

Visiting Leicester Children's Hospital during COVID-19

Children's Hospital

Information for Patients, Parents & Carers

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What we are doing to keep you safe

It is really important that you feel safe when bringing your child to hospital.

Below is a brief summary of the steps we have taken to make sure you, the patients and staff are safe:

- We are taking swabs for COVID-19 from all patients who have a planned admission before they come into hospital, and all other patients when they are admitted. Some high risk day attenders are also swabbed.
- Social distancing of our patients, families and staff.
- Use of personal protective equipment (PPE) as recommended by Public Health England (PHE).
- Reducing the amount of people within the hospital.
- Following strict infection prevention guidance as outlined by PHE.

Referring to patients and carers within this leaflet

We care for children and young people from birth to 18 years. This leaflet refers to all our patients as "child" or "patient".

As families can be complex, this leaflet refers to all parents and carers as "parent" or "you".

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Before your planned admission into hospital

If you are coming into hospital for a planned admission you will get a telephone call from our waiting list team or our pre-assessment team. They will give you an appointment for your child to come to a clinic to have a swab test for COVID-19. This will be about 48 hours before your planned hospital visit. This will help us make sure we keep you, your child and everyone else at Leicester Children's Hospital as safe as possible.

- Please arrive on time. Only 1 parent can come with the child. If you are not able to make this appointment please let us know and we will try to give you a different time.
- If you do not come at the set time it is likely your appointment will be cancelled. Without a swab result, your child's planned admission will have to be rearranged.
- The test involves collecting a small amount of mucus from the nose and throat using a swab, a bit like a cotton bud. It might be a little uncomfortable and make your child cough or sneeze.

All other patients will be swabbed on admission to hospital.

What to bring into hospital

If you are coming for a day admission, please pack extra items in case your stay is longer than expected.

Most patients stay in hospital for 2 to 3 days. Please bring everything you need, for you and your child, including toiletries.

Our play resources are restricted to reduce the risk of infection. Please try to pack items to keep you and your child entertained; this is for day and in-patient admissions.

What to expect when you arrive

Please arrive on time; if this is not possible let the ward know as soon as possible. If you do not arrive at the right time your appointment may need to be rearranged.

When you arrive please go to your ward. **Only 1 parent will be allowed to enter the hospital.** Siblings are not allowed to visit.

If you have arrived through our Emergency Department, you will be taken to your ward by a staff member. The patient will have been swabbed for COVID-19 whilst in the Emergency Department.

If other family members have travelled with you to hospital, they will need to wait outside. We ask that they stick to social distancing guidelines and stay 2 metres away from other people in the area.

You will notice staff wearing various types of personal protective equipment (PPE), like masks and eye protection. This is explained in the PPE section of this leaflet.

Visiting procedure

Only 1 parent or carer will be able to stay with the child. You may swap with 1 other named person, at any time during your admission. We ask that each visitor stays as long as possible (at least 48hrs) and must be part of the same household or support bubble.

When you need to swap, this must be done outside (not inside the hospital building).

No other visitors (including other children) are allowed into the hospital. This can be difficult for families but it is important to protect your child, your family, other families, and staff on the ward.

If you need someone to bring you clothes or personal belongings, where possible this must also be done outside. Families meeting at ward doors increases the risk to everyone.

If any visitor to the hospital has contact with a COVID-19 positive person, or starts to display any symptoms (listed on the next page), they must not continue to visit. They must isolate according to government guidelines.

The 1 visitor to each patient rule will allow us to maintain social distancing guidelines. There may be certain reasons when 2 visitors will be allowed as an exception, examples include:

- training carers with equipment, to allow a patient to be discharged.
- if a patient has a paid carer.
- end of life discussions and care.
- admission onto the Intensive Care Unit (ICU), and until the child is stable.

If you see other patients with a second visitor, this will have been discussed and approved with a Matron. It may not make sense or seem fair to other families, but staff are not able to discuss other patient's details with you.

The ward team has experience in supporting families at this difficult time. Please talk to your nurse so we can help you to protect your family.

The visiting policy will change depending on local and national guidance. Please ask your nurse if you need more information.

What to expect on the ward and procedures for you to follow

We have cubicles and bays on our children's wards. Our cubicles are used depending on the need of the child. We have reduced the number of beds in our bays to help with social distancing. Every patient has their "**patient zone**" which will be either:

- a cubicle.
- a bed space where the curtain tracks mark the patient zone.
- a "pod" where tape on the floor marks the patient zone.

The patient and parent must stay in the patient zone (except to use the bathroom). You will be asked to wear a surgical face mask when you are not in your patient zone.

Do not enter any other patient zone.

Please ask a staff member, or press the patient call bell, if you need to leave your zone. This includes if you need the toilet or shower. A staff member will check that it is vacant for you. Please tell a member of staff when you have finished so they can make sure these areas are cleaned between each use.

Make sure you tell a member of staff if you or your child get any of the following COVID-19 symptoms:

- temperature
- dry cough
- loss of taste and/or smell
- vomiting
- diarrhoea
- any other change in symptoms

We will bring all refreshments and meals to you; please ask staff what is available. We will provide meals and hot and cold drinks. Hot food is available at midday and 5pm. You can bring drinks and snacks from home but we are not able to put any items into our fridge/ freezer for you.

Do not enter the communal spaces on the ward as these are currently closed to patients and families. Make sure that you follow social distancing guidelines in all ward areas and corridors while on hospital site.

Washing your hands

Remember that washing your hands remains the best way to reduce the risk of infection.

Please use the hand gel available as often as needed. Wash your hands with soap and water after doing any personal tasks for your child, after using the bathroom, and when your hands look dirty.

You should use the hand gel when entering or leaving your patient zone or the ward.

If you are not sure about when to wash your hands, please ask your nurse.

Supporting children with play

Play and recreation are an important part of the help given to patients at Leicester Children's Hospital. Our dedicated Play Team are still working with patients and their families, whilst following infection control guidelines that are in place. Some of our play rooms/ facilities are open but we have to follow strict guidelines. Ask the team for more information if needed.

The Play Team will continue to provide one to one play sessions where appropriate. They can also make single use activity packs for you to use with your child in your patient zone.

Play specialists are also available for supporting children and young people having medical procedures/ tests.

If you have any questions about how to get the support of our Play Team, please speak to the ward's play specialist, or ask your nurse.

Personal protective equipment (PPE)

You will see staff wearing various types of personal protective equipment (PPE) like masks and eye protection. They are trained on how to reduce the risk of passing on a virus and know when masks and other types of PPE should be worn. This is based on the latest national guidance for COVID-19 infection control.

PPE is for use by our hospital staff and is closely checked in our ward areas. Theft of any equipment will be dealt with and the police will be called if necessary. Please do not touch any PPE unless told to do so by the ward team; it is important that our equipment is kept clean to protect patients and staff.

While in the Children's Hospital, you and your child will be asked to wear a mask during your visit. This is to protect everyone, especially those who are at increased risk because of COVID-19, and to help families feel safe when visiting the hospital.

Your nurse will tell you when you need to wear any protection, and will show you how to put it on and take it off safely.

If you have any questions about any of the information in this leaflet, please speak to a member of the ward team.

Contact details for our Children's Wards

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|--------------------------------|---------------|--------------------------------------|---------------|
| Pre-assessment: | 0116 258 5153 | Ward 12: | 0116 258 5329 |
| Children's Outpatients: | 0116 258 5147 | Ward 14: | 0116 258 6661 |
| Children's Daycare: | 0116 258 6317 | Ward 19: | 0116 258 5244 |
| Ward 10: | 0116 258 5362 | Ward 27: | 0116 258 5959 |
| Ward 11: | 0116 258 5377 | Ward 30 (Glenfield Hospital): | 0116 250 3961 |

Children's Intensive Care Unit (CICU) - Leicester Royal Infirmary: 0116 258 6302

Paediatric Intensive Care Unit (PICU) - Glenfield Hospital: 0116 250 3354



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk



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Leicester's Hospitals is a research active trust so you may find research happening on your ward or in your clinic. To find out about the benefits of research and become involved yourself, speak to your clinician or nurse, call 0116 258 8351 or visit www.leicestersresearch.nhs.uk/patient-and-public-involvement