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We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

# Children's Services

## Patient Information

# Welcome to Ward C2

### Document history

Authors	C2 Ward
Department	Children's Service's Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ <a href="http://www.cuh.org.uk">www.cuh.org.uk</a>
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## **Introduction**

Welcome to ward C2, children's oncology and medical ward, caring for children from birth to 16 years of age.

We understand that your child being admitted to hospital is a difficult and stressful time for you.

This booklet has been designed to explain the day to day running of the ward, in order to make your time on C2 a little easier. Please read it at your leisure and do not hesitate to ask any questions.

Children can find hospitals strange and sometimes frightening places. Having a parent staying with them will help reassure them, so we encourage you to stay with your child where possible. We can only accommodate one parent per child on the ward.

To help your child settle into the ward it may be useful to bring in their favourite toys, games, photographs, etc, from home to provide familiarity for your child. Please encourage your child to ask questions, by being open and honest with the answers hopefully this will help allay any fears and anxieties that they may have.

## **The layout of C2**

On admission, your nurse will show you around the ward. Feel free to wander around and orientate yourselves, taking note of the areas which are designated staff only (medication room), and those where children are not allowed (parents room). Please ask your nurse to do this if you have not been shown around the ward.

## **Your suggestions**

We would welcome any comments/suggestions which you think could improve our service for you and your child. A comments box is located at the main nurses' station, in the parents' room and in the paediatric day unit. Please bear in mind that C2 is a busy haematology/oncology acute medical ward. If you are dissatisfied with any aspects of the care you have received, please raise your concerns with the ward's senior sister or the nurse in charge at the time. We aim to discuss these with you further. However, if you are still unhappy you are entitled to make a written complaint or visit the patient satisfaction department located near the main hospital reception.

We hope we have been able to provide you with all the information you will require about the ward during your child's admission. If you have any questions or if you are unsure about anything, please do not hesitate to ask the nursing staff.

## Outpatients Department

There are two outpatient departments: The Paediatric Day Unit, which is attached to the ward and is accessed via the Jubilee Gardens, (not through the ward). The general paediatric outpatient area, in clinic 6, is located in the outpatient department. If your child needs a follow up appointment, you will be informed on discharge.

## Terminology/Abbreviations

TTO'S	Medicines to take out/home
OBS	Observations (pulse, temperature, blood pressure)
TPR	Temperature, Pulse, Respiration
BP	Blood Pressure
SaO <sub>2</sub>	Oxygen levels in the blood
PICU	Paediatric Intensive Care Unit
FBC	Full Blood Count
OD	Once a day
BD	Twice a day
QDS	Four times a day
IV	Intravenous/through a vein
IVAB	Intravenous antibiotics
IVI	Intravenous infusion
PO	Oral medications
PR	Rectal medications
NBM	Nil By Mouth/ nothing to eat or drink?
PN	Parental Nutrition/ Intravenous feeding
NGT	Naso Gastric Tube/ tube from nose to stomach
FEBRILE/PYREXIAL	A temperature above normal (38°C or above)
AFEBRILE/APYREXIAL	Normal temperature
PU	Passed urine
BO	Had bowels open

The ward consists of 17 children's beds, divided into six single cubicles, two double rooms, one triple room, and one four bedded bay. Bed spaces are allocated according to clinical needs, therefore during your stay your child may be moved because of this. We also have a laundry room, bathrooms, parents' room, teenage room, play room and schoolroom for your use.

On admission to the ward, you both will be allocated a particular bed space. This will depend upon your child's needs and condition. Although you have been allocated a particular space, you and your child may be asked to move bay/room at short notice due to the clinical needs, not only of your child, but also the other 16 cared for on C2.

We are committed to treating all patients and their families with privacy and dignity in a safe, clean and comfortable environment.

Separate sanitary facilities for boys and girls are provided, but in order to meet the care and needs of particular groups, your child will be sleeping in a mixed sex bay. If you have any concerns regarding this, please discuss this with the nurse in charge. We will make every effort to make sure your child's needs are met.

A parent's bed is next to every child's bed. We provide bed linen and towels for your use. There are two dirty linen skips in the bathroom area of the ward. Please alert a member of staff if they are  $\frac{3}{4}$ 's full.

## How to contact us and how others can contact you

The direct dial number to the ward to contact the nurses, 24 hours a day, is: 01223 217231 or 01223 217534.

Please avoid speaking to relatives and friends on these phones except in an emergency, as these phones are required by the nurses and medical teams. Friends and relatives can contact you in a number of ways. There is a parent's phone at the nurses' station where you can accept calls from them. We encourage parents to answer this phone. The phone number is 01223 256024. This phone is for incoming calls only.

There is a Hospedia phone and television at each bedside. On admission you will need to register this phone with your child's name by speaking to the operator. A personal phone number will then be allocated to you, to give to your friends and family. Please be aware that incoming calls to this phone are charged at mobile phone prices.

Outgoing calls can also be made from these phones, by purchasing phone cards from machines in the concourse or via the operator, by purchasing credit by credit or debit cards. These calls are charged similarly to BT calls. International calls cannot be made from these phones.

There are several phones in the concourse, from where you can make outgoing calls. However, they do not accept incoming calls.

The use of mobile phones in the ward areas is discouraged; however they can be used in the concourse. This is to protect the privacy of the other children and families on the ward.

## Local areas of interest

If your child is allowed out at any time during the day, or if you have bored siblings to occupy, you may like to visit some of these local attractions:

- Magog Hills/Wandlebury
- Cambridge town centre
- Duxford Air Museum
- Botanical Gardens
- Cherry Hinton Hall
- Linton Zoo
- Wimpole Farm

## Going Home

Decisions regarding when your child can go home will be discussed with you by your child's team of doctors, usually on the morning ward round. Once this decision has been made a number of things have to be done to ensure your child is discharged safely. For example, obtaining medicines to take home. We will endeavour to predict this, so that when the decision is made for your child to go home, we can ensure this happens in a timely manner. Before you leave, your nurse will explain the medicines to you, and you may be given a discharge letter for your G.P, or this may be posted to **you**.

If your child needs to be seen at a later date by a doctor, your nurse will inform you how this will happen.

## Hospital transport

This is limited and only available to certain patients with exceptional circumstances.

If you claim certain benefits, public transport costs might be reimbursed if you retain the receipts. Certain rules apply, so please speak to the ward staff or clinic sergeant social workers.

## Facilities available within the hospital

Within the hospital is the concourse, which has a variety of shopping and eating facilities open to the general public. Most shops are open daily from 09:00 to 19:00. Some facilities are now open 24 hours a day. Please tell your nurse if you would like to take your child off the ward, so this does not coincide with medical/nursing treatments or ward rounds. Please note, we do not allow children to leave the ward if they are receiving antibiotics, chemotherapy, or blood products currently being infused. This is for the safety of your child and other people in the concourse.

There is a computer for parents/relatives use in the parents' room. Internet access will shortly be available on this computer. Most areas within the hospital also have wireless internet connection.

## Who's who?

During your stay, you will meet a number of health care professionals who will be responsible for the care of your child. Nurses on the ward can be identified by the colour of their dress or tunic, using the following descriptions:

### Title

Senior Clinical Nurse  
Senior Sister  
Junior Sister  
Staff Nurse  
Play team staff

### Uniform

Black with red edging  
Navy Blue  
Royal Blue  
Blue and White stripes  
Royal Blue T shirt and navy trousers

Pictures of these staff can be found on the notice board, beside the nurse's station. You may also meet student nurses. Those at the University local to Addenbrooke's Hospital wear grey and white stripe uniforms.

## The extended team

Your child will have a named consultant and medical team who will be responsible for your child's care. Your child will be seen daily by the ward team and at least twice weekly by a consultant. Out of normal working hours your child may also be seen by on-call doctors, from other paediatric teams.

A large number of other professionals will also be involved in your child's care. Some of their photographs can also be found on the notice board. These include:

- Ward Clerk
- Dietician
- Physiotherapist
- Ward Assistants – Admin and domestic
- Social Worker
- Specialist Nurses/Key workers for haem/paed oncology
- Community Nurses
- Teachers
- Research team

## **Nursing Allocation**

Nurses work in shifts. The shift times are:

07.30 to 15.15	(Early)
12.45 to 20.30	(Late)
07.30 to 20.30	(Long Day)
20.00 to 08.00	(Night)

Your child will have one named nurse allocated to look after him/her on each shift, who will introduce him/herself to you. Their name can also be found on the allocation board at the nurses' station.

For each shift, there will be a nurse who is in charge, who co-ordinates the care given to all the children on the ward. Their name will also be found on the allocation board. Please do approach the nurse in charge if you need to, for any reason.

## **Other accommodation:**

- Acorn House is on the Addenbrooke's site, and provides accommodation for families within children's services, particularly if they are travelling long distances. Availability is limited. Please speak to the nursing staff for further details.
- A limited number of emergency rooms can be booked at 18:00. Again, availability is limited, please speak to the nursing staff in advance of this time.
- Rooms may be available at Pemberton House (on the hospital site), and local bed and breakfasts, for which there is a charge. Please ask the nursing staff for information, or at the main hospital main reception.

It is important that you make arrangements to travel home in case no other accommodation can be found for other family members. Please plan on the assumption that because accommodation is limited you might have to go back to your home.

## **Parking**

You will need to park your car in the visitors' car parks which are clearly signposted around the hospital site. All car parks are pay and display. A cheaper ticket can be obtained for a two week inpatient period. Please speak to the hospital reception staff in the main concourse regarding this. A list of parking fees is displayed both on the ward and in the parents' room.

## **Public transport**

Addenbrooke's Hospital is accessible via various 'Park and Ride' sites, or local bus routes. Details of these can be obtained at the hospital main reception.

If your child needs to be cared for in a single room, the reasons will be explained to you and your child. It could be because they have an infection, or your child needs to be protected from infections. Certain other instructions may be given to you, such as the use of commodes, bathrooms, and general areas such as the playroom and parents room. Please ask your nurse or the nurse in charge of the ward.

We encourage you to limit the number of personal possessions you have at your bedside due to limited space and infection control reasons. It is very important for the ward cleaners to be able to clean around the bed spaces. They cannot do this properly if there are too many personal possessions. If they cannot do the cleaning we will discuss this with you.

We do not allow fresh flowers and plants onto C2 as they can carry infections, so please discourage your visitors from bringing them onto the ward.

Spirigel dispensers are found throughout the ward for your use. All visitors/parents that come onto the ward are expected to use the handrub on entry to and exit from the ward. If they do not, they will be challenged. We encourage you to speak to your nurse or the nurse in charge if members of staff are not using the handrub.

**Good hand hygiene by everyone is of paramount importance, in order to assist in reducing hospital infections.**

## **Accommodation**

A bed is provided on the ward for one adult over the age of 16 to stay with each child. The bed pulls down from a cupboard beside the child's bed. We are unable to accommodate more than one adult on the ward due to space and fire and safety regulations.

## **Meal Times**

Breakfast is served in the playroom at 8:00. Please help yourself to whatever your child needs.

Meals are provided on demand by C2's ward cook, from 10.00 to 19.00 Monday to Friday so that the meal service is flexible to your child's needs throughout the day. The cook will introduce him/herself to you when you are admitted to the ward. Please feel free to leave messages on the kitchen door whiteboard as to what your child requires. If your child has any special dietary requirements, please talk to the cook or your nurse regarding these.

At weekends the ward receives the hospital food trolley service. Lunch is at 12.00, and dinner at 17.00, both served in the kitchen. Sandwiches, soup, spaghetti hoops and yoghurts, etc... are kept on the ward, and are available throughout the day. It is not possible to reheat the trolley food provided because of food hygiene regulations.

Cambridge University Hospitals NHS Foundation Trust does not provide meals for parents and siblings, except if a resident mother is breastfeeding. If this is the case, please speak to your nurse, as you will be able to access the food provided on the ward, after the children have eaten. Facilities are available in the concourse to purchase both food and drink.

### **Points of note:**

- **The ward kitchen is a staff only area.**
- **No food from the hospital food trolley can be reheated.**

## The playroom

The playroom is open all day for fun and laughter. Here, the nursery nurses and play specialists will plan a range of activities for your child such as games, toys, puzzles, arts and crafts. If your child is unable to come to the playroom, such activities can be brought to the bedside. If your child is being barrier nursed, certain items cannot be brought into your room. Please speak to the staff on the ward regarding this.

The playroom is for play only! Any nursing/medical intervention must be undertaken away from this area in order to keep the playroom a safe, happy area for your child. There is an outside play area for use in fine weather.

All children must be accompanied by an adult at all times, in both the outside and the inside play areas. C2's staff are not responsible for the care and supervision of siblings in these areas.

Hospedia provides free television for the children by each bedside, which will turn off automatically at 21:00 because of the watershed, in order to protect younger children from unsuitable viewing. There is a television in the parents' room for parents use after this time, and a television in the teenagers' room, for teenagers use only. All computer games, DVDs and videos need to be turned off at a similar time, so that the children can get some rest. Any electrical equipment that you bring in from home needs to be tested prior to its use in the hospital. Please also remember that space is limited on the ward.

## The School Room

School is open during term time from Monday to Friday, both in the morning and the afternoon. All school age children on the ward who are well enough are expected to attend.

## Visiting

The ward operates an open visiting policy during the day. Each child may have two visitors at any one time. We discourage visitors after 20:00, except for parents. When asking people to visit, please consider the following:

- Is your child well enough for visitors?
- If siblings are visiting are they well enough?
- Has your child got an infection?
- Is your child at risk of catching an infection?
- Have your visitors had any infectious contacts?
- Bedtimes and quiet times of others

Please speak to your nurse or the nurse in charge if you have any other questions regarding visiting.

## Infection Control

Please do not allow anyone on to the ward who has chicken pox, measles or who has had contact with anyone who has had these illnesses. Many of the children cared for on C2 are unable to fight infections. Therefore, anyone who is unwell including parents and siblings, will be asked not to visit the ward until they are well.

You should be given an infection control leaflet on admission to the ward. If you have not received this please ask your nurse or the nurse in charge. It is very important that you read this leaflet and work with us in order to control infection. You will find copies at the nurses' station next to the water cooler.

Health and safety notices can be found around the ward, but here are some key points:

- **No hot drinks in mugs in the ward areas and bedspaces. Please use the parents room or covered travel mugs.**
- **The hospital is predominantly a no smoking site. There are designated smoking areas around the hospital. Please ensure that you use these. You may be challenged if seen smoking in non designated areas.**
- **Mobile phones, for making and receiving calls, are discouraged in the ward areas. Please use them in the concourse.**
- **Please keep your bedspaces tidy and limit your personal possessions. If we need to get to your child in an emergency, we need to be able to do this quickly.**
- **We ask you not to move furniture around by the bedspaces as this can hinder access to your child in an emergency.**
- **Children are not allowed in the parents room and sluice.**
- **Please do not offer food/drinks/sweets to other children on the ward, as they may have allergies, special diets or be “nil by mouth”.**

We ask you to take note of these points and rules in order to maintain the safety of all those on the ward.

Initially, the teachers will ask you and your child to fill out a questionnaire about your child's school performance in order to ascertain suitable projects. If your child stays in hospital for an extended time, the hospital teachers will contact the school so that work can be undertaken in hospital which is in line with the school's syllabus.

## **The Teenage room**

We are aware that teenagers have different needs and therefore have created a teenage room available for those aged 13 and above.

Here they can listen to music, access the computer, watch TV/DVDs/videos or just get away from adults! Our play staff are aware of their needs and will try and arrange suitable activities. The teenage room is for the teenage patients only. All adults/parents, siblings and younger patients are asked to respect this area and their privacy whilst in this room.

## **The parents room**

This is a child-free zone, to enable all parents to have some space away from the children. There are facilities for parents to make drinks, store and prepare their own food.

There are fridges, freezers and microwaves provided for resident parents in the parents' room. Please label all food that you bring in with your name and the date on which it was brought in. Any foods not labelled will be thrown away. Similarly, when your child is discharged, please remove all your items from the parents room. If you do not do this they will be thrown away to make space for other resident parents.

Please ask the staff for directions to the nearest supermarket, if you should need one during your stay. Tesco's, Sainsbury's and Waitrose's are not too far away from the hospital.

Please do not bring hot drinks in mugs onto the ward or to the bedspaces as these are a hazard. We encourage parents to drink hot drinks in the parent's room, however, covered travel mugs are allowed at the bedside.

Please respect the facilities that are provided in the parents' room. The staff and other parents on C2 are not expected to wash or tidy up after you.

Please note that Addenbrooke's operates a **no alcohol** policy in and around the clinical areas, so we respectfully request that you do not bring alcohol onto the ward.

## Support Groups

There are a number of support groups available, for families of children with a wide variety of conditions. For example: COPARS are a group giving support to parents who have a child with cancer and have been through the experience themselves. CLIC SARGEANT social workers regularly visit the ward to support families of children with a cancer diagnosis. There is a Citizen's Advice Bureau, located in the hospital concourse. Details of these groups and others are available in the parents' room.

## The laundry room

This is for you to use at your convenience, particularly if your child is admitted for longer than a few days. Washing powder is provided and instructions on how to use the machines can be found in this room.

If your child is barrier nursed for any reason, please do not use the washing machine for his/her laundry because of infection control purposes. Information is available in the laundry room regarding this, or please speak to the staff.

We ask you to respect other people's washing and not to remove it from a working tumble dryer. However, if it has finished its cycle, then please remove the items and leave them as you would expect yours to be left.

## The sluice

The sluice (dirty utility) is accessible to staff only. Children and parents are not allowed in this area. If the nursing and medical staff have requested urine and/or other samples to be collected, please take them to the sluice door, where a nurse will take them from you.

Disposable gloves are available for use by all parents for handling your child's waste products. These can be found around the ward area. Please wash your hands after handling waste products. Dirty hands can increase the spread of infections.

## Security and Safety

You will have noticed that the main entrance to the ward is security locked and monitored, requiring you to press the call button to gain entry to the ward. Please be patient when using this call button. We will answer it as soon as we can, but we may be busy caring for the children. A member of staff will ask who you are and who you have come to visit, if they do not know you. In order to maintain complete security for your child and the other children we care for, please do not let others in behind you if you do not know them.

All members of staff will be wearing ID badges and should introduce themselves to you. If not, please feel free to question them. If you do not know or recognise them, do not let them in! Your child's safety is our prime concern.