

# Play service

## Children's Ward Patient Information Leaflet

### Introduction

This leaflet is about a play service we offer for children and young people in our Children's Ward. It gives information on who we are, what we do and what facilities there are for you.

### Who are we?

#### **Julie and Linda**

We are qualified nursery nurses with an additional qualification in health play.

### What do we do?

We are very experienced in helping to make your hospital stay positive and fun. We provide games and toys, support you through procedures and help relieve anxieties for you and your family.

In particular, we can help you if you are anxious when you need to:

- Go to theatre to have your operation or procedure
- Have a blood test
- Have a scan
- Have any other investigations

We also help with children and young people who are scared of needles.

We will go with you and support you through procedures if you want us to. Sometimes, it just helps to have someone there to reassure you.

We are also run pre-admission clinics in the Children's Outpatient Department, to help prepare you for your operation. Please note that there are no nurses at these pre-admission clinics.

We always try and make the hospital environment as friendly as possible and make sure there are lots of things to do so that you enjoy your time with us.

## **What facilities are there?**

We have a playroom in the ward. It is open from 7.30am (in the morning) until 4pm (in the afternoon), Monday to Friday. The playroom is open for limited times over the weekends. We ask that you put away the toys that you have been playing with.

There is also an adolescent room for children who are over 12 years old. This is a chill-out zone away from the younger children.

We have a teacher who comes to the ward for a few hours each day who will chat to you about your school, and find out about how you are getting on and your favourite subjects.

The teacher can provide work for you in the hospital classroom or for you to do in your bed. It is different to normal lessons at school, and often a good way of thinking about something else while you are here. The teacher can contact your school for additional work if you are going to be in hospital for a long time.

We have a sensory room available which is great to help with anxieties or if you have a special need. We will always stay with you in this room unless special provisions have been made.

There are many treats available on the ward. We have two dogs, Tilly and Ivy, that visit us on a regular basis. Check out the Doggie Board for the date of their next visit. Unfortunately, if you go home the day before, you cannot pop back in to see them.

The POD entertainers visit the ward every other week with treats and surprises. We have a regular volunteer that comes to the ward and provides fun, laughter and goody bags!!

We hope that you enjoy your stay on the ward, and that it is a positive and fun one. We would really appreciate it if you could fill in our feedback forms to let us know if we did well, or what we could have done differently to make your stay better.

Thank you

Linda and Julie  
The play specialists

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Children's ward on 01384 244271

Russells Hall Hospital switchboard number: 01384 456111

**This leaflet can be downloaded or printed from:**

<http://dudleygroup.nhs.uk/services-and-wards/paediatrics-and-neonatology/>

If you have any feedback on this patient information leaflet, please email [dgft.patient.information@nhs.net](mailto:dgft.patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

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Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru vă rugăm sunați la 0800 073 0510.

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