

Admission / Discharge Information for Parents, Carers and Patients

Children's Services
Women & Children's Services

**This leaflet has been designed to
give you important information and
to answer some common queries
you may have.**



Information for patients and visitors

Welcome to the Children's Ward

Whether your child has come to hospital as a planned admission or has been admitted unexpectedly, the staff understand that this is an anxious time for you and your family. Our staff are committed to providing the best quality care to you and your child.

Visiting Times

As a parent or carer, you can visit your child at any time day or night, as can your child's brothers and sisters. They are welcome on the ward until 8pm and must be taken home after visiting by a responsible adult if they are under the age of 16.

Visiting children cannot be left on the ward at any time without a responsible adult. Should you need to leave the ward for any reason, they must accompany you.

Family and friends are also welcome to visit; however, to aid the sleep and recovery of all our children visiting time for other visitors is between 2pm - 6pm. If there is a reason why you would like your child to have other visitors outside of these hours, please discuss this with your child's nurse who will be able to help and advise you.

It can be tiring for children and parents / carers to have too many visitors at a time, space can be limited, and children in hospital may be more prone to infection. On most wards the maximum number of visitors is **four** at a time, including the parents and visiting children. In high dependency areas this is **two** visitors at a time.

To gain access to the ward, visitors are required to press the call button directly outside the ward. Please remain in front of the door buzzer, as the system is connected to a camera which enables staff to view you whilst talking to you. Staff will ask you who

you are and who you are visiting. For the safety and security of all our children, it is very important that you do not hold the door open for other visitors, as all visitors wishing to visit must press the call button and speak to ward staff themselves. We will try to answer the door bell as quickly as possible but we ask for your patience as there may be some occasions when this may take a little longer.

Chairs are available for visitors. Visitors should refrain from sitting on your child's bed, this is in order to minimise any spread of infection. However, we understand that at times you may want to sit and comfort your child on their bed.

Please refrain from entering or visiting other patient's cubicles or bed spaces, to prevent the spread of infection and to maintain the privacy of all our patients. Please advise friends and family not to visit if they are unwell. If as a parent / carer you have any symptoms that may indicate a viral illness, please discuss with your child's nurse who will be able to advise you about whether visiting your child is advisable or not.

Accommodation

As a parent or carer, you are welcome to stay overnight with your child. However we can only provide accommodation for one parent / carer, except in exceptional circumstances which child's nurse would discuss with you if you feel this is the case. **Unfortunately we cannot accommodate siblings except for a twin of the patient less than six months of age who are breast fed.**

Whilst you are a resident with your child, we will do our best to make sure that you are as comfortable as possible, whether this is a

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pull-down bed or a reclining chair by your child's bed.

We do ask that the pull-down beds are folded back away during the day between the hours of 07.45 and 8.00pm. If you have any specific needs that mean you would like the bed to be out during the day, please discuss this with your child's nurse who will be able to help and advise you.

For safety reasons, your child should not use the pull-down bed. If you are a breastfeeding mother, and use the pull-down bed whilst you are feeding your child, your child must then be returned to their own bed or cot after their feed. For the safety of you and your child, your child cannot sleep with you on the pull-down bed or reclining chair.

What will happen when we arrive on the ward?

A nurse will be allocated to care for your child before you arrive. The staff understands that this is an anxious time for you and your child and they appreciate the need for them to speak to you as soon as possible after your admission and will do this as soon as they can.

If your child has been admitted unwell, the nurse will introduce themselves to you and show you to your bed space, and then the priority for the nurse will be tending to your child straight away.

Your child may be referred to the Assessment Area. This allows for the thorough assessment of your child, determining the correct management / treatment required. The child will be seen by the nurse, a junior doctor and then a senior doctor. Your child may then be discharged home if deemed appropriate, or moved to the Inpatient Area for admission.

If your child's admission has been planned, the nurse will introduce themselves to you and show you to your bed space. The nurse may not be able to show you around and offer a full explanation of what will happen in hospital straight away as the nurse will also be caring for other children who require immediate attention.

We know that you will be anxious, and perhaps not see the reason for any delay in admitting your child but your patience will assist us in ensuring that all children are cared for appropriately.

After your arrival, you will be shown around the ward and full explanations will be given to you about what you can expect during your hospital stay.

Our staff are caring and approachable and are happy to answer any questions you may have. If they cannot answer any question immediately they will explain this and let you know that they will find out the information you require and will come back later to let you know.

Partnership in Care

We are here to care for you and your child, and we are committed to doing this together with you as you know your child best. This will be even more important if your child has special and complex needs. We know that your experience in caring for your child is extremely valuable to us in ensuring that we continue to care for your child using expert knowledge and advice. As the child's parent or carer we understand it can be difficult when someone else is caring for your child, and so we will involve you in your child's care and discuss and plan your child's care with you. It is comforting for both you and your child to remain involved in their care. For example, you may still want to feed or



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change your child independently, or you may want the staff to support you or do this for you. You may want to learn how to do things for your child that you have not had to do before.

The staff are here to help, and the nurse caring for your child will introduce themselves to you soon after arriving on duty and discuss with you each day about caring for your child together. Your nurse will teach you how to do new things when you are ready. This will all be written down in your child's care plan which you are welcome to read and we encourage you to be involved in.

If you have any concerns during your hospital admission, please discuss them with your child's nurse who will be happy to help you.

If you are unhappy with your child's care or treatment, we urge you to speak to the nurse in charge, or to ask to speak to the Ward Sister / Charge Nurse. We would prefer to discuss this with you in order to understand your concerns, and to work with you as to how we might improve or change things. However, if you wish to make a complaint, please speak to the Ward Sister / Charge Nurse or the nurse in charge of the ward who will assist you. If the Ward Sister / Charge Nurse or nurse in charge is unavailable or unable to help you, a senior nurse is on duty within the hospital that will be able to speak to you. The Ward Sister / Charge Nurse, nurse in charge, or senior nurse will be able to advise you about accessing the Patient Advice Liaison Service (PALS), a service which supports patients and families, if you wish.

We care for all our children with privacy, dignity and in confidence. We cannot discuss any other patients with you.

What should I bring into hospital?

It is important to bring in any medication that your child is prescribed so that we can see how much your child usually takes. This includes any homeopathic or alternative remedies your child takes. The staff may continue to use your child's own medicines from home on the ward, and a new supply will be given to you when your child is discharged if necessary. For safety reasons, it is important that you do not continue to give out medicines to your child that you have brought in from home, and that the nurses give out the medicines as prescribed by your doctor.

If you take any medication yourself, it is important that this is kept in a safe secure place out of reach of children. Please discuss this with your child's nurse.

We recommend that you leave all your valuables at home. If you are unable to send valuables home, please give your valuables to the ward staff for safe – keeping. If property is left in your locker, this remains your responsibility. The staff will make a list of your valuable items which are handed over to the Trust for safe – keeping, then two members of staff will check these items with you. If you decide to keep your valuables with you rather than hand them over to the staff for safe – keeping, the Trust is not liable for any loss or damage.

How long will my child stay in hospital?

If your child's admission has been planned, you may already have an idea of your child's length of stay.

If your child's admission to hospital is unplanned or is an emergency, you may be uncertain how long your child will stay.

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The doctors and nurses will review your child every day and will keep you up to date with your child's treatment, progress and plan for discharge home.

Ward Rounds

The doctors on the ward do a ward round every day to see the patients. Your child will be under the care of a Lead Consultant. Some patients are seen by different teams of doctors, so please do not worry if your child is not seen during a ward round – this will be because the doctor is not part of your child's consultant team.

Who will I see in hospital?

You will see the doctors and nurses caring for your child every day. However there is lots of different staff working at the hospital that you may also come into contact with, for example you may meet clerical staff, the ward play leader, physiotherapists or x-ray staff. Any member of staff involved in caring for your child will introduce themselves and explain their role to you and your child, and all staff will be wearing an identification badge. Please ask to see the identification badge of a member of staff if it is not clearly visible.

The Trust is involved in teaching medical, nursing and other students and because of this there may be students on the ward. Staff will ask you beforehand if you mind students being present. Although we would appreciate your agreement, we do realise that you and your child may wish to talk with the doctor / nurse privately. We will always respect your wishes and whatever you decide will not affect your child's treatment in any way.

Hand Washing

Washing your hands is the best way to prevent infection. Children in hospital may be more prone to infection and we are committed to reducing the risk of infection as much as possible.

You can help us fight infection by cleaning your hands. You will see wall dispensers containing alcohol gel outside on the wall as you enter the ward, outside each bay or cubicle, as well as sinks for washing hands. Please use the gel on your hands whenever you come onto or leave the ward, as well as washing your hands when caring for your child. The staff on your ward will show you how to use the dispensers and will advise you when you should wash your hands. We would appreciate it if you could ask all family and friends who visit to also follow this.

We encourage you to challenge any staff member who is caring for your child if you feel that they have not used the alcohol gel on their hands. If you find an alcohol gel dispenser empty, please inform a member of staff who will make sure that it is refilled.

Infection Control

We ask for help and assistance in keeping our hospital clean by keeping your child's bed space or cubicle tidy, and only having belongings that are essential for your child's stay in hospital. Each bed space has a patient locker provided to store belongings in. It is more difficult to keep the ward clean and tidy when children and families have a lot of belongings. Visitors may be able to help you with this by taking additional belongings home for you.

Your child's bed space will be cleaned by staff on a daily basis; you will regularly see the Ward Manager or Matron conducting ward rounds to ensure that the ward and

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environment is clean. If you have any concerns about cleanliness please speak to your child's nurse, Ward Manager or the Matron who will be happy to help.

Children's Meal Times

Our wards have protected meal times for children, where visiting is restricted and no planned procedures take place. This is to ensure our patients can enjoy their meal without being interrupted.

Breakfast 07.45 – 08.45

Lunch 11.45 – 12.45

Evening meal 16.45 – 17.45

Our children are provided with a choice of nutritious food for their meals, and we regularly review the menus to make sure we meet the needs of the children. If your child's normal dietary needs are not being met please discuss this with the nurse caring for your child.

Visitors may wish to bring additional food in for your child. Any food that is brought in for your child must be kept in the fridge and clearly labelled with the date and time it was brought in, as well as having your child's name on. Food will be discarded after the date on the label or the expiry date on the packet.

For health and safety reasons, the staff cannot reheat any food for your child that is brought in by a parent or visitor.

Ward Kitchen

For safety reasons, children and visitors must not go into the ward kitchens under any circumstances. If you require anything from the ward kitchen please discuss this with your child's nurse who will be happy to assist you.

Parent's Room and Dining Room

The wards have a Parent's Room available to you where you can rest and take a break when you need to. For safety reasons your child **cannot** use the Parent's Room

The Parent's room / kitchen provides facilities for you to make yourself a hot drink if you wish, and store and heat up food for yourself.

For safety reasons, hot drinks or hot water must not be consumed or used in patient areas or at your child's bedside, as there is a danger of spillage or injury to yourself or a child. The exception to this is a hot drink at breakfast which must be provided by the HSA at your bedside. Breakfast will be provided for parents / carers that have been resident overnight with their child.

Breastfeeding

We encourage and support mothers who want to breastfeed their child during their stay in hospital. You can ensure your privacy whilst you breastfeed by closing the bed space curtains or the cubicle door.

Mothers who are breastfeeding babies under the age of 6 months are entitled to free meals. Please ask your child's nurse for information.

Electric breast pumps are available for use if you require them to express breast milk. Expressed breast milk must be labelled and can then be stored in the ward breast milk refrigerator.

Cubicles

We understand that cubicles may seem a little more private and you may prefer your child to be nursed in a cubicle.

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The cubicles are used to nurse children who need to be in a separate room for medical reasons. Your child may be admitted to a cubicle and then moved onto an open ward when their medical condition changes. Sometimes your child may need to be moved to another cubicle on another ward or a bed space on another ward. We will advise you of this when you first come to hospital, and we ask for your understanding and co-operation if we need to move your child from a cubicle onto the open ward, or another ward.

For medical reasons, your child may need to stay in the cubicle with the door closed at all times. Your child's nurse will discuss this with you and answer any questions you may have.

Mixed Sex Accommodation

For many children and young people, clinical need, age and stage of development may take precedence over gender considerations. Mixing of the sexes may be reasonable, and even preferred. There is evidence that many young people find comfort from sharing with others of their own age and that this often outweighs their concerns about mixed sex rooms. Washing and toilet facilities need not be designated as same-sex as long as they accommodate only one patient at a time, and can be locked by the patient. A relative / carer who is the opposite sex of a child or young person may choose to stay with their son / daughter and this will be accommodated but arrangements will be made to safeguard the privacy of the other patients who are being cared for in this bay/area. The needs of adolescents require careful consideration. In general, adolescents prefer to be located alongside other people of their age, where possible they should be given this choice on

admission. Adolescents might prefer to spend most of their day time in mixed area, but must have access to same gender sleeping area, treatment rooms and sanitary facilities. Staff must make sensible decisions for each patient. This may mean segregating on the basis of age rather than gender, but such decisions must be demonstrably in the best interests of each patient. It is not acceptable to apply a blanket approach that assumes mixing is always excusable.

Cot Sides and Bed Rails

For your child's safety, cot sides must be raised to full height whenever you are not directly by the side of the cot.

Your child's nurse will assess whether bed rails should be used on admission. They will review this regularly, and will discuss this with you. If you think your child needs bed rails to be used, please discuss this with your child's nurse.

Staff on the ward will show you how to operate the cot sides or bed rails.

Name Bands

It is very important that we are able to identify all of our patients correctly. All children will have a name band put on when they are admitted to hospital. You will see the nurses checking your child's name band for example if they need to have medication. The name band must stay on throughout your child's hospital stay. If the name band falls off your child or is removed for whatever reason, it should be reported to the nurse caring for your child who will replace it immediately.

Medicines

Children on the ward may be prescribed their medicines at a similar time to one another,

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and it is not always possible for the nurses to administer the medicines at the exact time that they are prescribed by the doctor. The nursing staff discusses medicine administration with the doctors and knows which medicines it is critical to give on time and which medicines are safe to be given in a time range. Your child's nurse will discuss this with you.

Equipment

Your child may need to be attached to some equipment during their hospital stay. We understand that the equipment may make you feel scared and anxious at first, however, all of the equipment we use is to help us take care of your child. The staff will explain to you and your child what the equipment is for.

Some of the equipment may make a noise at times to alert staff, and the nurse will attend to it and explain to you why the machine alarmed. It is very important that you **do not** turn off an alarm noise or press any buttons as the staff need to be aware of the alarm. When a machine does alarm, the nurse will attend to your child as soon as possible.

Children Leaving the Ward

Please do not take your child off the ward without first discussing with your child's nurse, as the ward staff needs to know where your child is at all times. It may not be in your child's best interest to leave the ward.

For the safety and comfort of our children, and for visitors to the hospital restaurant, patients are not permitted to go in the hospital restaurant.

As part of the care and treatment, or as part of preparation for discharge, some of our children may be permitted to leave the ward area for periods of time.

Call Bells and Emergency Buzzers

Each bed space and patient area has a nurse call bell and an emergency buzzer. If you or your child require assistance from a nurse and it is not urgent, please speak to a nurse or press the round orange button on the handset. You will know that the call bell has worked as it will light up and you will hear a call bell sound. A nurse will come and see you as soon as possible.

If you require urgent assistance, please pull the red button on the wall above your child's bed. You will know that the alarm has worked as a loud alarm will sound. Staff will attend to your child or the emergency immediately.

Toilet and Bathroom Facilities

Toilets are available on your child's ward and ward staff will show you where they are. Please do not use the patients or staff toilets.

Shower facilities for parents are available on the ward and the ward staff will show you where they are.

Mobile Phones

For the comfort of all our patients and families, mobile phones may be used on the ward but must be kept on silent mode.

Mobile phone chargers must not be plugged into the hospital power points unless they have been safety checked by the hospital engineers. Please discuss this with your child's nurse who will be able to arrange it if appropriate.

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Car Parking

Car parking is available. In most instances there is a car park charge and the details are shown at the pay booth.

Dedicated car parking spaces are available for disabled access.

Drop off car park spaces are situated at the front of the hospital and can be used for up to 10 minutes.

Translation and Signing Service

If you have any difficulty in speaking or understanding English, interpreters can be arranged. This is via the 'Big Word', which is a telephone interpreter service.

Discharges

When your child is discharged home you will receive a discharge letter which will contain all the information from your child's admission to hospital.

Any medication required will be dispensed prior to discharge home. A full explanation of how to administer the medication will be given prior to going home.

Your child may have been referred to other services or the Outpatient department. These will also be discussed with you prior to discharge. Any Outpatient appointments will be received via the post.

Your child may require input from the Paediatric Community Team when discharged home. A referral will be completed and you will be contacted at home to arrange a convenient time for them to visit you and your child.

Direct Access may be given to you for your child so that you can bring your child directly to the Children's Ward should you have ongoing concerns following discharge. This

is not available to everyone and is a Consultant decision based on clinical need.

Should you be given direct access or require Community follow up, you will be given the relevant contact numbers prior to discharge.

Please be aware that the Discharge Process can take some time and your patience is greatly appreciated.

Should you have concerns about your child following discharge and have not been given direct access to the ward please seek medical advice from your own doctor.

If your child has any worries / concerns prior to discharge please encourage them to talk to either yourselves as parents / carers or the staff if you are unable to answer their questions or reassure them.

Suggestions

We are always striving to meet the needs of our children and families and improve our services even more if we can. Our ward has a feedback box available for you to post your feedback. Please ask your child's nurse for the 'Family & Friends' card for you to provide your feedback on. We welcome and value your comments. You can also speak to any of the staff, Ward Manager, Matron or the Patient Advice and Liaison service with your ideas and suggestions.

We hope that you have found this information useful. If you can think of any additional information that has not been included which you would have found useful, please let the Ward Manager or the nurse in charge know.

If you have any queries please do not hesitate to discuss them with your child's nurse.

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Additional Information

If you require any further information please speak to a member of nursing staff.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which situated on C Floor.

Alternatively you can email:

nlg-tr.PALS@nhs.net

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust,

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please speak to a member of staff in the ward or department you are visiting.

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