.

We are here to help. Please ask us any questions you may have. If we don't know the answer, we will find someone who does.

We hope you have a positive experience and we always welcome feedback. Please fill out our patient feedback form, which should be handed to you on admission. If you don't receive one, please ask any member of the team to give you one. Patient feedback is very important, so we would love to hear from you.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Paediatric Unit, May 2023

Next review due: May 2025