



## Neurosurgical and Orthopaedic Unit

# Welcome to Ward 4A

## Information for parents and carers

### Introduction

Ward 4A is a 32 bedded unit and has a combination of cubicles and four-bedded bays. The bays are classed as high/increased dependency areas for children requiring closer observation following complex surgery.

We care for children with orthopaedic and neurosurgical conditions, medical and minor surgical needs.



### Ward visiting times

- Parents can visit their child at any time.
- Other visitors can visit patients between 2.00 pm to 7.00 pm.
- A maximum of four visitors are allowed at a patient's bed space at any one time.
- Please be considerate other patients and hospital staff by controlling noise levels and the number of visitors.

### Facilities for parents

There is one parent/guardian bed in bed space for **one** person to stay with their child during admission. Beds have to be put away between **7:30 am -8:00am**. There are bathroom and shower facilities for parents staying with their child. Parents are requested to wear appropriate clothing when staying on the ward, especially at times of bathing and sleep e.g. nightdresses, pyjamas, shorts, t-shirts.

A fridge is available in the parent's room to store food. All food kept in the fridge must be labelled with your name and dated. There is a drinks station for parent use on the ward. Cups have to have lids on them to prevent spillage.

McDonald House is a charitable organisation separate from Alder Hey offering accommodation for parents and guardians. Rooms are given to parents and guardians of patients who live long distances from Alder Hey and their child's admission must be longer than three nights. Alder Hey staff have no authority on the allocation of rooms. McDonald House also provides day passes for resident parents if they wish to shower or use the laundry services. The nurse caring for your child can arrange this for you.

### Medical Team

Each morning your child will be reviewed by, doctors and possibly other members of the Multi-Disciplinary Team (MDT) assigned to your child's care. They will discuss and review your child's progress as well as treatment options and the treatment plan for the day.

Your child will be allocated a doctor or Advanced Nurse Practitioner (ANP) to oversee their plan of care. There will be opportunities for you to discuss your child's care throughout the day with the nursing and medical team.

## **Nursing Team**

Depending on the level of care your child requires your child will be allocated a trained nurse or an Assistant Nurse Practitioner. The nurse will be involved in all physical and emotional aspects of care as well as acting as an advocate for your child. They will also work with members of the MDT to ensure high standards of care are maintained throughout your child's stay on 4A.

## **Helping us to care for your child**

Your child may require specialist nursing care, but we also value your contribution in their care. If you wish you can be involved in activities such as bathing or nappy changing, reading and playing as appropriate to your child's needs. If you are involved in caring tasks such as nappy changes you will be required to wear aprons and gloves. Your nurse will show you how to get the protective wear.

## **Equipment**

Your child may need many types of equipment to support them during their stay. For example: some equipment allows the monitoring of your child's vital signs such as their heart rate, others deliver drugs. The nursing staff will explain everything to you but please do not hesitate to ask questions or if you have concerns.

At times the machines may alarm. If an alarm sounds please do not switch alarms off.

## **Communication**

You are entitled to hear from your child's doctor, in language and words that you understand:

- what your child's medical problem is (the diagnosis),
- what treatment your child needs ,
- what the outcome may be (the prognosis),
- to take part in all decisions about your child's care and treatment; to give informed consent for all treatment and procedures,
- to freely voice complaints, concerns and recommend changes.

## **Privacy/dignity**

Your child will receive care and treatment in a way that respects him or her as a person with dignity. This includes providing as much personal privacy as we can while we treat your child.

As part of a patients care and treatment staff have to be able observe and monitor patients. On 4A the two four bedded bays are specifically designed for the care of children requiring a higher dependency or an increased level of care.

Curtains can be closed for medical procedures and personal care. However, at all other times the curtains must be drawn back to allow staff to observe all patients in the bay.

To provide the best level of care boys and girls may be nursed in the same bay, until it is safe to move your child to a single room. Therefore this may mean that your child is being nursed in an area that is mixed sex.

The decision to nurse your child in a single room will be based on the level of nursing your child requires and the priority of available beds within the ward.

### Co-operation

We understand that it can be a stressful time during your child's stay in hospital but we ask for your co-operation so we are able to provide the best care possible.

- To work with members of the multi professional team (nurses, doctors, physiotherapists, dieticians etc.) and to develop management plans
- To respect the privacy and confidentiality of the other children and families receiving care at the hospital.
- Hospital policy is that televisions are switched off at **9.00pm** every night.

### Infection control

Do not visit if you are unwell, in particular if you have: cough, cold or flu-like symptoms, diarrhoea or vomiting, infectious diseases such as chickenpox, shingles, mumps, measles etc.

Do use the hand sanitizers when entering and leaving ward areas.

Avoid sitting on beds use the chairs provided for visitors.

Do not use patient toilets unless you are staying on the ward. Visitor toilets are on the main ward corridor.

To help prevent the spread of infection parents should not to go into other patient's bed space

Keep your child's bedside clean and clutter free to enable access to emergency equipment

Use cupboards and wardrobes provided to enable effective cleaning around the bed space.

Patients with an infectious illness are isolated in cubicles or behind screens.

### Play area

- There is a play area and a deck for patient use. Please ensure that toys are kept tidy and that they are put back into the boxes when your child has finished with them
- Your child must be supervised at all times when in a play area.
- Child playing in the decking area will be supervised by a Play Specialist,
- Please speak with your nurse regarding access to the play decks

### How to raise concerns during your stay

If you have any concerns regarding your child's stay, please tell the nurse in charge for the shift or shift co-ordinator. If you are unhappy with the action taken by the shift co-ordinator or nurse in charge you can visit the PALS department. The PALS office is based in the Atrium of the hospital (Monday to Friday 09:00am – 16:00hrs). PALS Telephone number: 0151 252 5161

## Health and safety

As a hospital we are extremely Health and safety conscious and we wish to work with our families to maintain the maximum safety of our patients, parents, staff and visitors therefore please abide by the following:

- Report any suspicion of fire to a nurse or raise the alarm.
- Do not smoke within the hospital or park area.
- Do not take photographs of patients, visitors or staff without their permission.
- Please do not plug in adapters/leads to the mains supply unless they have been checked. Please speak to ward staff for further information.
- Do not leave food or medication in your child's locker or storage facility.
- If you are staying with your child and require storage for personal medication please discuss with the nurse in charge or ensure that the medication is safely stored away.
- Do not leave personal items on display as it may encourage theft. Personal items of value are best left at home.

We maintain a zero policy for assault or verbal abuse towards staff, please be respectful of others.

## Going home

When your child is admitted you will be advised of their expected discharge date by your child's nurse or doctor.

If you are unable to provide transport or require advice about travelling home please talk to your child's nurse

Nursing staff manage the discharge lounge The discharge lounge is for patients to sit with their parent for a short period of time whilst waiting for their medication to take home or transport. If your child needs to be reviewed after discharge an appointment will be posted to you

If you have not received an appointment a week after discharge please ring 0151 228 4811 and ask to speak to the secretary of the Consultant looking after your child.

This fact sheet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment. This information can be made available in other languages and formats if requested.

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