

**AC****RN Children’s Ward**



**Welcome Pack** 



**Welcome to Acorn Children’s Unit**

**This leaflet contains information to help you during your stay in hospital.**

**The Trust is committed to putting patients first, treating them with dignity and respect, offering safe, skilled, sensitive care, delivered by conscientious, committed staff in a clean and safe environment.**

**We will do all we can to make you and your child’s stay as reassuring, welcoming and comfortable as possible.**

**We expect our staff to treat you, your child and your visitors with dignity and respect and without discrimination.**

**Please treat our staff in the same way.**

**CHILDREN’S MEAL TIMES**

Breakfast 08:30 – 09:00 served by the nurses’ station.

Lunch 12:15 – 13:00 served opposite the Playroom.

Supper/Dinner 17:15 – 18:00 served opposite the Playroom.

The most commonly used baby milks and food are supplied. If your child is being fed on any special milk/diet, please bring a supply with you as it is impossible for the ward to stock a supply of everything. A dietician will be contacted and we will endeavour to supply what your child needs. Should you have any bottles that need sterilising, please give to your allocated nurse to sterilize.

Fresh water will be given out 3 times a day in jugs for children. If your child prefers a hot drink, please let your nurse know.

**VISITING TIMES**

Parents: Any time of day

Other Visitors: 11:00 – 20:00

Parents are welcome to visit at any time of day. We can only accommodate ONE parent staying overnight with their child as we have limited space and your child’s safety is our priority. A put-up bed will be provided next to your child’s bed which needs to be folded away prior to the ward round.

Visitors will be restricted to immediate family only in the morning to allow for the Ward Round to take place.

We encourage parents to settle their children for the night by 21:00 and the main lights will be turned off between 21:00 and 22:00 where possible. Therefore we ask you to remind visitors not to visit after 20:00 out of consideration for the children and resident parents.

**CAR PARKING**

If you travel to the hospital by car, please park in the pay & display car parks, purchase a ticket for the minimum amount and display in the car. Please ask the ward staff for a **Parking Voucher** which should be on display beside your parking ticket. This voucher will allow you to park for up to 7 days when you pay the DAILY minimum charge. Only 1 voucher per family please.

**FIRE**

In the event of a fire, a continuous alarm will sound. Please be guided by the staff to your safest exit. A fire alarm test occurs every Wednesday morning. Rarely there may be a false alarm and the nursing staff will guide you and give information. We ask that you stay calm and listen to the advice of our staff.

**SECURITY**

To gain access to the Acorn Unit all visitors must be ‘buzzed in’ by a member of staff. It is imperative that access is only given to people who have a reason to be on the ward. This is for the safety of your child. The ward staff would appreciate your help in this and request that you do not let anyone into the Acorn Unit who has not spoken to a member of staff or does not know the access code. This includes Whipps Cross staff. A number of security cameras are situated within the unit. Please take care of your personal belongings as the ward cannot be held responsible for any theft.

**TELEVISION & TELEPHONE**

Hospedia provides free TV viewing at each bedside between 07:00 and 19:00. It is not possible to watch TV outside of those hours. There are a few mobile TV’s for children to watch DVD’s and videos. These are mainly for use by children confined to their beds or rooms. Out of consideration to other children and their families, we would be grateful if mobile phones be turned off or put on silent between 22:00 and 06:00. If you must use your phone, please go to the parent’s room.

**NAPPIES**

We provide nappies for emergencies only. If your child is using nappies, please arrange for a supply to be brought in.

**SINGLE SEX ACCOMMODATION**

We aim to comply with the National Service Framework for Children and Young People. This recommends that children are grouped with other children of a similar age where possible. However if your child would prefer to be in with children of the same gender, please make this known to the nurse in charge, and every effort will be made to accommodate the request, depending on the condition of the child.

**SCHOOL**

We encourage school age children to attend our hospital school. Our teachers are used to working with children who are unwell. The teachers follow a curriculum similar to that followed in schools, and all ability levels and different ages are catered for with stimulating and well planned lessons. We also inform the child’s mainstream school of attendance so they receive an “off-site” education mark in their own school.

School hours are 09:30 – 12:15 and from 13:30 – 15:30

**PLAYROOM**

We have a playroom with play specialist/nursery nurses who encourage pre-school children to play and mix together. Playroom staff ensure that activities/toys cover the foundation stage framework.

Staff are present from 09:30 – 12:15 and from 13:30 – 15:30. Parents should always be with their child in the playroom. The playroom is closed at 19:30.

**DAILY ROUTINE**

The day nurse’s shift starts at 07:45 – 20:15. After handover, your child will be allocated a nurse, who will come and introduce him/herself to you and care for your child during that shift. He/she will check that you know where the facilities are and answer any questions or give any help that may be needed.

Nightshift starts at 19:45 – 08:15. Parents beds must be folded up each morning by 09:00 to allow for cleaning and easier access to patients. Please discuss with your allocated nurse if you need your bed kept down for any medical reason.

We would also appreciate it if curtains are kept drawn back during the day so your child can be observed.

Our policy on Acorn ward is that we check with you every hour during the day shift to ensure that you and your child do not want for anything. This is what we call Hourly Rounds. Please inform the nurse if you have any concerns.

After breakfast we will help you wash your child if needed. If you need washing equipment, please ask.

**WARD ROUNDS**

Each morning the children admitted under the care of a paediatrician will be reviewed by the paediatric team. You will be informed if your child is fit for discharge or requires further review later that day. If the decision is taken that your child is ready for home, your paperwork and medication, if needed, will be arranged at the end of the ward round. When the Team has agreed your child is fit for discharge we would appreciate your help in being able to get that bed ready for another sick child waiting in A&E. You are very welcome to wait in the playroom if necessary. Every effort will be made to speed up this process. Please be patient as it may be necessary to get some medication from the pharmacy.

The other specialists; surgery, orthopaedics, ENT etc. will be reviewed by a member of their team daily. Due to their theatre commitments, this may be morning or afternoon.

We really value your feedback about our ward. Please complete one of our “I want great care” user feedback leaflets before you leave.

The paediatric team cannot make any final decisions about the treatment of your child if they are under the care of another speciality. They will, however, oversee the management of pain relief and other support and advice if deemed necessary by the team responsible for your child’s care.

Each child has an identity band on one of their limbs. This is to ensure children are kept safe and are easily recognisable. If your child’s band is removed or has fallen off, please let your nurse know so it can be replaced as soon as possible.

**PARENTS FACILITIES**

A parents room is allocated on the main corridor of the ward, opposite the playroom. This is equipped with facilities for storing and preparing meals and drinks. Cereal, tea, coffee, milk and sugar are provided by the ward. There is a fridge in the parents room for your benefit. Please put your name and date on all food you put in the fridge.

The fridge will be cleaned weekly by the Housekeeping staff and any out of date food or unlabelled food will be discarded. We would be grateful if all uneaten food is disposed of or taken home on discharge.

For the safety of our young patients hot drinks are not permitted on the ward unless in a takeaway cup provided with a lid.

We provide breakfast for parents. **Breastfeeding** mothers are entitled to be provided with all meals. Food can be purchased in the canteen or light snacks from the hospital shop. Both are located on the main hospital corridor, ground floor, Junction 5.

HOSPITAL CANTEEN Opening Times:

 Every day – 07:00 – 19:00

HOSPITAL SHOP Opening Times:

 Monday to Friday 07:00 – 21:00

Saturday 09:00 – 19:30

Sunday 09:00 – 19:00

For parents who can’t leave their child, a convenience trolley comes to the ward at approximately 11:00 every day.

There is a separate shower room and toilet available for parents use.

**Patient Advice & Liaison Service (PALS)**

If you need general information or advice about Trust services, please contact the Patient Advice and Liaison Service (PALS) on 020 3594 2040 or visit [www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals). Alternatively please contact staff who are providing your care if you require clinical advice.

We know that there may be times when families are frustrated, angry or upset and we will help you find the right member of staff to discuss any concerns you have about your child’s care. However, we have to adopt a zero tolerance approach to behaviour that is inappropriate or threatening to patient’s families or staff. Should such behaviour continue it may be deemed necessary to remove the person from the ward.

We are always trying to improve our service for patients and their families. If you have any suggestions or complaints about the ward, please let us know about them. First speak to the sister in charge if there is a problem with your child’s treatment. If you feel your problem is not being resolved, you can talk with a member of staff at the PALS office to discuss the matter further or make a formal complaint.

