
Children's Service

Young Persons' Guide

This is aimed at 11-16 year olds

Lots of children and young people come to Addenbrookes for lots of different reasons. They might come to Clinic 6 in the Outpatients' Department for a quick check-up or to see a doctor who has particular experience in a condition (a specialist). They might have had an accident (or a medical emergency) and need to go to the Emergency Department (ED) to be looked after.

Inpatients are patients who stay in hospital for one night or longer.

Children often stay in hospital before and after they have an operation, or if they are having several tests or medical treatment.

When you come to hospital, either to stay or as an outpatient, you will meet lots of different people. They are all here to help you, and are specially trained to work with children and young people of all ages.

If you know you are coming into hospital, or you have to stay unexpectedly the following frequently asked questions and answers should be helpful.

Frequently asked questions:

1. What should I bring to hospital with me?

Bring with you:

- Cool comfortable day clothes (it can be warm on the wards);
- Night clothes;
- Slippers or comfortable shoes to wear around the wards, preferably with soft soles to reduce the noise at night;
- Toothpaste, toothbrush and other wash things;
- One or two of your favourite items or belongings;
- Books and activities;
- Photos of family, friends or pets;
- Some school work if term-time (sorry);
- Remind the adult family member to bring any medication you may be taking.

We have plenty of toys, tapes, videos, games and drawing things for you to use while you are staying in hospital.

The hospital cannot take responsibility for lost or damaged items, so if you are bringing something special or precious to you, please make sure it has your name on.

2. Who can stay with me and visit me while I am in hospital?

On our children's wards Ward C2 (medical), Ward C3 (medical and surgical) and Ward D2 (surgical), we have a bed for you with a bed beside it for an adult family member.

In PICU (paediatric intensive care unit) we do not have space for a family member's bed next to you, but we will try to accommodate them elsewhere. Please speak to a member of staff about this. You can also see the Acorn House sick children's trust website: <http://www.sickchildrenstrust.org>

It is also fine if you prefer to stay in hospital on your own.

Anyone may visit you at anytime, but please understand that there is limited space on the ward and you and other patients need to rest. Look at <http://www.addenbrookes.org.uk/directcontact/wards1.html> to find out all ward contact numbers that you can call to ask about visiting times.

3. Who will I meet in hospital, and what will they do?

You will meet several different people. Please always ask if you do not know who anyone is. All hospital staff wear identification (ID) badges. Some of the different staff include:

Dietitians

Dietitians are experts on eating, drinking and feeding. They might come and see you if you aren't eating and drinking properly or if you need a special diet. They might give you special milkshakes and drinks or tell you about other ways of getting the nutrition you need to keep you growing.

Doctors

There are many different types of doctors in hospitals working on lots of different conditions and with patients of all ages. Consultants are the most experienced doctors, for example in asthma or diabetes. Consultants also have registrars and house officers who work with them (they are all qualified doctors). Children's doctors are called paediatricians. When you meet doctors, they will talk to you (and your parents). They might want to examine you and will then decide what tests or treatment you will need. Doctors in Children's Services don't wear white coats. In fact they wear almost whatever they choose. You might see staff wearing green/blue pyjamas - these are called 'scrubs'.

Nurses and ward managers

At Addenbrookes there are lots of nurses. Paediatric Nurses are specially trained to look after children. There are also many different types of nurses who specialise in different conditions and work in different parts of the Hospital. The most experienced ones are called Senior Clinical Nurses (Matrons). They make sure that the wards run efficiently and are kept clean and tidy.

Each ward has a Ward Manager. They work with other nurses called Junior Sisters and Staff Nurses. You can usually tell what job a nurse does by their uniform. Nurses wear different coloured dresses or trousers and top with coloured bands on the shoulder depending on their job. In the Children's Unit, they often have a colourful apron on top which is called a tabard.

Nurses work shifts so there is always someone to look after you. You will always be told the name of the nurse who is looking after you.

Pharmacist

This person is responsible for any medications (drugs) that you may be taking. They advise the doctors about how to prescribe them and the nursing team about how to give them. They can help and advise you and your parents/carers if you have any questions or problems about any drugs that you are taking.

Phlebotomists

You may need a blood test to help the doctor find out what is the matter with you. A phlebotomist is an expert at this.

Physiotherapists

Physiotherapists work all over the Hospital, including all of the departments in Children's Services. They help you to use your arms and legs if you have broken them, to move better after operations, to keep your arms, legs and lungs working properly if you can't get out of bed ... and lots more. They will also get you a wheelchair or some crutches if you need them,

Nursery nurses

We want you to be happy while you are in hospital and our nursery nurses and play specialists can help you find lots of things to do so you don't get bored. We have computer games, books, puzzles, painting, craftwork and lots more. If you are having a test done and want someone to stay with you and your parents, they can also come with you.

Play specialists

Play specialists work with nursery nurses to promote the value of play for children in hospital. This includes specialist distraction techniques and preparation for hospital procedures.

Porters

Lots of people staying in hospital meet our porters. Porters work with patients of all ages throughout the hospital. They take patients to where they need to go next - this might be to have tests, scans, x-rays or clinic appointments.

When they move patients from one part of the hospital to the next, the patient might be sitting up in a wheelchair or lying in a bed. If you are a child, you might go with your parent too and might also have a nurse with you.

Speech and language therapists

Speech and language therapists provide specialist treatment and therapy for those who have problems with speech, hearing or swallowing.

Teachers

There are school teachers for you at Addenbrooke's, working on wards C2 and D2, but don't panic... the nurses and play leaders will tell them if you're well enough. You will meet a teacher and/or a teaching assistant for your age group (primary or secondary) on your second day in hospital. They will offer you some work on your third day and then teach you from the next day onwards.

You can bring your own schoolwork with you and they'll help you with it, or you can follow their planned curriculum. This includes numeracy, literacy and science for primary school pupils, and maths, English and other important subjects for secondary school pupils. They can help you with your SATs revision and GCSE coursework.

There are laptops for you to use, with limited access to the Internet. The aim of the teachers is to help you with your education so that when you get back to your own school, you don't feel left behind.

Students

Addenbrooke's is a teaching hospital, student nurses and medical students will be around.

Theatre orderlies

If you are having an operation and need to go to the operating theatre, you will meet one of our theatre orderlies. They collect you from the ward, take you to the operation and then bring you back to the ward afterwards, while you are on your bed. Your parent and a nurse will go with you too.

Ward Assistants

On every ward there will be one or more ward assistants. There are two types of ward assistants; both are invaluable members of the ward team. One type of ward assistant makes sure that the wards are kept clean. The other type makes sure that the wards are stocked up with all the equipment the doctors and nurses need.

Ward clerks

Ward clerks make sure all of the doctors' and nurses' notes are kept together and tidy, and sometimes they work on the computer.

Other therapists

For example occupational therapist ([link to CDC](#))

Word Search

Play Specialist
Physio
Radiographer

Nurse
Surgeon
Cleaner

Doctor
Porter
Ward Clark

Nursery Nurse
Dietitian

A	R	A	I	D	O	N	H	O	N	U	P	A	T	W
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4. What will I be able to do while I am in hospital?

Whether you are just visiting for a short time, staying overnight or staying with us for longer, there is plenty for you to do.

- There are toys, books and games on the wards and in the clinics.
- In the main concourse, there are lots of shops and places to eat. (concourse web address)
- The Outpatient Department has a cafe and newsagents.
- If you are just visiting Outpatients with a parent (or they are visiting an inpatient), they can book you into the Outpatient Play Service, subject to availability (link to hospital play scheme/give address)

There are play specialists and nursery nurses on all the wards, who can find lots for you to do. We have facilities for:

- Painting, drawing and crafts;
- Board games and puzzles;
- Books, magazines and comics;
- Computer games;
- Videos and televisions;
- Lots more! Please ask.

Each ward has a playroom and there is an outdoor play area, which you can use. There are slides, climbing frames, bikes, and benches.

Each bed space has a Patientline machine which has TV (this is free and switches off at 9pm), radio and telephone (Link to patient line if available). Phone cards and movie cards can be bought from machines outside the wards.

Teenage room

Wards C2 and D2 have a teenage room with facilities for your age group. Younger children and adults are not allowed in this room.



Leaving the ward

Under 16 years cannot leave the ward unless accompanied by an adult member of your family or a member of staff. You must always ensure a nurse knows when you are leaving the ward.

In some circumstances your parents may agree with ward staff that you can leave the ward unaccompanied although you must remain within the hospital and for your own safety must always tell a nurse when you are leaving.

Visitors

Any of your **friends and family** can visit you at any time. So that they don't tire you out, it is a good idea if they ask your parents or your nurse when it would be a good time to visit you.

School

On normal **school** days, for children of all ages, we have teachers who come to the wards. They can give you work to do or help you with work from your own school. If you know you are coming into hospital, you could bring some work with you. You could give your friends and family the address of your ward so they can write to you in hospital.

(insert picture of school room on C2 from C2 site)

You could keep a diary (with pictures) of your stay in hospital.

5. What equipment do they use in hospital and what investigations may be done?

When you get to hospital you need to find the right ward (ask at reception if you are not sure). You will need to press the security intercom to enter the children's wards.

In the children's ward, someone will show you where your bed is and then they will show you all around the ward so you can find everything.

Questions about you and what you like

When you first come to the ward, the nurse will also ask you lots of questions: your name, age, school, what you like to eat and drink, what you like to do during the day, when you go to bed and also who will be staying with you. This helps us to get to know you so that we can make sure your stay in hospital is as comfortable as possible.

Your observations

Soon after you arrive on the ward, a nurse will want to weigh you and record your 'observations', (sometimes called 'obs' for short). A nurse will check your temperature, pulse, breathing and blood pressure. We use different types of equipment to do this.

- **Pulse** We can tell how fast your heart is beating by feeling your pulse, normally felt at your wrist.
- **Oxygen saturations (SaO₂) monitor**, a clip fits onto your finger with a little light to work out how much oxygen is going around your body.
- **Tympanic thermometer**, thermometer which records your temperature from just inside your ear, a very quick method.
- **Blood-pressure machine, dinamapp** measures your blood pressure so we can tell how hard your heart has to work to pump blood around your body. To do this, a machine blows up a balloon inside a special strap (cuff), which tightens around your arm or leg. Then we let the cuff down gently, which takes about half a minute.

If you stay in hospital for a while, you will get quite used to this because we record observations several times during the day and night (we will try not to wake you!). The

nurses will always explain what they are doing and might let you help, but do ask if you are not sure what is happening.

Investigations

You may need other investigations specific to your condition. The doctors and nurses will explain this to you individually, but please ask at any time if you do not understand anything or would like to know more.

Informed consent

All doctors and nurses caring for you must listen to and respect your views and opinions; you have a right to be involved with making decisions and to understand everything that is happening to you whilst you are in hospital.

Confidentiality/privacy

Whilst in hospital all people caring for you will respect your need for privacy.

6. I would like to pass on some comments about my stay in hospital.

Please do tell us what you liked or disliked about being in hospital and any general feedback in order that we can improve our service for other children.

<http://www.addenbrookes.org.uk/advice/patliaise1.html>

Other websites:

www.teenagehealthfreak.org provides an A-Z on health

www.addenbrookes.org.uk/young Parent and child guide available.

www.gosh.nhs.uk

This document is also available in other languages, large print and audio format upon request – 01223 216032 or patient.information@addenbrookes.nhs.uk

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Cantonese

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

A richiesta questo documento è anche disponibile in altre lingue, a caratteri grandi e in formato audio.

Italian

ئەم بەلگەيە ھەروەھا بە زمانەکانی کە، بە چاپی درشت و بە شریستی تەسجیل دەس دەکەوێت

Kurdish

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Urdu

Document History

Authors	Children's services
Department	Children's services, Box 116 Addenbrooke's Hospital, Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 2QQ www.addenbrookes.org.uk
Published	August 2005
Review date	August 2007
File name	Young_guide.doc (word)
Version number	1
Ref	PIN 712