



manx care

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WELCOME TO CHILDREN'S WARD

CHILDREN'S WARD

Childrens
Ward

Please note any
visitors under 16
years of age must
be accompanied
by a responsible
adult over 18
years of age

Please stand in front
of the intercom



Please push the
illuminated button
and speak into the
intercom for access
to the ward
When you hear the
bleep pull the door
open
Thank you

INFORMATION
FOR PARENTS
AND CARERS

Property of Noble's Hospital, please do not remove.

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INTRODUCTION

Ward 3 has 17 beds including 2 high dependency beds and is the dedicated ward for paediatric patients. Our patients range from 0 to 16 years, each with their own specific needs and challenges.

ABOUT US

The ward consists of 2 Four bedded bays, 5 individual side rooms, 1 2 bedded room and 2 High Dependency beds. Each bay has its own shared toilet facility, side rooms have en-suite toilets, some having shower facilities too. Patients may be moved to different bed or room depending on their needs and that of the ward. There are separate shower and bath facilities on the ward for you to use.

Our staff are here to help answer any questions you may have. We will do our best to show you and your child around the ward soon after you arrive.

A member of staff will explain how to use your call bells by the bedsides and in the bathrooms and toilets, if you or your child needs assistance.

CHILDREN'S WARD

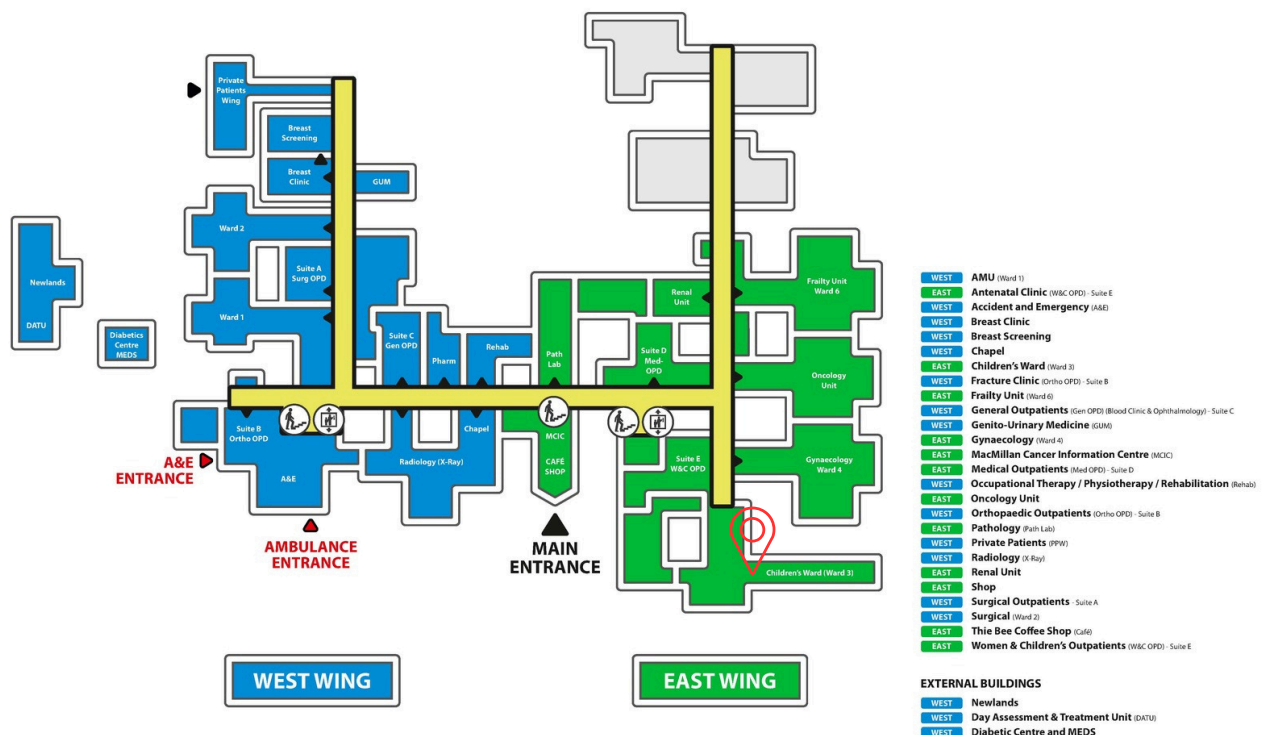
Contact: 01624 650023 or 01624 650274

Access is via intercom system at the entrance to the ward. Please press the buzzer and speak to a member of staff before entering.

Smoking is not permitted anywhere on hospital grounds.

If you need an interpreter, or need information in the language or format of your choice about the care your child is receiving, please let the ward staff know and they are able to organise it for you. Telephone interpreting is available to all wards and departments.

GROUND FLOOR



WARD TEAM

There are a number of different people who will look after your child during their stay. All staff should introduce themselves to you and wear name badges, but do not be afraid to ask who they are or ask questions about your child's care. Raise safety concerns you have or ask the caregiver to check your child's chart before they act. Write down your questions.



Ward Manager/Senior Sister

The ward manager is responsible for supporting all staff, ensuring a high standard of care is maintained at all times. The ward manager wears a navy uniform.



Senior Staff Nurses

Shift co-ordinators, they are responsible for the running of the shift, overseeing the care of patients and looking after the child as a bedside nurse. They can answer queries in the absence of the ward manager; they wear royal blue tunics with a white trim.



Staff Nurses

Staff nurses act as the bedside nurse, planning and delivering care to the patients. They wear light blue tunics with a white trim.



Health Care Assistants

HCA'S support the nursing team in the clinical areas; they assist with patient care for example by stocking up resources, doing administrative duties and assisting with procedures. They wear lilac tunics with white trim.



Housekeeper

Housekeepers work with HCA'S supporting the nursing team by arranging patient food, stocking up resources, ordering supplies and some cleaning duties. Housekeepers wear green tunics.

WARD TEAM



Ward Clerk

The ward clerk meets and greets inpatients and visitors, provides the first point of contact for all enquiries, and supports all other ward staff. The ward clerk wears a navy blouse.



Nursery Nurses

Nursery nurses are community based and help with complex needs patients on the ward. They wear dark purple tunics.



Play Specialist

Play specialists facilitate therapeutic developmental and structured play activity programmes specific to the needs of the patient, they offer support and distraction therapy to patients undergoing painful and invasive procedures during their admission. They wear coloured tunics with child friendly pictures on.



Community Nurses

Community nurses work within the community but often visit patients on the ward; they may have undergone further training and take on extended roles within specialist areas. They wear royal blue tunics with white trim.



Paediatric Pharmacist

Our paediatric pharmacist works between Children's Ward and CAMHS, they visit the ward daily to assist with medication ordering and queries

MEDICINES



Please arrange to bring in any regular medication your child takes and give to your child's nurse. These will be stored in secure bedside lockers.

Bringing medication in from home will help us to ensure your child gets the right medication at the right dose at the right time.

It is important that you tell the Doctor about any medicines that your child is taking including prescription and over the counter medicines. This includes any alternative medicines such as herbal remedies.

Please let us know if your child is allergic to any medicines.

WARD ROUNDS



Ward rounds take place each day. This is to review each patient's diagnosis and progress, make decisions about treatment options and investigations and confirm discharge arrangements. Ward rounds are an opportunity for parents/carers, children & young people to discuss their child's progress and plan of care with the Doctors and ward staff. Other teams of Doctors, Dietitians, and Physiotherapists etc will review patients throughout the day.

Please discuss any concerns or requests with your allocated nurse.

YOUR TREATMENT & CARE PLAN



We are happy for (and actively encourage) parents/carers to be present during treatments and interventions where clinically appropriate. However, we understand that parents/carers may not wish to be present during upsetting procedures.

PARENTS/CARER ACCOMMODATION



Facilities are available for one parent/carer to sleep at your child's bedside, if you wish to do so. Camp beds will be provided each evening and removed at breakfast time.

We are unable to accommodate for siblings.

IDENTITY BRACLET



We will give your child two hospital identity bracelets with their name on. These are for their safety, so please ensure they wear them at all times. If they have an allergy, they will be provided with a **RED** allergy wristband.

PERSONAL BELONGINGS



There is a cupboard beside the bed where patients can store their belongings, but we do ask patients to leave valuables at home wherever possible. Valuable items brought into the hospital are at your own risk.

Some patients own medications will be stored in the locked bedside cupboard.

MEALS



The ward has a kitchen where we prepare meals and drinks. Parents and carers are not allowed in the ward kitchen.

Specialist diets are catered for by the central hospital kitchen, ward staff (Nursing/HCA'S/Housekeepers) are responsible for providing breakfasts for patients from the kitchen.

Our meal times are protected, meaning that unless necessary, we will not carry out procedures during meal times.

All breastfeeding mothers are provided with meals from the ward menu whilst their child is an inpatient. Please ensure you inform the nursing staff of any allergies or specialist dietary requirements.

A small parents/carers kitchen with a fridge and facilities to make hot drinks is available at the entrance to the ward. All hot drinks must be in a cup with a lid for safety.

The parents/carers kitchen is not for the preparation of hot food. Parents/carers are requested to keep the areas tidy and to wash their dishes after use. Parents/carers will be offered breakfast only.

MOBILE PHONES



Mobile phones can affect some hospital equipment. Ward staff will tell you if and where you can use your phone. We ask that phones are kept on silent, so that you do not disturb other patients. Please do not use your phones during sleep times or at night (9pm-7am)

Electrical equipment other than phones and tablets/ computers must not be brought onto the ward.

Staff may be seen to be using mobile phones, however these are the hospital bleep / smart page systems and use may be due to the staff member being on-call.

HANDOVER



Nursing Handover takes place between 7.30am to 8am and 7.30pm to 8pm.

Doctors Handover takes place at 8.30am and ward rounds will then start at 09.30am depending on the wards acuity.

BREASTFEEDING

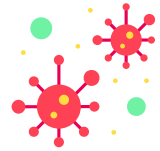


We fully support mothers who are breastfeeding and offer meals and snacks throughout the day.

There is an Infant Feeding Team who we can contact if you would like any breastfeeding advice and support. Please speak to your allocated nurse if you would like to utilise this service.

For bottle fed babies, we can provide cleaning equipment and a steriliser.

INFECTION PREVENTION



Keeping children free from infection is of utmost importance, and we value your cooperation in achieving this. Washing and using the hand gel is vital in preventing infection in hospital.

- Wash and gel your hands on entering the ward and before you leave and after attending to your child's care e.g. toileting, nappy changing, feeding or washing.
- Wear protective gowns and gloves when asked to do so.
- Keep the bed spaces tidy and free from clutter to allow domestic staff access for cleaning.
- Do not enter the cubicle or bed space of another patient even if the family has given you permission to do so.
- Inform staff straight away if you, your child or any visitors have been in contact with any infectious diseases e.g. chicken pox, flu or measles within the last 14 days.
- Do not visit the ward if you are unwell with diarrhoea and/or vomiting. Please inform staff and stay away from the ward until you have had no symptoms for 48 hours.
- You are part of your child's health team; do not be afraid to remind doctors and nurses about washing their hands before working with your child.

Cleaning

- All wards receive a full daytime clean. If there is a need for further cleaning during the day, please contact the nurse in charge.

DISCHARGE



As part of the admission process, an estimated discharge date is determined by the clinicians wherever possible. This should be discussed with you at the earliest opportunity to enable you to be fully informed and to begin planning and getting your child back home.

- Ask when your child is expected to be discharged so you can plan ahead and make arrangements for going home.
- Ask for any relevant discharge patient information leaflets.
- Make sure you receive any medication your child needs to go home with. If further medication is required, staff will advise where to get it from.
- Do tell staff if you need any further information or have concerns.
- Ask when your child will need to follow up with a consultant appointment.
- An electronic discharge summary will be sent to your child's GP.

MEDICAL RECORDS



If you wish to see your child's medical record, you will have to go through the SAR process by emailing or calling the team on manxcaresars@gov.im or +44 1624 642621.

We will involve you in all decision making about your child's treatment and care. We will explain why we are doing what we are doing and keep you informed of any changes along the way. Sometimes we may ask you to sign a consent form, which is required for certain procedures. We will always act in your child's best interest.

CASH MACHINE



A cash machine is situated opposite the shop at the main entrance to the hospital.

SHOPS AND CAFE



There is the Thie Bee Café at the main entrance to the hospital where light meals, beverages and cakes can be purchased.

The cafe is open:

Mon to Thurs: 9am – 5pm

Friday: 9am-4pm

Sat & Sun: 11am-3pm

There are vending machines available 24 hours a day on the 1st floor of the main foyer.

There is a fridge and a microwave for parents to store and heat their own food in the parent's kitchen.

Staff cannot reheat hot food for safety reasons.

If your child requires a snack please ask a member of staff.

CUPS WITH LIDS



The cups with the lids on the ward were purchased for use on Children's Ward. Please do not take these home.

SPIRITUAL CARE / CHAPLAIN

The experience of coming to hospital can cause many different emotions in patients, parents and carers. It may be that you feel you might like to talk in confidence to a member of our spiritual care team.

We understand that many people will have given little thought to a need for religion in their lives, and that can sometimes make it difficult to speak to a person whom they see as being 'religious' please don't be worried about that.

The support available is not just for people who are religious or who go to church. We are here for anybody and everybody, regardless of whether you profess a faith or not.

The spiritual care team/chaplain are contactable, please ask your nurse if you would like to use this service.

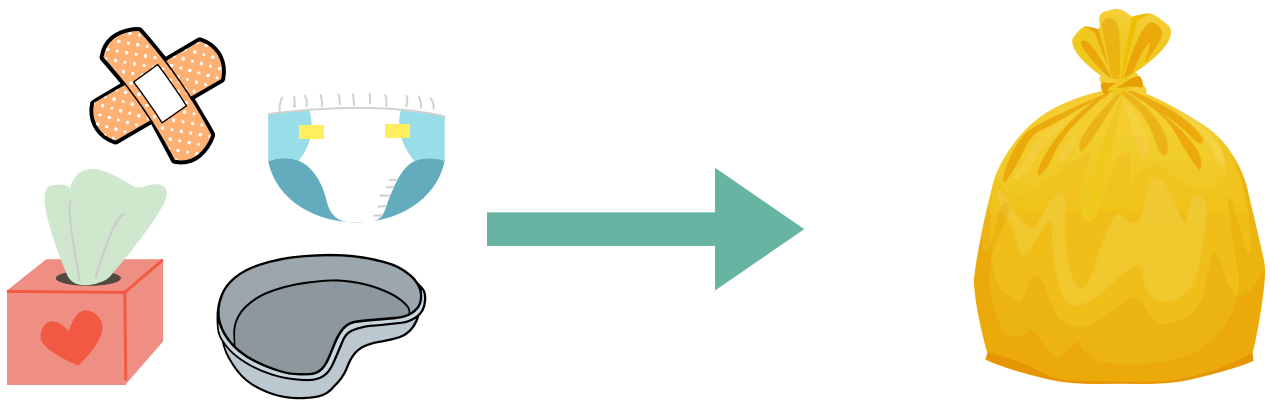
There is a quiet prayer room located on the first floor past the canteen.

WASTE DISPOSAL

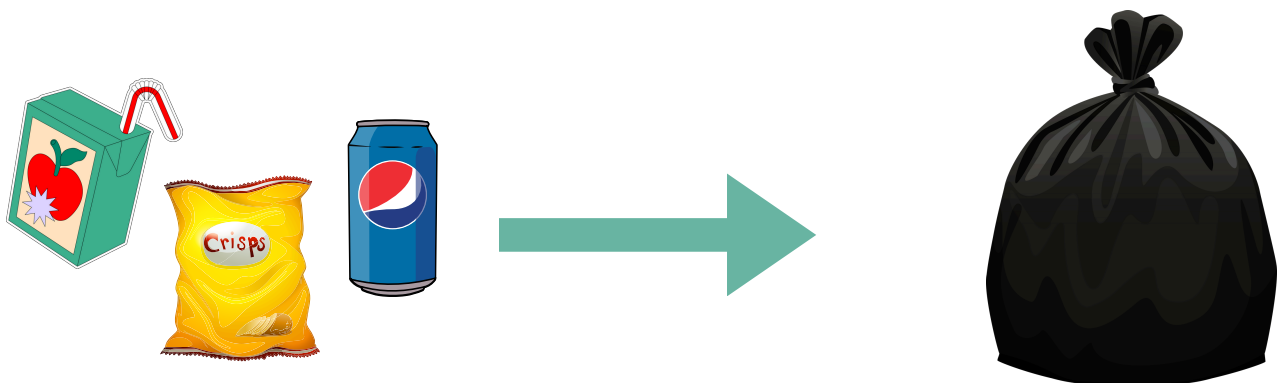


Waste costs in hospital are very high due to the way it has to be treated before it leaves site and after it arrives at a disposal location. We would ask that you help us as much as you can and as you would do at home, please sort your waste as follows and don't leave items on top of the bins:

Clinical/Infectious Waste



Domestic Waste (No nappies or sanitary towels, please)



Please place all domestic waste in the black bin bags.

We have a battery collection bin on each ward. Please ask a member of staff for its location.

VISITING



Parents, carers and visitors can enter the ward by using the intercom and stating the name of the child they are visiting. Please be patient as staff are often busy and are not always able to admit visitors immediately. If you are a staff member attending the ward with your child, please do not use your pass to access the ward. Please do not follow in behind other people but wait to be let in by the nursing staff. This is for safety of our patients so that staff know who is on the ward.

We welcome and encourage your family and close friends to visit your child during their hospital stay. Parents/carers can visit at any time. Other visitors can visit between 3pm and 7pm with a maximum of 2 visitors at one time.

Children 0-16 years who are not siblings who wish to attend should get permission from the nurse in charge before they arrive, preferably outside of school hours. All child visitors must be accompanied by an adult.

If you are unwell, please do not visit the hospital. This is for the protection of vulnerable patients/people and to prevent the spread of infectious conditions. Please follow good hand hygiene practices and use the hand gel located at the entrance/exit of the ward. Masks are available if you wish to use them.

PLAY ROOM AND PLAY SPECIALIST



A play room is situated at the far end of the ward. This is open from 9am to 8pm. Patients and siblings are welcome to use this facility provided they are supervised by an adult. Crafts and games are provided for the patients during the week by our Play Specialist. They can also offer your child preparation and distraction for a procedure. The play specialist will facilitate preparation sessions using therapeutic play for any child/ young person with anxieties or fears surrounding their hospital admission.

To avoid the spreading of infection, patients who are in isolation are not permitted to visit the play room. The Play Specialist will organise play activities suitable for isolation.

BRIDGE THE GAP POD



'BtG Pod' for use of young patients ages 14 – 24. It is acknowledged that the GAP between paediatric and adult care is too great a step for many young people, especially those with complex and chronic medical conditions. Bridge the Gap aims to Bridge 'THAT' Gap by improving facilities and support for these young people.

THE TEENAGE LOUNGE



The teenage lounge is situated on the main corridor of the ward; children aged 13+ are welcome to use this facility.

This is open 9am – 8pm.

WI-FI



Access to the internet is available to all patients, visitors and carers. To connect to our wireless network:

1. Go to Guest Nobles Patients
2. Connect

Please note that some internet content may be blocked.

CAR PARKING



Car parking is available free of charge in the main hospital car park, please be aware of disabled spaces.

If you are eligible to claim travel expenses please contact the ward manager or ward clerk.

CHARITABLE ORGANISATIONS

A number of local charities help with the general well-being of our patients and their parents/carers through the provision of play equipment; emergency over-night bags; toiletries and in some circumstances financial support. Please ask for further information.

COMMUNITY TEAM

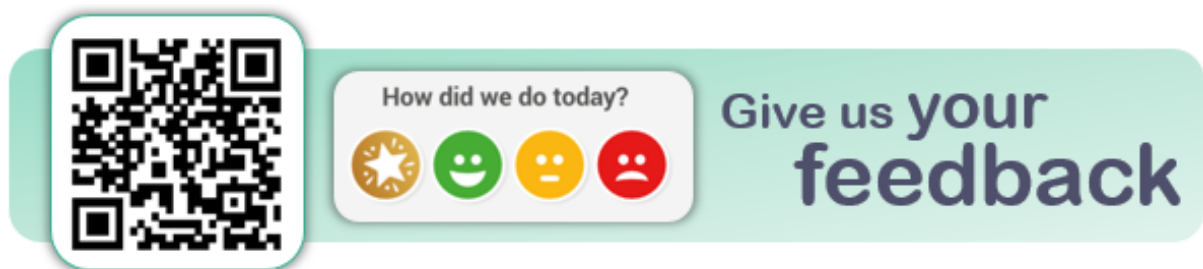


The community nursing staff/physiotherapists may visit you at home following discharge. You will be informed by staff if this applies to your child.

FEEDBACK AND COMPLAINTS

We try hard to give your child the very best service. We have some questionnaires that can help tell us what we do well and what we could improve on. These are anonymous and are reviewed on a regular basis.

You can also complete a Friends and Family Questionnaire by following the QR code below.



Unfortunately we may not always get it right and sometimes things go wrong. If this happens, we would like to know. Please tell us. The quickest way to sort things out is to speak to the person in charge of the ward at the time. Please ask to speak to the Lead Nurse. If your problem has not been resolved and you are still unhappy you can contact Manx Care Advice Liaison Service (MCALS) or the Complaints Team.

Manx Care Advice and Liaison Service (MCALS)

Telephone: +44 1624 642642

Email: MCALS@gov.im

Care Quality and Safety Team

Telephone: +44 1624 650500

Email: manxcarecomplaints@gov.im

PATIENT'S CHARTER

Here are some of the things that you can do for us, together with our commitment to you.

Respect the needs of other patients and families.

We will ensure that our treatment of patients does not impact on others as far as possible.

Treat NHS Staff and other patients and visitors with dignity and respect.

We will treat all individuals with dignity and respect.

Recognise that violence and aggression towards staff, patients and families is not tolerated and may lead to our violence and aggression at work policy being invoked and prosecution.

We will seek to understand people's priorities, needs, abilities and limits. We will take your concerns seriously and ensure that the treatment of others does not impact on you as far as possible.

Tell us if you wish some of your information not to be shared with other individuals / organisations.

Where you ask for some information not to be shared with individual / organisations we will discuss the consequences of not sharing the information with you. We will record your request in the patients' notes and the outcome of the decision.

Respect the privacy of other patients, visitors and our staff. You must consider others present and your environment before taking photographs or recordings.

Confidential information about service users or patients will be treated confidentially and respectfully.

Ask staff for their permission before recording or photographing any medical practices, consultations or anything that could be part of a medical consultation. Do not go ahead unless permission is given. Anything in relation to how we work is a public record and may be accessible if requested in writing.

We will try to accommodate your request where practical to do so and where staff don't want to be recorded we will provide a copy of patients clinical records to those who have parental responsibility or the patient themselves. This can be done via request in writing.

Please give feedback to us – both positive and negative. If your experience could have been better please tell us.

PATIENT'S CHARTER (CONT.)

We will act on the information you give us to constantly improve the service and care we offer children and their families.

Please tell us if any patient details change, such as address, contact number, GP, or if you feel some of the information we have about you is inaccurate.

We will keep the records we hold up to date and record any changes you notify us where appropriate.

Give us accurate information to support the care of yourself or your relative so that we can choose the most appropriate treatment for them.

We will listen to you and work with you to achieve an excellent experience. We will make sure the individual or any special needs are considered when planning and providing care.

Recognise that the information we collect will be shared with those who have a direct involvement with the care of a patient.

Members of our care teams will share confidential information when it is needed for the safe and effective care of an individual.

Keep your hospital appointments, or if you have to cancel, do so in good time so that we can offer your appointment to another patient.

We will keep any changes to your scheduled sessions to a minimum and accommodate you where we can, we will always give as much notice as we can to changes in your appointments.



CONTACT DETAILS

Main Switchboard

Telephone: +44 1624 650000

Ward 3 - Children's Ward

Telephone: +44 1624 650023 / +44 1624 650274

Children's Community Nursing Team

Telephone: +44 1624 650318

Health Visiting and School Nursing Team

Douglas

Palatine Health Centre: +44 1624 642378

South

Castletown Health Centre: +44 1624 686941

West

Peel Medical Centre: +44 1624 686972 / +44 1624 686973

North

Ramsey Dalmeny House: +44 1624 811840 / +44 1624 811842

Manx Care Advice and Liaison Service (MCALS)

Telephone: +44 1624 642642

Email: MCALS@gov.im

Care Quality and Safety Team

Telephone: +44 1624 650500

Email: manxcarecomplaints@gov.im