



**Welcome to
the children's Ward**

**Paddington
and Disney**

**Northampton
General Hospital**



NHS Trust

Welcome to Paddington and Disney Wards

We understand that your child's stay in hospital can be distressing and difficult for most families and to make your stay as comfortable as possible, we have put this booklet together. We hope you will find it helpful and informative. Please do not hesitate to ask a member of staff if you have any questions.

Named nurse

Your child will be allocated a named nurse for each shift. The nurse will introduce themselves to you on their arrival and will discuss your child's current plan of care. They will negotiate with you which aspects of your child's care you would like to provide or participate in. Please feel free to give nurses information that helps them to give appropriate care to your child and please ask if you are unsure of anything or need further information.

What to bring with you

Children: Please supply nappies, wipes/wash kits, dressing gown and slippers, a favourite toy, one change of day/night clothes, usual feeding beaker and if possible bring in your child's Personal Child Health Record so the nursing staff can make entries to enable other professionals to keep updated with your child's health needs.

Please Note: There is limited storage around each bed space, items you bring in for your child should fit into their bedside locker. Lost personal items are not the responsibility of the hospital, so please take care of all valuables. We ask that you Do not store items on the floor Thank you.

Parents: Please ensure you bring a change of clothes for night time if sleeping overnight. Items for yourself should fit into a small '**weekend**' size bag.

Facilities for parents

The parents room is located on the Paddington side of the ward this is where you can relax, watch television, eat and drink. There are facilities for making hot drinks and a fridge and microwave. Please label food with date and name and store in the fridge. Unlabelled items will be discarded on a daily basis and removed when your child is discharged home. Tea and coffee are available. A donation box is available should you wish.

The parents room is a child free zone. Please do not bring hot drinks out into the ward areas.

Cereal and bread is provided for breakfast and sandwiches may be available at lunch and teatime. A mobile sandwich facility visits the ward most lunch times where parents can purchase light refreshments.

There are two restaurants in the hospital:

Cliftonville restaurant on hospital street (main corridor) sells hot and cold meals, drinks and snacks and is open from 7.15am - 6.45pm Monday - Friday, 7.15am - 5.45pm Saturday and Sunday. NB. Times may vary on bank holidays.

Café Royale is located in the main entrance (near A&E) and sells snacks, freshly made sandwiches and drinks and is open from 8.00am - 7.00pm Monday - Friday.

There are two **WRVS shops** in the hospital which sell newspapers, magazines, cards, food and drink, they are open for most of the day, approximately 9.30am - 4.00pm from Monday to Friday.

WRVS by Cliftonville is open from 1.00pm - 4.00pm on Saturday and Sunday.

Unfortunately we can't provide any meals for parents and visitors but we support breast feeding mums. Please see your nurse about this. If you are likely to be in hospital bring a packed lunch as we have a fridge where you can keep it cool. However there is a coffee shop and restaurant

Children's Meal Times

Breakfast is served between 7:45-9:00am

Lunch is served between 12-1:00pm

Evening meal is served between 5-6pm

Visiting

Parents can visit their child at anytime of the day or night, other people can visit between 2.00pm and 8.00pm. Although we are flexible, please try to keep a maximum of 2 people around the bed, as space is limited. Children are in hospital because they are either unwell and/or have had surgery. Please be sensitive to this and remember that rest and quiet will aid the recovery of the children and help them to get home more quickly. Please ask a staff member about visiting arrangements for siblings and friends.

Sleeping overnight

We can accommodate one parent sleeping overnight in the ward.

If your child is in a larger room with other children you will find a recliner chair by each bed, as for safety reasons it can be difficult to accommodate a parents bed alongside your child. Should you require a bed it may be possible to accommodate this away from your child's bedside please ask a member of staff.

In both cases we would ask that all parents are up by 8.00am as the doctors may wish to see your child.

We have bathrooms with showers that you are welcome to use. We would ask that parent's beds to be folded and put away by 7.30am.

Ward hygiene

Infection control measures are a very important part of hospital care. We would ask that you and your child wash/gel your hands:

- On arrival to the ward
- When you arrive at your child's bed
- When you leave your child's bed
- As you leave the ward
- Please ensure your visitors also do the same.

Please sit on the chairs provided, not on patient's beds as this may increase the risk of infection. We ask that you Do not use the bed, chair or locker in any other space as this will be ready to receive a patient.

Please ask relatives and friends with coughs, colds etc. only to visit if absolutely necessary to prevent spread of infection as we have vulnerable children on the ward.

You have the right to ask any nurse, doctor or other member of staff to wash their hands before and after treatment if you are concerned they might not have already done so.

Mobile phones

Please DO NOT use mobile phones in the children's play area. The parents room or outside the ward are the most appropriate area to use your mobile phone. Please do not unplug equipment to facilitate phone chargers this could be dangerous. We would ask that mobile phones are not used in your child's room. Please access the parents room for this. As we are a children's ward you are reminded that No photograph's are to be taken without permission.

Let's Wash Our Hands!

Whooshy washy!
Wet our hands
Under running water
Add some soap and
rub them hard
Don't miss any part!
Between our fingers
Under the nails
Rid germs without fail
Front and back
And round the wrist
No germs will be missed!
They may hide
But we shall seek
So we will not fall sick!
Splishy splashy
Eye bye germs
Down the drain they squirm
With clean towels
We dry our hands
Now let's show our friends!



1 Palm to palm



2 Between fingers



3 Back of hands



4 Base of thumbs



5 Back of fingers



6 Fingernails



7 Wrists



8 Rinse and wipe dry

Remember to wash our hands:



After using the toilet



After sneezing or coughing



After playing with pets



After sports or playing outside



Before eating



Car parking

Parents will need to purchase a parking ticket for the first three hours of their child's stay, before this expires ask a member of staff for a reduced parking permit which you will need to place in your car alongside the original which will cover your parking for the rest of the day. Each day a ticket will need to be purchased and a new reduced parking permit obtained. These permits are only valid in car parks 3, 4 and 5. **If you park in car park 1, the full parking tariff will be enforced.**

Going home

Your child may need pain relief medication when they are at home. It is advisable to purchase Paracetamol and Ibuprofen from any pharmacy or supermarket before your child is discharged home. Ask your named nurse if you need any advice about pain relief to ensure your child is free from pain. If a prescription is written for your child by the hospital doctor this will be dispensed in the hospital pharmacy. There is often a long wait for this so please ask the staff for advice prior to arranging transport home.

Your child's GP, health visitor or school nurse will be informed of his/her stay in hospital and the treatment he/she has received. You will receive a copy of the document that these people receive.

Prior to discharge home, staff will give advice on any follow-up appointments and/or care required.

Should you not wish any information to be shared please discuss with your child nurse or doctor.

Once you get home you will be contacted by telephone to ask about your child's stay in hospital. We value your feedback, it is really appreciated.

Useful websites

www.nhs.uk

www.northamptongeneral.nhs.uk

Other information

Northampton General Hospital operates a smoke-free policy. This means that smoking is not allowed anywhere on the Trust site, this includes all buildings, grounds and car parks.

Leaflets, information, advice and support on giving up smoking and on nicotine replacement therapy are available from the local Stop Smoking helpline on 0845 6013116, the free national helpline on 0800 0224332, email: smokefree@nhft.nhs.uk and pharmacies.

Car parking at Northampton General Hospital is extremely limited and it is essential to arrive early, allowing ample time for parking. You may find it more convenient to be dropped off and collected.

This information can be provided in other languages and formats upon request including Braille, audio cassette and CD. Please contact (01604) 544516 or the Patient Advice & Liaison Service (PALS) on (01604) 545784, email: pals@ngh.nhs.uk

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www.northamptongeneral.nhs.uk

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