

## Ward D2, Children's Services

# Welcome to Ward D2

**D2 is a 22 bedded children's ward with a variety of specialities, ranging from orthopaedic, cleft palate and general medicine and surgery.**

Before you leave home to come into hospital you will need to telephone the ward to check a bed is available.

If your child is undergoing a surgical procedure you will need to ensure you have sufficient supplies of simple painkillers such as Paracetamol and Ibuprofen at home in anticipation for some minor discomfort.

There may not always be a bed available on the day/time specified on your letter or when you first arrive on the ward. This is because D2 admits planned surgical cases and also patients who come in as emergencies. Please feel assured that we try to accommodate all patients and work hard to ensure you get a bed in the most appropriate area. The nurse in charge of the shift will advise you further if this is an issue.

We are committed to treating all patients (and their families where possible) with privacy and dignity in a safe, clean and comfortable environment. We can provide separate sanitary facilities for boys and girls and we will accommodate where possible any requests for single sex sleeping accommodation for patients.

**Contact Details: 01223 217250**

### Travel

- From main reception turn right and left through the concourse, straight across the cross intersection, past the lifts and D2 is on the right side.
- Discounted parking tickets are available from the ATC and main reception. This allows you to exit from the car parks for 14 consecutive days from the day you validate the ticket.

### 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.
- The nurses wear striped blue, royal blue or navy, play team wear royal blue tops and the ward assistants wear a green top.

## On your arrival

- The nurses may need to complete admission paperwork about your child and family, if this has not already been completed in a pre-assessment clinic.
- Your doctor will be informed of your arrival and they will come to the ward to examine your child and take their medical history. Please bring in any medications that your child is taking currently.
- The nurse will check your child's temperature, pulse and breathing rate, and any other observations that are necessary. They will also need to be weighed, heighted and have swabs taken for MRSA, again only if this has not been undertaken in pre-assessment clinic.

## Visiting hours

- There are no set visiting times, however after eight pm we ask visitors to be kept to parents/carers only, as this is when most children want to settle down for bed, and we try to keep the noise level down.
- Please be considerate of other patients who may be feeling very unwell; a lot of noise or commotion may prevent them from resting.
- To help us prevent the spread of any infections, we ask all visitors to use the hand rub or wash hands at the entrance to the ward on arrival and on leaving, please help us to ensure all visitors are aware of this.
- Flowers may be brought onto the ward.

## 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.
- 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.
- Addenbrooke's has a number advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website: <http://www.addenbrookes.org.uk/patientinformation/index.html#i>
- If you do not have access to the Internet, please contact PALS on 01223 216756 or extension 2756.

## Cleaning

- The core cleaning times are from 08:00-16:00 daily.
- There is also a rapid response team.

## Food and drink

- Breakfast will be provided for your child and one resident parent/carer. A food trolley and water jugs are located at the nurses' station between 08:00 and 08:30, please ensure good hand hygiene prior to helping yourself. Please return used crockery to the trolley provided.
- Lunch is served between 12:00 and 12:30; there is a selection of hot and cold food for your child to choose from daily. You do not have to pre order food unless your child has any special dietary requirements.
- Evening meals are served in the same way as lunch between 17:00 and 17:30.
- If your child does have any dietary requirements please telephone the ward prior to your child's admission to let us know and ensure these requirements are documented by your nurse on admission.
- We are able to provide some brands of formula milk for babies. Specialised milk feeds may be organised by our dieticians.
- Breast feeding mothers will be provided with their meals.
- If your child misses a meal then a hot meal can be provided outside of the regular meal times, and a selection of cold snacks will be available. Please ask your nurse/nursery nurse/ward assistant for a missed meal menu at anytime.
- Food and drinks may be brought in from home and kept on the ward in the fridge or freezer, please ensure they are labelled with name and date.
- Parents have access to free tea and coffee in the parent's room. Hot drinks with lids on may be brought to the bedside; otherwise hot drinks must be drunk in the parent's room.

## Ward facilities

- One parent/carer is permitted to stay on the ward. A single parent's bed is provided next to your child if you wish to stay. For safety reasons the nurses need access to your child at all times, please be considerate of this and try not to obstruct the bed space with chairs and bags. The parent/carer bed must be put away during the day, and all belongings need to be stored away in the locker provided. To aid ward cleaning please ensure the bed area does not become cluttered.
- Acorn house is a facility run by the Sick Children's Trust; they provide residence for parents and families in special circumstances. There are a limited number of rooms and priority is given to parents of children in intensive care.
- Children and adults have separate bathroom and toilet facilities on the ward.
- We have a parent's room which contains comfy chairs, a television, telephone, microwave, fridge and freezer and tea and coffee making facilities. Please ensure all food is labelled.

- Please ensure this area is kept tidy and dishes are washed. Children are not allowed in this area. Cordials are available if you wish to make your child a drink, a water machine is situated by the nursing station.
- A Patientline unit is provided at your child's bedside. The television is free for children, this operates up until 21.00. You will have to buy a phone card to use the telephone. A vending machine for Patientline cards is found on the concourse corridor. This unit needs to be registered for use on your arrival. Headphones cost £1 from Patientline.
- There is a play room for children to use and a separate teenage room. Please help us to keep these areas tidy. Children must be supervised in the playroom.
- Security doors to the ward help to keep our patients safe. You will need to use the buzzer system to enter the ward. Please do not hold the door open for others, everyone must identify themselves before entering.
- There is a ward garden equipped with toys and a slide. Children must be supervised whilst outside. Mobile phones may be used in the garden. No smoking is permitted.
- Please bring in your own nappies as the ward is not able to provide these.
- Alcohol is not permitted on the ward
- We are unable to provide same sex accommodation on the ward, but will try to accommodate individuals. Please speak to your nurse with any concerns

### **Clothing and laundry**

- Please bring loose not open front pyjamas/night dress or t-shirt for theatre if required or hospital gowns are available. Any clothes can be worn at all other times.
- We are able to send patient clothing to be laundered this is sent to an external company so may take a few days.

### **Who to contact for further advice/questions**

- If you have any further questions we would be happy to help. Please call after 8:00 as the changeover of nursing staff will be complete by this time.
- To discuss care issues, please contact the Ward Manager, or the nurse in charge of the shift.

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## Drug rounds

- Please do not interrupt the nursing staff while they are doing the 'drug round' or checking medicines. Nurses wear a purple apron when administering intravenous drugs.

## Doctor's ward rounds

- D2 looks after patients from many different specialities. There may be many doctors on the ward at any one time seeing their patients. Please note you may not see your consultant everyday.

## Conduct

- Addenbrooke's hospital operates a zero tolerance policy against violence or aggression.
- Any shouting or intrusive conversation, threatening or abusive language, offensive remarks or behaviours, alcohol or drug abuse, wilful damage to property, theft or acts of physical violence will not be tolerated.



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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