

# **Children's Unit Glan Clwyd Hospital**

## **Paediatric Oncology Shared Care**



**Information for patients,  
parents/carers of children with an  
Oncology/Haematology Condition**



**GIG  
CYMRU  
NHS  
WALES**

Bwrdd Iechyd Prifysgol  
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# Welcome

Coming into hospital can be a worrying experience for children, young people, and their families, whether it is a first visit or whether you have been in hospital many times before.

This leaflet has been produced to give you information about the services we provide, a chance for you to meet the team involved, general information about our ward and some useful signposting. You will have many questions and we hope that these are answered by this leaflet. If you have further questions or require further help and support, please discuss this with a member of the healthcare team who will be happy to assist.

## What is shared care?

Children and young people with an oncology condition will initially spend their time at Alder Hey Childrens Hospital or another Principal Treatment Centre (PTC) where the diagnosis is confirmed. All specialist treatment is planned and co-ordinated by the PTC.

If your child becomes unwell at home and requires hospital support, such as a fever, line infection or blood product support this can be managed at a Paediatric Oncology Shared Care Unit (POSCU). The Childrens Ward at Glan Clwyd Hospital is a POSCU for children and young people within the local area. Your child's treatment will be discussed with the PTC regularly while they are an inpatient at Glan Clwyd. This means that we can provide a certain amount of supportive care locally.

There may be several occasions and reasons that you may be seen or admitted to your local Children's Ward at Glan Clwyd. Following an initial telephone contact you will be directed by staff of where to attend.

The Children's Unit can be contacted on 03000844017 / 03000844018



**Shared Care**

# Who will be caring for my child?



## The role of the Children's Oncology Specialist Nurse

My name is Elen Moseley and I will be supporting you and your child throughout your cancer journey. I am based in the Children's Outpatients Department in Glan Clwyd Hospital. I work very closely with the Children's Unit at Glan Clwyd and with the Oncology Unit at Alder Hey. I attend a weekly multi-disciplinary team meeting every Wednesday with the team in Alder Hey.

### In hospital

My first contact with you will be through the Oncology Unit at Alder Hey. I will visit you either whilst you are still in Alder Hey, or as soon as you are back home. The nurses in Alder Hey will handover to me and I will send you my mobile phone number so you have a contact locally.

### At home

I will visit you at home to complete a holistic assessment, during this visit you will be given the opportunity and time to talk about your child/young person, their treatment and to ask any questions you have. I aim to support families throughout their journey, providing them with support with whatever they need.

I am also able to carry out some treatments at home, such as taking blood samples, flushing the central line or portacath if in situ, administration of some chemotherapy (depending on the diagnosis), and taking care of your child/young person in general. This service can maximise the time that children and young people can spend safely at home during treatment.

I aim to provide the highest quality of care and support at all times. In order to do this, I work closely with other members of the supportive care team in Glan Clwyd and Denbighshire/Conwy/Flintshire. We hold a local monthly multi-disciplinary team meeting to discuss any issues or referrals that are required to support the families in our care. Some of the members of this team will introduce themselves to you in this leaflet.

### School

It is important that your child/young person attend school when well. Their Oncology team in Alder Hey will be keen to integrate them back to school as soon as possible. It is beneficial for children to attend school, both on a psychological and

social level to keep in touch with their friends, and for their educational needs so that they do not fall behind with their schoolwork.

Together we will formulate a School Care Plan in order to address the individual needs of your child during school hours. I will arrange a visit your child's school with you to discuss the care plan with the head teacher, class teacher and teaching assistants.

### **How to contact us:**

I am available 8am to 5pm Monday to Thursday and can be contacted on my mobile 07977312713. If I am unavailable, please leave a message via voicemail or text/WhatsApp and I will get back to you as soon as I can. If you need to speak to someone urgently, please telephone the Children's Ward at Glan Clwyd directly on 03000844017



## **The role of the Medical Staff**

My name is Helen Moore and I am one of the consultants in the Children's Department at Glan Clwyd Hospital. As part of my role, I have the responsibility for looking after children and young people who have been diagnosed with an oncology condition.

There are many other qualified doctors who work alongside me. They have different levels of expertise and experience. You will see some of these doctors daily whilst on the ward. Every day we hold a doctor's ward round where doctors will review your child's care and condition. We work closely with the oncology team at Alder Hey or PTC and together we hope to provide the best possible care for your child. There will also be a consultant on call day and night for any problems which may arise.

How to contact me: I am always more than happy to talk to you. You can contact me via my secretary on 03000846335 Monday to Friday between 9am-5pm.







## The role of the Nursing Staff

My name is Laura Spurgin and I am the ward manager of the Children's Unit. Staff on the ward have received specialist training on how to care for oncology patients providing specialist care that your child will need whilst on the paediatric unit.

Some of the ward staff have been trained and are competent in the administration of chemotherapy and are available to do so on the ward, especially at weekends.

We work very closely with Elen Moseley and the Oncology Unit at Alder Hey. As a team we aim to make your child's stay as comfortable and supportive as possible.

When you are on the ward you will always have a named nurse looking after your child who will introduce themselves at the beginning of a new nursing staff shift.

They will be supported by the nurse in charge who is always happy to speak should you have any worries or concerns. A team of health care support workers will also be involved in your child's daily care.



## The role of the Play Team

Play and recreation is at the centre of a child's life. When children and young people are admitted to hospital, they are at their most vulnerable. They are not only ill but are also separated from their family, friends and familiar surroundings. The team will do their best to try and make your admission as comfortable as possible.

Jo, the Play team leader, and her colleagues are on hand 7 days a week and can support you and your child in your cubicle by providing play and activities.

Once they get to know you and your child, a personalised 'Playbox' will be created. This will be available during every admission and be continually stocked/updated with things your child likes such as colouring, craft, teddies, playdough, puzzles, Lego etc

If available, a member of the Play team can also sit with your child if you need a break or to pop home. We have a large, lovely, bright playroom that your child can also use. This must be pre-booked as we will keep the playroom closed to other patients. Please ask one of the Play team if you would like to book.

## The role of the Pharmacist

My name is Sarah Westhead and I am the Paediatric lead pharmacist. Myself or one of the Pharmacists visit the ward each morning from Monday to Friday. We can provide information and advice on medication and validate all inpatient drug charts to ensure all doses and administration details are prescribed correctly. We work closely with the community, Alder Hey and PTC pharmacists.

The hospital pharmacy is open 7 days a week and can be contacted on 03000844070



## The role of Child Health Psychology

A small team of Psychologists and Psychological Therapists offer support to children, young people and their families that are faced with an oncology condition.

The team consists of two Senior Clinical Psychologists Dr Elizabeth Osborn and Dr Hannah Rettie, and Child Health Psychology Practitioner Bethan Roberts. We are part of the Paediatric Oncology Multi-Disciplinary Team, and work closely with the other professionals involved in your child's medical care.

We can provide emotional support for young people and their families who are affected by cancer. We offer a range of interventions that can help young people and their families cope with the stress that the diagnosis and treatment of cancer can bring.

Sometimes we will work only with the child or young person, at other times, we may meet with other family members dependent on the needs of the family at any point during and following treatment. We can meet with families as a one off, or can offer ongoing support, dependent on your needs. If you are interested in accessing some support from our team, please let Elen Moseley (Paediatric Oncology Specialist Nurse) know.

## The role of the Physiotherapy Team

During your child's treatment your child may experience physical difficulties or side effects from treatment. Your child may be referred to the paediatric physiotherapy team based at Glan Clwyd. Physiotherapists can help support mobility, musculoskeletal problems, respiratory infections and can advise on how to maintain appropriate level of physical activities.

We can support your child when on the Children's Ward or in the community.

We can be contacted on 01745 534889 or [bcu.physiopaedscentral@wales.nhs.uk](mailto:bcu.physiopaedscentral@wales.nhs.uk)

## The role of the Occupational Health Team

The Occupational therapy service can support your child in the community to support self-care and look at different skills needed at home and school. We can also support with equipment provision such as seating or bathing equipment.

You can contact the service on 03000 855962 or engage with us through the website

<https://bcuhb.nhs.wales/services/hospital-services/occupational-therapy/childrens-occupational-therapy/>

## The role of the Young Lives vs Cancer Social Workers



We have two Young Lives vs Cancer Social workers in North Wales: Ffion Hughes who supports those up to the age of 16 years old including their families and Rachel Driver who supports 16 to 24-year-olds.

We provide trusted and experienced cancer care support for all children/young people and their families. Some examples of our support are as follows-

- Access to our financial grants and link in with other grant providers.
- Access to our Home from Homes service.
- Provide emotional/listening support- understanding of the impact a diagnosis has.

- Inform you about the benefits you may be entitled to and link you to the Young Lives Vs Cancer free welfare advice line.
- Navigate and support around practical issues such as housing issues or education/employment.
- Access providers who offer specialist equipment, holidays, or short breaks.

How to contact us: Ffion- 07725497065- available Tuesday, Wednesday, and Thursdays from 9am – 4.30pm.

Rachel Driver: 07786064226 -available Monday-Friday from 9am – 5pm.

## Welcome to the Children's Ward Glan Clwyd Hospital

Our ward philosophy....

“Working together as a team in an organised way.  
To provide care which is fair, personalised, effective and safe by staff who are supported and valued.”

### Essentials for your Hospital bag



- Clothes and Pj's
- Toiletries
- Your child's medication
- Alert card
- Mobile phone and charger

### Arriving on the ward



If you feel that your child/young person needs to attend the ward or you require some advice, we ask that you phone the Children's Ward, we will ask you a series of questions so that staff can assist you. (03000844017).

If your child/young person has a temperature of 38° or above you will be asked to bring them to the ward immediately for treatment. Once on the ward you will be seen by one of the nursing staff and one of the doctors will examine your child. A plan for any investigations or treatment will then made and discussion with Alder Hey or your PTC.





## Our facilities

The Children's Ward at Glan Clwyd Hospital has 2 en-suite cubicles for oncology children/young people and their families. General patients do not access these cubicles. The cubicles have been decorated with child friendly decor, have profiling beds, TV's, duvet covers and reclining chairs and folding beds for parents.

A daily food menu is available for your child. Breakfast, lunch and dinner is provided for patients and one parent/carer from our catering department. Snacks and drinks can also be provided outside of meal times. Giddo's Gift charity also provides a box on the ward where oncology patients and their families can access snacks and drinks. Please speak to ward staff about this.

There is access to free hospital wi-fi whilst on site.

On the ward we have a parent's room where you can make hot drinks, store any food in the fridge/freezer and heat up any of your own food. Within the hospital there is a shop, restaurant, café and cash machine. Giddo's Gift charity also offer meal vouchers for parents/carers which can be used in the hospital restaurant to purchase a meal.

## Visiting and Car Parking



Parents/carers have unrestricted access to stay with their child on the Children's Unit. We ask that only one parent/carer stays with their child overnight. A patient can have up to four visitors at a time (this number includes parents). The ward supports protected meal times where we ask for parents only 1pm-2pm and 5pm-6pm. All visitors under the age of 18 years must be supervised at all times by an adult.

Car parking is free on the hospital site. The car parks get very busy in peak times Monday – Friday. If the car park is busy on your arrival and your child/young person is unwell or has a temperature please drive to the back of the hospital following directions for the maternity entrance. You will see a barrier to an ambulance bay. Press the buzzer on the barrier for the Children's Unit and let them know who you are. They will lift the barrier. Please Park in the 1<sup>st</sup> space on your right. You will notice that the ground is painted in yellow crisscross lines and there is a sign with "Paediatric Oncology Drop off only". This is a dedicated paediatric oncology drop off parking space. Once your child is settled and the main car parks are quieter, please move your car.

## Health and Safety

- Everyone attending the Children's Unit must use the security system to gain access.
- We ask that you do not let anyone else in or out of the ward for security reasons. If you are leaving your child on the ward, we ask that let the nursing staff know.
- The fire alarm is tested every Friday morning, at any other time on hearing the alarm please await instructions from ward staff.
- When on the ward please make sure that you and any visitors keep to your child's bed space and respect privacy for other patients on the unit.
- We ask that you follow good hygiene whilst on the Children's Unit. Please do not visit the unit if you are feeling unwell or have been unwell in the last 48 hours. This is so that you do not unknowingly bring an infection with you on to the ward and into the hospital setting. Please let nursing staff aware on arrival or at any point if you feel unwell.
- Please follow the current guidelines of the Trust or Children's Unit with regards to Infections Prevention. Staff will be happy to give advice and support.

## Useful Telephone Numbers



Hospital Address – Glan Clwyd Hospital, Bodelwyddan, Rhyl Denbighshire,  
LL18 5UJ

Hospital Switch Board – 01745583910

Children's Unit Glan Clwyd – 03000 844017

Alder Hey Oncology Day Care – 0151 293 3684

Alder Hey Oncology Ward – 0151 252 5212

## Useful support groups



CCLG – Children's Cancer and Leukaemia Group  
[www.cclg.org.uk](http://www.cclg.org.uk)



Young Lives V's Cancer  
[www.younglivesvscancer.org.uk](http://www.younglivesvscancer.org.uk)



North West Children's Cancer Operational Delivery Network  
[www.nwchildrenscancerodn.nhs.uk](http://www.nwchildrenscancerodn.nhs.uk)



The Brain Tumour Charity  
[www.braintumourcharity.org](http://www.braintumourcharity.org)



CHICS Children's Cancer Support  
[www.chicsonline.org.uk](http://www.chicsonline.org.uk)



The Joshua Tree supporting families and children with cancer  
[www.thejoshuatree.org.uk](http://www.thejoshuatree.org.uk)



Giddo's Gift provide wishes, gifts and financial grants to teenagers, young adults (13-24yrs) and their families suffering from Cancer living in North West England and North Wales. Giddo's also support all children and young people by providing meal vouchers for parents and primary care givers whilst in hospital with their child and regularly stock a snack box for use by children and their families whilst in hospital. Giddo's also has 'Giddo's Gaff' which they can offer short breaks to in Greenacres Porthmadog.  
[www.giddosgift.com](http://www.giddosgift.com)



Beads of Courage UK and Children with Cancer UK help raise awareness of childhood cancers and provide a support programme through beads which can help to decrease illness-related distress and increase positive coping strategies to support children and their families. Glan Clwyd is enrolled with the Beads of Courage programme. Please just ask Elen for more information

[www.beadsofcourageuk.org](http://www.beadsofcourageuk.org)   [www.childrenwithcancer.org.uk](http://www.childrenwithcancer.org.uk)



Helping people to celebrate milestones throughout their treatment and raising awareness of children's cancers. Here at Glan Clwyd, we are part of the End of Treatment Bell programme with the Bell being available for use on the Children's Ward.

[www.endoftreatmentbells.com](http://www.endoftreatmentbells.com)

**Notes**



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