Welcome to Level 8 Critical Care, Zebra Ward. We are an inpatient ward made up of 10 beds caring for children with a wide range of medical and surgical conditions. We work closely with TMBU and intensive care services in London. We are a large team made up of Nurses, Health Care Assistants, Doctors, Pharmacists, Play specialists, Physiotherapists, Dieticians and many more. This information pack is for use as guidance and does not replace professional clinical advice, so please don’t hesitate to ask any questions you may have. Please take some time to read this to help us to make this ward a pleasant environment for children, families and staff.

Your child will be seen each day during ward round. The surgical round is usually between 8.00am-9.00am, and the medical round is 9.30am-12.30pm.
What to bring into hospital

- Comforter, child’s favourite toy or book
- Pyjamas and clothes for the daytime
- Toothbrush/paste, soap, shampoo and flannel (we can provide towels)
- Nappies and wipes (if needed)
- All medication that your child is currently taking
- Any mobility aid, glasses or hearing aids if your child requires them
- Special feeds or any equipment specific to your child.

We can provide some basic toiletries for patients/parents admitted in an emergency until you are able to bring in your own.

If you have a special requirement (for example, related beliefs or an allergy/disability) or if you have vision, mobility or access issues please ask your nurse for further advice / information.

We do provide every child with a bedside cupboard; however this does not have a lock. Therefore, please do not bring expensive items or large sums of money as we cannot accept responsibility for any lost or stolen property or money.
Visiting hours

We provide a bed/reclining chair for one parent/carer to stay next to their child’s bedside during their admission. We also have Ronald McDonald accommodation facilities for some parents; please ask your nurse if you require this.

We do not have set visiting hours on our ward. However, we ask that you be mindful of other patients if choosing when to have visitors.

Please be respectful of other children and families, and be mindful of the number of visitors and level of noise around your child’s bed space. Siblings and other relatives or friends are very welcome to visit but children need to be supervised by an adult at all times.

We have particularly vulnerable patients on our ward. Please do not bring any visitors if they have recently been unwell. See page 7 for more details.

Safety on the ward

We have 24 hour security staff and a video entry system. Please do not allow people onto the ward you do not know, and also be aware of people following you onto the ward. Staff can let authorised visitors in.

- Please supervise your child when in any of our play areas.
- Please do not bring flowers onto the ward. The water they are in can harbour bacteria which can be harmful to patients.
- Please ensure cot sides are fully up when your child is in their cot.
- Please ensure bed spaces are free from clutter, and parent beds are stored up in the daytime. This is important for ward staff to be able to clean effectively and to ensure we have easy access to patients and emergency equipment if it is needed. On this ward we keep emergency equipment on top of the bedside locker.
Please keep a lid on hot drinks at all times.

We have centralised monitoring for our patients, so we can view all monitors from the nurses station.

Please check with the nursing staff before taking your child off the ward.

No latex balloons to be brought onto the ward as some patients may have allergies.

Electrical items need to be tested by the Trust before being plugged in or charged on Trust property. Electrical items that have been tested must be unplugged when not in use.

The trust has a no smoking policy anywhere on site; this includes the use of/charging of E-Cigarettes. If you would like information about stopping smoking, please ask your nurse.

Parking permits are available to patients who are admitted for more than a week; WI-FI vouchers are also available for patients only. Please ask your nurse if you would like these.

**Information for young people**

We have a teenage room equipped with a sofa, TV and games console for use for people over the age of 12. Please make sure that you leave this space tidy and look after the equipment for other people to use.

You are welcome to have friends visit you during your stay here, but please be aware of other patients on the ward by:

- Not having too many people around your bed space at any one time.
- Keeping noise to a reasonable level.
- Making sure language and conversation is appropriate to those around you. If you would like to talk more openly please make use of the adolescent room.
- Please be aware that unless during school holidays, friends of school age will not be able to visit during school hours unless under special circumstances.
Coming into hospital can be a scary and stressful experience, and you may have feelings which you find hard to talk about. Please know that you are never on your own and if there is something you would like to talk about please speak to one of the nurses or doctors. We are always willing to listen, whatever the problem may be. If you do not feel comfortable discussing any problems with us, here are some places you can find someone to listen and get the help you need.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact number</th>
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<tbody>
<tr>
<td><strong>Spiritual and general support</strong></td>
<td>Just ask your nurse, or call them on Ext. 4122</td>
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<tr>
<td>Hospital Chaplaincy Team</td>
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<tr>
<td><strong>Substance Misuse</strong></td>
<td>01273 293966</td>
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<tr>
<td>Ru-ok?</td>
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<tr>
<td><strong>Bullying</strong></td>
<td><a href="http://www.bullying.co.uk">www.bullying.co.uk</a> / 0808 800 2222 020 7730 3300</td>
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<td>Bullying UK</td>
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<td>Kidscape</td>
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<tr>
<td><strong>Sexual Health</strong></td>
<td><a href="http://www.brightonsexualhealth.com">www.brightonsexualhealth.com</a> 01273 242091</td>
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<tr>
<td>Claude Nicol Centre</td>
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<tr>
<td><strong>Young carers and wellbeing</strong></td>
<td>020 7089 5050</td>
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<tr>
<td>Young Minds</td>
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<tr>
<td><strong>Mental health and stress</strong></td>
<td>01273 666950  <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
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<tr>
<td>MIND</td>
<td></td>
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<tr>
<td><strong>General help and advice</strong></td>
<td>0800 1111 or you can go online to chat to a counsellor at <a href="http://www.childline.org.uk">www.childline.org.uk</a></td>
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<td>Childline</td>
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<td><strong>Parents Advice</strong></td>
<td><a href="http://www.familylives.org.uk/advice/teenagers/">www.familylives.org.uk/advice/teenagers/</a></td>
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<tr>
<td>Family Lives</td>
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Infection control

Please help us to control the spread of infection by following these guidelines:

If you know your child or any visitors have been in recent contact with anyone with an infection such as chicken pox, diarrhoea, vomiting or a cough/cold, please tell a member of staff as soon as possible.
If anyone you know has any diarrhea or vomiting symptoms, they must be clear of these for at least two days before visiting the ward.
Please also be aware that the more visitors that come onto the ward, the greater risk of infection to patients.

Wash hands regularly and when entering or leaving your room and the ward. Soap and hand sanitizers are provided in every cubicle and bay area. Above every sink is a six step guide to washing hands effectively.

Please also help us by wiping down any plastic toys your child has taken to their bed space during their stay using the green Clinell® wipes and return them to the playroom so that other children can enjoy using them too.

Please be aware these wipes are for cleaning toys and equipment only and are not suitable for use on the skin.
Medication

- Please let us know if your child takes any regular medications, either prescribed or herbal. This includes any creams your child may need.

- Please be aware that any medication coming onto the ward needs to be locked away. Unless this medication is classed as a controlled drug, it can be kept in the locked medication drawer next to your child’s bed. If you do not want your child’s medication to be locked away, you will need to take this home.

- If you are on any medication or in need of any pain relief during your child’s stay, please be aware this cannot be provided by ward staff. Please bring this in with you, or arrange for it to be brought in for you. Similarly, all your medication will need to be locked away; please just ask a member of staff when you require it.

Restaurants and cafes

- **Level 5 WRVS café** – hot drinks and snacks, opening times are variable as this is a voluntary service.

- **Waves restaurant (including Subway)** – outside main entrance. 07:00 to 19:00 Monday - Friday. 09:00 to 16:00 weekends and bank holidays.

- **Costa Coffee** – RSCH Barry Building main entrance Monday-Friday 07:00 to 19:00, weekends 09:30-18:00.

- **Level 5 WHSmith** – Monday-Friday 08:00-17:00, Weekends 08:00-14:00.

- **Vending Machines** – to purchase snacks are located on each floor.

- **ATMs** are located in Waves restaurant and at the front of the RSCH hospital.
Patients’ food and drink

- Breakfast is between 08:00 and 09:30 with a choice of cereals or toast. Lunch is between 12:00 to 13:00 and dinner between 17:00 and 18:00. We have a range of hot and cold meals, which you can select daily. Please let us know as soon as possible if you have any dietary requirements.
- For babies’ under 18 months we have a selection of baby jars available.
- Fresh water will be provided daily. Formula feeds will be made by specialised staff each day in our milk kitchen.
- Mums who are breast feeding will have food provided for them until their baby is 10 days old.
- We have breast pumps and a quiet room available for expressing. We also have a fridge and freezer for expressed milk. Please speak to your nurse for more information.

Parent kitchen

The parent kitchen is located opposite cubicle 49, it is there for your use throughout your child’s stay, please follow these pointers so that it is available for all to use.

- No children in the kitchen at any time, this is for their own safety.
- Please label all food stored in the fridge with your name and date, please be aware that unlabeled food will be thrown away.
- The hot water tap is not suitable for making milk feeds.
- Please wash all cutlery and dishes you have used, and leave the areas you have used tidy.
- Tea and coffee is provided by ward staff, a donation of 30p per cup would be greatly appreciated to replenish stock.
- Flasks are available for purchase at £1, please ask your nurse.
We have a team of play therapists to support children through procedures they may be nervous about. Similarly if you do not want to be present during a procedure, please let us know and we will arrange for someone to be with them. They also have a range of activities for children to keep them occupied.

The school room is open Monday – Friday during term time, either in the morning or afternoon. Your nurse can arrange for you to attend.

At times we have volunteers on the ward to support the play team. Your named nurse will check you are happy for them to provide play activities for your child.

WI-FI is available for older patients to use on their own devices with parental consent.

We have a sensory playground available outside; please ask for the code to access this. Children need to be supervised at all times.

We also have a teenage room for over 12’s with a sofa and games consoles.

We have a balcony overlooking the sea available for all to use, accessed through the play area.

We have a number of volunteers, including: Reiki, music therapy and ‘Giggle Doctors’! Ask your nurse for further information.

Play room and balcony

School Room
The trust is committed to promoting and maximising privacy and dignity, we ask that you do not ask about other patients or get involved in their medical treatment.

Please respect other patients and families by keeping telephone conversations to a minimum in communal areas, keeping your bed space tidy and free from clutter and not using language which could be deemed inappropriate for children.

The trust will not tolerate violence, aggression or inappropriate behaviour towards staff, patients of members of the public. Verbal and physical assault or threatening behaviour is illegal. The trust operates a zero tolerance policy. We will seek the maximum penalties available in law for anyone behaving in this way.

If you have any feedback or worries please tell a member of staff to ensure it is dealt with swiftly and effectively.

If you have any concerns about the care you or your child has received, please speak to the ward sister or manager before you are discharged.

If you have any special requirements (religious or related to allergy, disability, access, vision or mobility) then please let us know so we can discuss how to meet your needs.

We have questionnaires available for you and your child (age dependent) to complete about your stay here at the Alex. We hope you would be happy to complete one before going home. Please ask your nurse to provide you with the form.

You can contact the Patient Advice and Liaison Service (PALS) on 01273 664683 between 09:00 and 17:00 Monday to Friday.