

Welcome to Children's Hospital – Ward 19 (multi-specialty ward)

Children's Hospital

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Information for Patients

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Visiting times:

- Parents are welcome to the ward at anytime (24 hours/7 days a week).
- Only 1 parent can stay overnight.
- All other visitors are welcome from 8am to 7pm.
- Only 2 visitors are allowed at a time. This is per bed space.
- Children under the age of 18 years must **not** be left unsupervised when visiting the ward.
- If your child is being nursed in a side room because of an infectious illness, then **only** parents are allowed to visit. This is for infection control.

If you would like to visit outside of set visiting times please speak to the nurse in charge.

Nurse call and emergency pull:

You will find a **nurse call button** at each bed space. You press this if you want help but cannot make it to the nurse.

There is a **red circle pull** at each bed shape. You use this in an **emergency**. We will show you this on admission. If you are not sure then please ask a nurse or a healthcare assistant.

If you leave your child by themselves then please make sure the bed rails are up and that they can reach the nurse call button.

**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

Ward rounds:

- **Medical ward round** starts between 09:00am and 12:00pm. There are several medical children's wards. The timing changes based on which ward is first.
- **Ear, Nose and Throat ward round** is usually 08:30am onwards. The surgeons will usually be in theatre afterwards. You may need to wait some time if you require the doctor again.
- **Other specialities** vary so please speak to your assigned nurse.

Theatre and recovery:

When your child goes to theatre you will be accompanied by either a play specialist, healthcare assistant or nurse.

Ideally 1 parent/carer should come with the child to theatre reception.

Only 1 parent/carer is allowed into the anaesthetics room. When your child goes off to sleep, we will take you back to the ward.

Your child will spend some time in recovery after their operation is finished.

At this point 1 parent/carer will come with the nurse to collect your child from recovery.

Contact while the child is in theatre is limited.

Self-administration of medications (SAM)

If your child is on regular medications that you would like to continue to give yourself please speak to your assigned nurse.

Patients/parents can go through an assessment on admission to see their suitability to self-administer medication to their child. After this at least a daily assessment is done to make sure that you are safe to continue to give your child their medication.

These items can be stored in a permitted locker in your bed space or cubicle.

For more information visit: <https://yourhealth.leicestershospitals.nhs.uk/> and search for leaflet number [1337](#).

Parent communication sheet:

On this sheet you can write any questions that you have. This is a way of talking with the nursing and medical teams. The sheets are at the end of bays. Please ask a member of staff for the sheets.

Play specialists:

Play specialist will speak to you and your child before going into theatre. They may bring over a

preparation box which has equipment your child may see during their visit. The play specialist will explain what will happen. They explain how you will be put to sleep. They will also answer any questions that you may have.

Play staff can support children during procedures by providing distraction to make sure your child feels relaxed, comfortable and prepared.

Meals and refreshments:

We give all patients meals for the full length of their stay. This includes breakfast, lunch and dinner. The house keeper will take your breakfast order each morning. Parents can get their own child's breakfast from the ward kitchen at any time. Lunch and dinner orders will be taken by the catering staff each morning and afternoon. If you have not had your order taken or you have not received your meal 20 minutes after serving time please let your assigned nurse know.

If you are breast feeding, then all of your meals will be provided by the ward. Please let the us know if you are breast feeding.

The kitchen does have refreshments available 24/7 such as crisps, yogurts, fruit and drinks. These are for the **patient only**.

Parents are able to help themselves to tea, coffee, cold drinks and toast at any time.

You can bring food to be kept in the kitchen fridge. This food must be labelled and dated. Unlabelled or undated food will be thrown away.

If your child has any food allergies or special requirements then please also let the staff know.

Washing facilities and toiletries:

The nurse will show you to the toilet and washing facilities. The ward has a small stock of personal hygiene products available such as body wash/baby bath, toothbrush/paste, sanitary towels and nappies. Please ask if you need these.

Please ask if you need towels.

WHSmith is located on Level 1 Balmoral Building.

Curtains:

Bed spaces have curtains for privacy. They should be kept open unless you are giving personal care to your child, getting dressed or breast feeding.



Car parking:

The car parks operate by pay on foot. This means you pay on leaving for the time you have been in the car park. There are pay machines in the car park. You will be able to pay with cash and debit cards. The car park is open 24/7. Please visit the [car park leaflet](#) through the link below for more information. You can also visit the park office on the ground floor of the Windsor building.

Visit: <https://yourhealth.leicestershospitals.nhs.uk/> and search leaflet [401](#).

Smoking:

Smoking is not allowed in the buildings and grounds on **all** the hospital sites. Use of an electronic cigarette device or vaporiser is **only** allowed in the red shelter which is near the Havelock street entrance of Balmoral building.

Patient advice and liaison service:

We want to give you and your child high quality care.

Staff will be open and honest with you about what is happening and why it is happening.

If you are unhappy about any of your care at Leicester's Hospitals, please talk to your assigned nurse.

Or you can call the patient information and liaison service on: 0808 178 8337 (freephone)

Email: pals@uhl-tr.nhs.uk

Online: <https://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-advice-and-liaison-service-pals/>

Visit: <https://yourhealth.leicestershospitals.nhs.uk/> and search for leaflet number [959](#).

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ 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

Previous reference:

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