

*In this booklet you will find
important information
about your stay with us.*



The Dudley Group
NHS Foundation Trust

Welcome to the
Children's Ward
at Russells Hall
Hospital



2017 Design by Lily Piddington of Holly Hall Academy, Dudley

Useful Numbers

Children's Ward: 01384 244271 **Switchboard:** 01384 456111

Station 1 (Paediatric Assessment Unit) – ext. 2271 or ext. 2703

Station 2 (High Dependency Unit) – ext. 1276 or ext. 1277

Station 3 (Adolescent area) – ext. 3131 or ext. 3754

Station 4 (Day Case area) – ext. 1707 or ext. 1708

Children's Ward Outreach Team – ext. 3423

*Please remember: we are here to look after you so if you are
unsure about anything, please ask for help and advice.*

Your stay in



If you need help communicating with us, for example, because you use British Sign Language or Makaton, please tell the staff in the ward and we will make arrangements to help you.

Contacting the ward: While you are in hospital, it is helpful if your parent/carer can arrange for just one person to phone the ward for information and to update your family and friends.

You can expect all staff to introduce themselves by name and wear a name badge. Please ask any member of staff to show you their badge if they are not wearing it.

For your own information, you can add the names of key staff involved in your care here. Please ask a member of staff to help you.

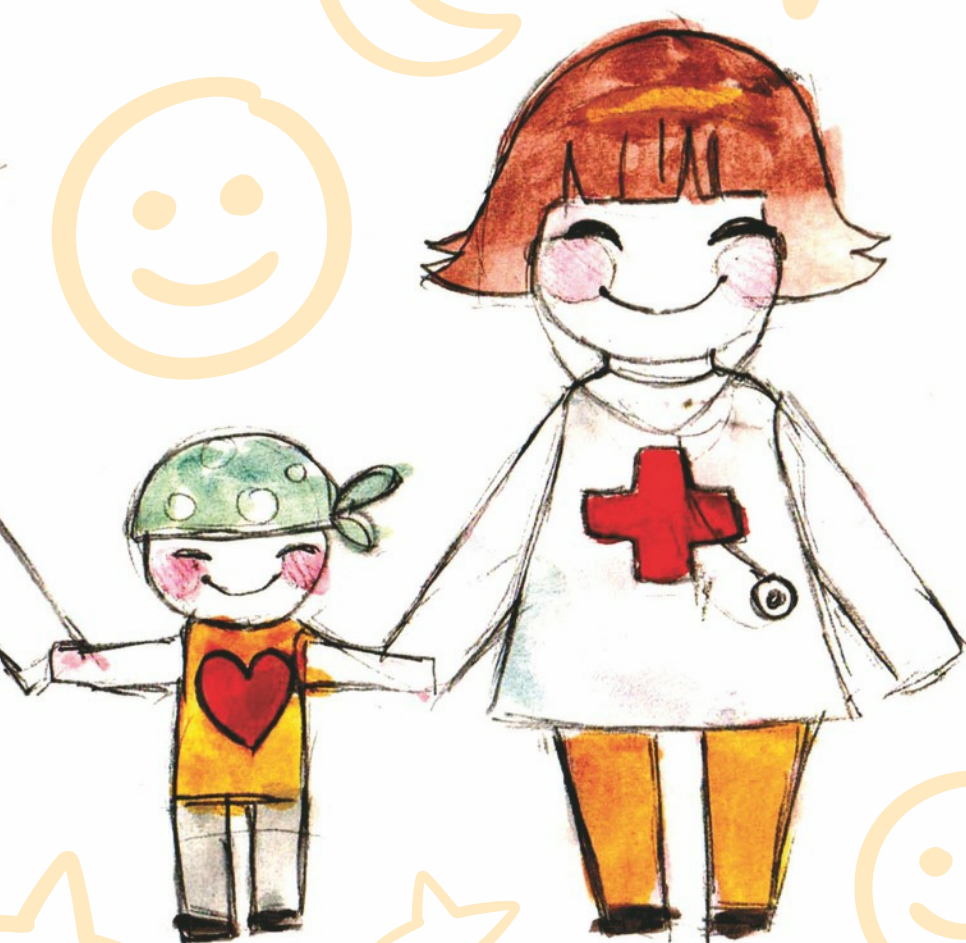
My nurse(s):

Lead nurse:

Consultant:



hospital



Your stay in hospital



Layout of the ward

The ward is separated into bays (rooms with four beds) and some individual side rooms/cubicles. The nurse will show you where your nearest bathroom is.

The ward has a separate area for teenagers.



Ward routine

When you get to the ward, you will be assessed in an area known as the Paediatric Assessment Unit, or PAU. The nurse will ask you questions about your health. The nurse will also carry out basic tests including checking your temperature, blood pressure and oxygen saturation levels (this gives us information about how well you are breathing). We may need to take a blood test or urine sample but this will be explained to you at the time.

A doctor will then come and see you and ask more questions. After this, the doctor will decide whether you need to stay in hospital or whether you can go home.

Each morning you are in hospital, a senior nurse will come and see you. You can talk to the nurse about your medical care, worries or concerns. Nurses will check regularly that you are OK throughout the day. They will check that you can reach everything and will ask you about your pain and comfort.

If you wish to leave the ward against medical advice, we will ask you or your parent/carer to fill in a form known as a disclaimer form.



If you have any allergies, please tell the nurse looking after you.



Visiting

Your parents/carers can visit you at any time. All other visitors can come between 10am to 12 noon, and 3pm to 6pm. Your brothers and sisters can visit as long as they are with your parent/carer.

Other children aged 12 to 16 years can visit during visiting hours, as long as they are with an adult. Unfortunately, children under 12 years (except brothers and sisters) cannot visit you.



Visiting

Two visitors are allowed at any time, and one of these must be your parent/carer, but if there are special circumstances, please speak to the nurse in charge.

Visitors should not visit if they have diarrhoea, sickness or any other illness that is making them feel generally unwell. Visitors should be clear of any symptoms for 48 hours before visiting.

This is a smoke-free Trust. No smoking or vaping is allowed anywhere on Trust premises.

Flowers are not allowed on the wards as this can cause health problems for some patients.



Meals and drinks

Breakfast: 8am

Lunch: 12 noon

Evening meal: 5pm

We will give you meals at these times. If you have any dietary needs such as gluten free, vegetarian or halal, please tell the nurse looking after you.

You or your parent / carer can collect your meal from the meal trolley. If you are on your own, a nurse will help you with this. We want you to enjoy your meal, and we will give you time to eat it without being interrupted. If you need any help at mealtimes, please speak to a nurse.

You will have a jug of water or juice by your bed which staff can refill for you. If you would like a hot drink, please ask one of the staff. You must drink this at your bed for the safety of other patients.

Your parents/carers are allowed to have a hot drink but they must have a lid on their cup or use a travel mug. Alternatively, your parents/carers can use the designated parents' room to have a hot drink. Please note that no children are allowed in the parents' room.



Pain relief

We aim to offer good pain relief and make you as comfortable as possible after injury, surgery and throughout your stay in hospital. To do this, we will ask you a number of questions about your pain so that we can choose the best pain relief to help you.

If you are still in pain at any time, or if you have any questions or concerns about your pain relief, please speak to the nurse. It is best to do this as soon as you can so we can help you quickly. If appropriate, a member of the pain team will visit you to discuss this.



Infection control

Please follow any guidance to prevent the spread of infection. Visitors must use the chairs provided and must not sit on beds. It is also important that they use the hand gel provided on entering and leaving the ward, and wash their hands after using the bathroom.

If you are in a separate room due to an infection, your visitors must wash their hands when they leave the room to help prevent the spread of infection. We recommend that you only have your parents/carer to visit you to avoid passing on the infection.



Slips, trips and falls hazards

Please help us avoid slips, trips and falls by not leaving your belongings on the floor, and wear well fitting slippers or shoes when walking around.

Visitors are asked to move chairs back to their original place before leaving.



Students

We are a teaching hospital, which means that nurses, doctors and other health professionals receive part of their training here. Medical students may accompany the medical team treating you. Nursing students will also help take care of you. They will carry out regular checks and make sure that you are comfortable.

As a patient, you have an important part in the teaching work of the hospital, but if you do not want students to be involved in your care, please tell the nurse or doctor when you arrive on the ward.



Chaplaincy Service

Our Chaplaincy Service provides support to people of all faiths and none. If you wish to speak to one of the hospital chaplains, please ask a member of staff to contact the service for you.



Personal property

Unfortunately, we cannot accept responsibility for your property unless it is handed over to a member of staff to keep it safe and you get an official receipt that is signed by a member of staff. If you choose **not** to hand your property to a member of staff, you must sign a disclaimer form which you can get from a member of staff.

There is limited space on the ward for your belongings so please bring only what is essential. For example: toiletries, night wear, dressing gown, indoor shoes and towels.



Patient facilities

There are lots of bathrooms located around the ward for you to use. A nurse will show you where your nearest toilet is.



We have a play specialist team and a teacher available on the ward. There is a wide range of toys and activities available in the playroom. There is a separate room on the ward if you are aged 12 or over - this is the adolescents' room. This has Xboxes and a DVD player with DVDs. Our play team offer a structured play programme to ensure that our patients are occupied and happy whilst an inpatient with us.



If you are in for an operation and are feeling scared, one of the play specialists can talk to you and explain what will happen.



The teacher is available Monday to Friday, during term time only, to provide school work and support if you are in hospital for a long time.

There is a television in each bay and cubicle. We ask that they are turned off at 8pm, so younger patients can get a good night's sleep.



You can access free WiFi. To do this, search available networks on your device and choose NHS-WiFi



Taking photos

If you would like to take photos, make voice recordings or record videos, you must respect the privacy of other patients, visitors and staff. Therefore, please always ask for permission from the nurse in charge.



Information for parents/carers

We have a parent/carer room at the end of the main corridor on the ward. Parents/carers are welcome to use the facilities in this room.

We do not provide meals for parents/carers except for our breastfeeding mothers, but there is a microwave, and tea and coffee making facilities in the parent/carer room. Hot drinks are allowed on the ward but must have a lid on the cup.

If you are staying overnight, we can provide a bed, sheets and pillowcases so that you can stay with your child. Only one parent/carer can stay overnight. There are separate toilet and shower facilities available for parents/carers on the ward.

If young people are in the play room, they must be supervised by their parents/carers.

There are two baby change areas and we ask parents/carers to bring in their own wipes and nappies.

We provide milk for babies and we usually have most brands in stock. **Please note:** we do not provide organic or other specialist milks unless prescribed. Parents/carers wishing to use specialist milks should bring in their own milk.



Parking value card

A limited number of car parking value cards are available to regular visitors to the hospital for a fixed price. Please ask your nurse for more details or visit our website:

www.dgft.nhs.uk/car-parking

Leaving hospital

Once you are well enough, it is important that you leave hospital. This will speed up your recovery.



What we will do for you

We start putting plans in place for you to leave hospital as soon as you arrive. It is important that you can get home, as soon as you are well enough. We would appreciate your cooperation and that of your family in arranging this as the best place for you to recover is out of hospital.

We will discuss the date you are due to leave hospital with you and your parent/carer and agree a plan together. We will agree any help you need at home and involve your family and/or carers.



What you need to do

You will be fully involved in planning for the date you leave hospital together with your parent/carer. Depending upon why you are at hospital, there will be certain things that we will want you to be able to do before you can go home. For example, if you have had a minor operation, you will need to be fully awake, and able to eat and drink.



Transport

Your parent/carer will have to arrange your transport home. This will need to be by car or taxi. We do not recommend that you take the bus home as it increases your journey time home, and you may pick up an infection on the bus. Your parent/carer must be with you when you leave hospital.



Your medication

We will give you back any medication that you brought into hospital if you still need to take it. If you have started new medication during your stay, we will give you a supply to take home. Your family doctor (GP) will then prescribe more if you need it.

We will explain your medication to you before you leave. The name, strength and instructions for taking your medicine are on the packaging. Each new medicine will have an information leaflet telling you about your medicine, what it is used for and possible side effects.



The day you leave hospital and follow up

Planning your discharge from hospital so that you can go home early in the day is really important. We know that when the time comes for you to leave hospital, you don't want to be waiting all day to go home. We will strive to get all of your medications ready and test results back in time so that you can be home in time for lunch.

We will send a letter to your family doctor that explains why you were in hospital and the details of any medications you are now taking.

If you need a follow-up appointment, or any further tests, we will arrange this before you leave or we will contact you once you have returned home.

Sometimes we may feel that you need a visit from a nurse when you are at home. If this is the case, someone from the Children's Ward Outreach Team will contact you or your parent/carer to arrange a suitable time to visit you in your home.



Help and equipment at home

In some cases, you may need help and support when you are at home. If you need this, we will try and sort this out before you leave hospital. Some of the services that we may use are the See-saw team, social services and the Child and Adolescent Mental Health Team.

The Children's Community Nursing Team (CCNT) is a specialist service that provides help, care and support for families of children with long term health conditions.



Tell us how we did

Fill out your **Friends and Family Test** card

We aim to provide the best patient experience while caring for you. We are committed to using your feedback to make improvements to the way we do things. Please rate our service:

- ▶ Complete the Friends and Family Test card opposite
- ▶ Provide online feedback. Simply go to www.dgft.nhs.uk and click on '**Your views**'
- ▶ Speak directly to your lead nurse or matron if you have compliments, concerns, queries or suggestions

We may also ask you if you would like to take part in a survey during your stay.

In addition, you can contact the Patient Advice and Liaison Service (PALS) on freephone 0800 073 0510.

Once you go home, you or your parent/carer may receive a text message asking you about your stay in hospital. If you do not want to receive texts like this, please reply STOP free of charge and we will not send you any more texts asking you for feedback.



Concerns and complaints

We always try to do everything we can to give you the best possible care. However, if you think we have not achieved this, it is often best to speak to the person in charge of the Children's Ward who may be able to help you. You can also contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 073 0510** or email dgft.pals@nhs.net who will give you support and help with your concerns and complaints.



The Dudley Group
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When you needed us how did we do?

This survey is called the **Friends and Family Test**. We use what you tell us to try and improve the way we look after you.

Overall, how was your experience of our service?

- | | | |
|------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Neither good nor poor |
| <input type="checkbox"/> Poor | <input type="checkbox"/> Very poor | <input type="checkbox"/> Don't know |

What was good about your visit and what could have made it better?

☐ Please tick this box if you DO NOT wish your comments to be made public

About your visit

Date:



☐ Completed by relative/carer on behalf of patient

A bit about you:

☐

Boy

☐

Girl

What age are you?

What is your ethnic group?

☐

White

☐

Asian/Asian British

☐

Mixed/multiple ethnic groups

☐

Black/African/
Caribbean/Black British

☐

Other ethnic group

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

☐

Yes, limited a lot

☐

Yes, limited a little

☐

No

☐

Prefer not to say

Please give the completed form to a staff member or post in the feedback box. If you would like to speak to the Patient Experience Team please ring them on **01384 321124**.

Thank you!

Your health after hospital

We want to make sure you have the right information and you know where to go for advice or help after you leave hospital.



IMPORTANT If you have any concerns about your condition once you are home, please ring the Children's Ward number on the front page of this booklet or go through the hospital switchboard on 01384 456111. However, if it is not related to your hospital stay, contact your family doctor (GP) or NHS 111.



If you have received antibiotics during your stay in hospital and you develop diarrhoea that lasts more than 24 hours, seek advice from your family doctor.

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

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم
08000730510.

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.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ
ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

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.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سہی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا
ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔

**Please note that we have many patient information leaflets
on our website: www.dgft.nhs.uk**

