

## Ward C3

# Welcome to Ward C3

### About Ward C3

We are a paediatric ward catering for children from zero to three years. We also provide care for children under the age of 16 years for various conditions.

### Contact details

01223 217450/217714

### Directions and travel

- **Directions from main reception**

Turn right as you enter through the revolving door, turn left and walk past the hairdresser, across the corridor to the C and D ward lifts. Use the stairs or lift to go up to level three (one floor up from the Concourse). As you exit the stairs or lifts, turn left, then left again and C3 is in front of you. Please ring the doorbell to the left of the main door and state who you are visiting to gain access to the ward.

- If your child is likely to be hospitalised for two weeks or more, you can get a discounted parking ticket from the main reception.

### Staff

If you would like to find out 'who's who' on the ward, please see the ward notice board. It contains the names and pictures of the staff on the ward.

### On your arrival

Your allocated nurse will show you around the ward and ask for information about your child to enable her to care for them appropriately. You will be allocated a bed and you will have the opportunity to sleep next to your child. Please note that we can only accommodate one parent to sleep on the ward. Please ask your nurse about alternative accommodation if necessary, although this is subject to availability and is not guaranteed. Please note that we cannot allow parents to sleep in any other area on the ward.

### Bed allocation

Please note that allocation of bed spaces is based on the clinical need of the patients on the ward and bed space allocation decisions are the responsibility of the nurse in charge, in conjunction with the bed manager.

You may be asked to move to another bed space in order to accommodate the changing clinical requirements of the ward. We cannot guarantee a particular bed space or cubicle to any patient. The nurse in charge's decision will be final, based on the best interests of all children on the ward.

## Discharge

- Parents should be able to provide transport on discharge home, and only in exceptional circumstances (in discussion with ward staff on admission) will hospital transport be booked for discharge.
- We will try to give you as much notice as possible about discharge. Please ensure you have your own car seat available if you are taking your child home in your car.

## Visiting hours

- **Visiting times**  
We operate an open visiting policy for parents. We ask that other visitors leave at 1930 hours (lights out) to allow you and your child adequate rest. When you have visitors, please be considerate of other patients who may be feeling very unwell; a lot of noise or commotion may prevent them from resting.
- Other visitors will be allowed at the discretion of the nurse in charge. Please limit this to two visitors per bedspace. This may include one child. Please ask anyone who is unwell not to visit.
- Please bring in nappies and clothes for your baby, plus your own toiletries if you plan to stay with your baby.

## Infection control

- If you or your visitors are unwell please do not come onto the ward as some of our patients are vulnerable to infections due to their illnesses. If you or any of your visitors have diarrhoea or vomiting please inform your nurse and prepare to go home. Visitors must be clear of infection for 48 hours.
- Alcohol gel is provided throughout the ward. To help us prevent the spread of infection please use this on entering and leaving. On occasion the nursing staff may inform you of the need to wash your hands with soap and water instead of using the gel.
- Please limit the amount of property you bring with you as cluttered bed spaces are difficult to clean.
- Addenbrooke's has a number of advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website: [http://www.addenbrookes.org.uk/patient\\_visitors/information\\_leaflets/library/list\\_i.html](http://www.addenbrookes.org.uk/patient_visitors/information_leaflets/library/list_i.html)

If you do not have access to the Internet, please contact PALS on 01223 216756 or extension 2756.

## Food and drink

- Meal times for children are:
  - Breakfast: 08:00
  - Lunch: 12:00
  - Dinner: 17:00.
- Please speak to a member of staff if your child misses a meal for any reason.
- We provide meals for breast feeding mothers and breakfast for resident parents.
- Please do not bring hot drinks onto the ward – please use the parent’s room.
- We provide baby food and some of the standard milk formulas. Please contact the ward if you are unsure what to bring with you.

## Ward facilities

- We are committed to treating all patients (and their families where possible) with privacy and dignity in a safe, clean and comfortable environment.
- We provide separate sanitary facilities for boys and girls, but if there are particular concerns for your child regarding sleeping in mixed sex accommodation please discuss with the nurse in charge and we will make every effort to ensure your child’s needs are met.
- Communal TV room/Day room for visitors – no children allowed in this room and no overnight stays allowed.
- Patientline – bedside card phone plus free TV/ward payphones.
- Vending machine for patientline cards outside the ward doors.
- Who to contact if patientline is not working – ward clerk or nurse in charge.
- Playroom – please ensure your child is supervised at all times.
- Play team – nursery nurses and play specialist.

## Clothing and laundry

Relatives/friends take responsibility for laundering clothes.

## Who to contact for further advice/questions

In the first instance we would hope our nursing team and junior medical team will be able to answer the majority of enquiries. If this is not the case however, please ask your nurse to arrange for you to speak to Alison Bass, Senior Sister.

**For further information about C3, please contact the ward clerk or ward manager.**

- Please call after 08:30 as the changeover of nursing staff will be complete by this time.

## Drug rounds

Please try not to interrupt the nursing staff while they are doing the 'drug round' or checking medicines.

## Doctor's Ward rounds

We have many different teams caring for children on C3. Times for ward rounds vary according to speciality – please ask the nurse caring for your child when this will be. If you are unable to be present for a ward round, we will arrange for one of the doctors to speak to you when you arrive.

**Please note** out of hours and at weekends, if you wish to speak to a member of the medical staff this can be arranged, but please understand that these doctors are unlikely to be those who normally look after your child and so may not be able to provide detailed information. They may also be busy with emergency duties and may not be readily available to meet with you.

Please note you may not see your consultant everyday.

## Security

Addenbrooke's complies with the NHS Security Management Service guidance for the protection of staff against violence or aggression. You are reminded that in order for us to treat your child safely, our staff must be treated with respect. It is totally unacceptable for patients, relatives or visitors to abuse our staff and the Trust will pursue sanctions against offenders, which can include:

- A formal warning (yellow card).
- Being placed on a contract of standard of behaviour.
- Exclusion from treatment at this hospital (red card).
- Prosecution, criminal or civil.

Addenbrooke's ensures the safety and security of all patients, staff and visitors.

Unacceptable behaviours include people who are:

- Abusive/threatening behaviour.
- General prejudice.
- Drunk/drinking on site.
- Being in possession of or dealing illicit substances.
- Carrying or suspected of carrying a weapon.
- Suspected of committing a crime, for example theft or assault.
- Smoking on site.



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

**Help with this leaflet:**



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)



**Document history**

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