

Welcome to Bellhouse-Drayson Ward

Information for parents /carers



Welcome to Bellhouse-Drayson Ward

This leaflet aims to answer any questions you have about moving to the ward, and what to expect when you arrive.

Bellhouse-Drayson Ward

Level 0, Children's Hospital
John Radcliffe Hospital

Tel: **01865 231 247 / 237**

Your child may be joining us from Children's Critical Care, or from another hospital. This means that your child is recovering, and no longer needs intensive care.

Moving from intensive care to a ward environment can cause some anxiety; you may not know what to expect, and find the change in nursing care daunting.

We understand that having a child in hospital can be stressful at times, so please let us know if you need a break, or if there is anything we can do to help. *Aggressive behaviour towards staff is not tolerated. Anyone who fails to comply will be asked to leave the ward.*

We look forward to meeting you, and caring for your child.



About the ward

We look after about 18 patients at a time and have space for one parent to stay with each child overnight.

Accommodation on the ward

There is a Ronald McDonald House in the Children's Hospital. Families who live further away or have a child in intensive care are normally given priority, and there can be a waiting list.

If you are interested in staying in the Ronald McDonald House, please ask your Nurse to complete an application form for you.

Facilities on the ward

We have an indoor and outdoor Play Room which can be used by patients and siblings under supervision.

We have a **Beverage Room** on the ward where families can store and warm up food brought in from home; we also have facilities to warm baby bottles. If your baby normally has formula milk, it is important that, for hygiene purposes, you either bring in a **sealed tin** so that it can be made up in our Milk Kitchen, or use our pre-made bottles.

Meal times

7.00am - 7.30am Breakfast trolley. You can also help yourself to breakfast in the Beverage Room.

12.00 noon - 12.30pm Lunch

5.00pm - 5.30pm Dinner

We will give you a lunch and dinner menu to complete every day. If you have not received a menu by 9.00am please speak to your Nurse.

There is also a limited menu available on request 24 hours a day. You can help yourself to toast, cereal, snacks and drinks for your child at any time.

We have a washing machine for parents who are unable to bring in new clean clothes or take clothes home to be washed.

We can also provide a limited amount of baby supplies.

Visiting times and ward rules

Hospital visiting times are 10.00am - 10.00pm. Parents may visit at any time, but due to children's bedtimes it is best if other visitors do not come after 8.00pm.

If your visiting family/friends have recently been unwell, or have been in contact with flu, chicken pox or diarrhoea and vomiting, please speak to your Nurse before allowing them to visit.

Parents can warm their food in our Beverage Room on the ward. There is also a **Parents' Room** off the ward where they can drink their hot drinks.

Please, do not film or take any photographs on the ward.

How we care for your child

Doctors are not on the ward all the time; they start their ward rounds at 9.30am. However, they can be easily contacted if needed. Please ensure that you are on the ward with your child in the morning ready for the Doctors' ward round.

If your child has been transferred from Critical Care, the Doctors there will give an in-depth handover to the new team about your child's stay so far and what their care needs are.

As your child improves they will need less observation and nursing. Each of our Nurses cares for four children on the ward. Your child may be in a room with two or three other children, or in their own cubicle.

Nursing Assistants and students work alongside our Nurses.

If we need to monitor your child, we will use a machine like the one below.

These are connected to the desks at either end of the ward, and alarms can still be heard even if a Nurse is not in the room.



Your Nurse may not always be visible as they may be preparing medicines. If you do need them immediately please press the call buzzer by the bed.

Nursing handover

Our shift handover times are 7.30am - 8.00am and 7.30pm - 8.00pm every day. Please do not disturb your Nurse during these times unless it is urgent.



Play on the ward

Our Play Specialists are on the ward Monday to Friday 7.30am - 3.30pm to offer general and developmental play, entertainment and distraction.

They are happy to play with and look after siblings who are visiting, and to cuddle babies.

The charity Rosie's Rainbow Fund offers massages for parents and one-to-one music therapy sessions every Friday.

www.rosiesrainbowfund.co.uk

Children's Critical Care Outreach Team

If your child has been transferred from Critical Care a Critical Care Outreach Nurse will aim to visit you in the first 24 hours after your child is transferred to the ward, and then after that if necessary. Their aim is to ease transition to the ward and to provide support.

We will support you to become more 'hands-on' in caring for your child – something that may have been difficult in a critical care setting.

Shops, restaurants and cashpoints

There are restaurants, League of Friends cafeterias, shops and vending machines throughout the site, and cashpoints in the West Wing atrium, and in the Level 2 main entrance and on Level 3 of the main hospital building.

Please ask your Nurse for a Car Parking permit if you are staying for longer than 24 hours. There is a charge of £10 for a one week permit.

Feedback

We welcome your feedback. If you have any concerns during your child's stay, please speak to the Nurses as soon as possible. If they are unable to resolve the issue you can contact our Patient Advice and Liaison Service on 01865 221 473 Monday to Friday 9.00am - 5.00pm or email PALS@ouh.nhs.uk

Further information

Booklet

- John Radcliffe Hospital: Information for patients

www.ouh.nhs.uk/children

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 **PALS@ouh.nhs.uk**

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