

Welcome to Leicester Children's Hospital Ward

Looking after yourself

Infection prevention

Please clean your hands

Handwashing is essential, please wash your hands regularly and use the gel provided, especially if using the toilet and eating and drinking.



Pressure ulcers (bed sores)

On admission, your nurse will ask if you have any red or sore areas we call pressure ulcers. A risk assessment will be completed to look at your skin and any extra care needed to help you.

It is important to move regularly and get out of bed if you have had surgery and/ or have pain. The nurses will help you to move and get out of bed. We will also show your parents or carers how to help you.

Blood clots

Although more common in adults, children can get a blood clot from being less active than usual, so it is important that you get out of bed and walk around as much as you can. You may need help to do this and that is ok. Sometimes we may put some special socks on you to reduce the risk of blood clots and/or give you medication to help.

Ward routines

Each ward has its own routine.

Ward rounds

The doctor will visit daily and let you know the plan of care. Usually there is someone to talk to at anytime, so if you have questions please let us know.

Nurse shifts

Your nurse will work rostered shifts and they will introduce themselves to you after they have been handed over their duties. You will see the staff using mobile phones and ipads on the ward. This is to input your nursing care and observations; such as your blood pressure and your pulse.

Play Team

A member of the play team is available to help with preparation and distraction as you need them. The play team can also find you activities to do. The play room is usually open, please see ward guidance.

The Hospital School is also available to access if you are an inpatient for more than five days.

Food and mealtimes

Breakfast is available on the ward for both yourself and your parents or carers. Lunch is at 12.00pm and dinner is at 5.00pm.

You will be asked what you would like and this will be served to you.

Snack boxes are available to order if you are still hungry or have missed a meal.

Baby milk and baby food is available. We only have a limited variety.

Tea and coffee is available to buy on the ward, please ask.

Please inform us of any additional dietary needs or allergies. Meals can be provided, but the choice is limited. Food can be brought from home but we have strict rules on storage. Please ask staff for guidance.

Free Wi-Fi

We have a children's hospital Wi-Fi available, the password is **Frozen**.

WiFi SPARK is also available for patients, connect to 'NHS WiFi' - no password required.

Further information is available on the UHL website, go to:

www.leicestershospitals.nhs.uk/patients/free-wi-fi-access-for-patients/
or call **0344 848 9555**

Tell us what you think

To help us improve please give us some feedback by:

- Filling in a Message to Matron Card
- Filling in a Patient Experience Feedback Form

You can do this as many times as you like during your stay and the forms can be found on the ward.

If you have any concerns, please speak to the nurse in charge, or you can contact our Patient Information and Liaison Service (PILS)

Freephone: 08081 788 337 or visit:
www.leicestershospitals.nhs.uk/PILS

**A MESSAGE
TO MATRON**



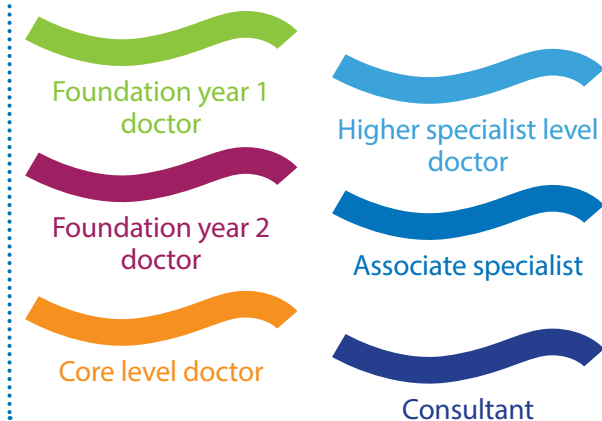
Uniforms

These are the uniforms worn by the staff who will regularly be involved in your care, if you see a uniform you do not recognise, please ask the person about their role.



Doctors' Lanyards

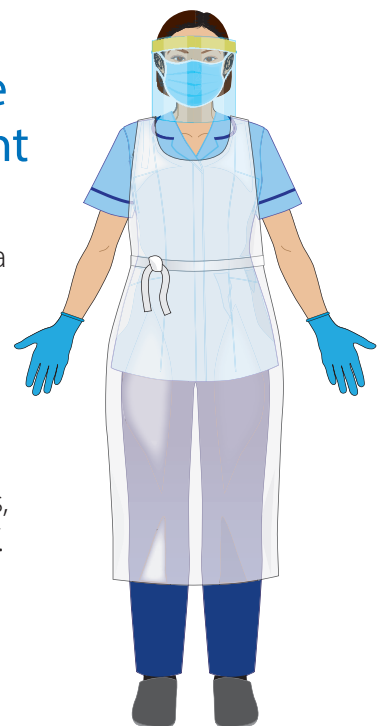
To help patients and colleagues identify the different levels of doctors providing patient care, our doctors wear colour-coded ID badges and lanyards



Personal Protective Equipment (PPE)

Staff in your area will wear PPE when caring for you.

This equipment helps us to protect, patients, visitors and staff.



Welcome to Leicester Children's Hospital Ward

Privacy and dignity

In the Children's hospital we have a 'mixed sex policy', so boys and girls will be nursed together in the same bay.

Travel information

There are onsite car parks where fees do apply. We can give you a form to offer discounted parking, please ask a staff member. After six weeks the car parking is free.

Disabled parking is available outside the Royal Infirmary. Drop off points are near the main entrances.

Hospital Hopper

Our hospital shuttle bus runs every 30 minutes and links Glenfield Hospital, General Hospital and Royal infirmary, with the Beaumont Leys Centre, Hamilton Centre and railway station with limited other stops.

For more information:

Please ask ward staff for the 'Car park information leaflet' or visit:

www.leicestershospitals.nhs.uk/patients/getting-to-hospital/
For other bus information contact
Traveline on 0871 200 2233

Parents and Carers

One parent or carer may stay with your child at all times on the ward and may also stay overnight. Both parents can have access at all times, but currently need to swap with each other. Visiting is currently suspended for other visitors.

DO NOT come to the hospital with any symptoms of Covid-19 or diarrhoea or vomiting.

Hand sanitiser is available throughout the ward, especially on entry and exit and using the toilets.

All bed spaces are prepared ready for patients. Please do not sit in other spaces or move items. Chairs are available at the end of bays, please ask.

A Smoke Free Hospital

We are a smoke free hospital. Smoking is not permitted anywhere in the hospital or around the hospital grounds.

E-cigarettes are also not permitted to be used or charged anywhere in the hospital or around the hospital grounds. Please ask for advice on stopping smoking.



Advice is available from Step Out Right Out campaign reducing risk to your child and others, please ask staff for information.

Please call the Live Well Service on 0116 454 4000 for more details.

The Chaplaincy

Our chaplains are available to offer support, the team includes Christian, Hindu, Muslim, Sikh, and non-religious chaplains.

Chapels and prayer rooms

There are chapels and prayer rooms at all three hospitals to provide a place for prayer and quiet reflection.



Going home

In advance, prepare for discharge and ensure you have transport arranged and pain relief at home.

On the day of your discharge

It takes time to arrange your discharge so please be patient. Medications will be ordered for your child if needed. You will receive a discharge letter with all your information and a copy will be sent to your GP.

Nurses will explain how to care for your child and explain any instructions for home. They will also explain any thing to be concerned about and medication if needed. Follow up will be arranged and usually a letter will be sent in the post.

Items you might need to have with you:

For your child:

- Nappies/wipes
- Baby milk (especially if specialists don't provide all milk types)
- Comforter
- Pyjamas
- Wash items toiletries
- Phone/tablet and any other special equipment
- Medications

For parents:

- Clothes/toiletries
- Cash card
- Keys
- Red book
- Phone/charger
- Books, magazines
- Medications

Bed spaces need to be clutter-free, please use lockers provided so we can get to your child in an emergency.

Please ensure you bring medications in for you and your child and hand them to a nurse as we don't keep all medications on the ward.

Valuables are bought in at your own risk. Please keep everything important with you, it is your responsibility to look after your property.

