

Horton General Hospital

# Welcome to the Children's Ward

Information for parents



The Children's Ward has 14 beds and cares for children up to the age of 16.

Patients over 16 who are still under the care of a paediatrician may be admitted to the Children's Ward.

Children may be admitted from the Emergency Department or through their GP.

They may also be admitted for planned operations, such as orthopaedic, ear, nose and throat, dental or plastic surgery.

## What to expect on the Children's Ward

When you arrive your child will be seen by a member of our nursing team.

The nurse will take some details and record your child's 'observations': these include their weight, temperature, heart rate and breathing. Your child will also be seen by a doctor, who will examine your child and take down a full medical history.

The nurse and doctor will explain everything to you, and please do ask questions if there is anything happening that you do not understand.

## Investigations

Your child may need other investigations (tests) depending on their condition. The doctors and nurses will explain these to you and make sure you understand what is being done.

## Infection control

Please let us know if your child has had an infectious illness, or has been in contact with someone who has.

Please keep your child's bed space tidy to help make cleaning easier. If your child is nursed in a side room, please check with the nurse whether they should stay in the room at all times.

## Visiting

We have open visiting hours for parents/carers, grandparents and siblings. Parents/carers are responsible for siblings who visit.

Visiting hours for all other family and friends are 11.00am - 8.00pm.

Parents can stay after 8.00pm and there are beds available for one parent to stay overnight with their child.

Please can partners who are not staying overnight leave by 10.00pm.

There is a parents' room where you can prepare your own food and drink.

## Ward round

Children who stay overnight will be seen by a paediatric consultant on the morning ward round. This starts at 9.30am, but unfortunately we cannot say exactly when the consultant will see your child.

## Mealtimes

Breakfast	7.30am - 8.30am
Lunch	12.30pm - 1.30pm
Tea	4.30pm - 5.30pm

Meals are served to all inpatients and breastfeeding mothers.

If your child has any specialist dietary requirements please tell a member of staff. A range of snacks is on offer during the day; we have some jars of baby food and formula milk on the Children's Ward.

**Please respect our 'protected mealtimes', which allow children to eat their meals without interruption.**

## Playroom

There is a playroom for your child on the ward and our play specialist is on hand to give you any help you need. If your child is being nursed in one of our side rooms and is unable to go to the playroom, the play specialist can provide activities for them. There is an outdoor play area by the playroom which is open from 10.00am-4.00pm (weather permitting).

## Parking

Under certain circumstances, families may be entitled to discounted parking. Please speak to a member of staff on the ward about this.

## Concerns and feedback

If you have any concerns while your child is with us, please speak to a member of staff who may be able to help straight away.

You can contact our Patient Advice and Liaison Service (PALS) Monday to Friday 9.00am - 5.00pm on 01295 229 259 or email [PALSHH@ouh.nhs.uk](mailto:PALSHH@ouh.nhs.uk)

You can also send us your feedback by email: [feedback@ouh.nhs.uk](mailto:feedback@ouh.nhs.uk)

## Further information

For further information please visit [www.ouh.nhs.uk](http://www.ouh.nhs.uk) or see the booklet 'Information for patients – Horton General Hospital'.

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **[PALSR@ouh.nhs.uk](mailto:PALSR@ouh.nhs.uk)**

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