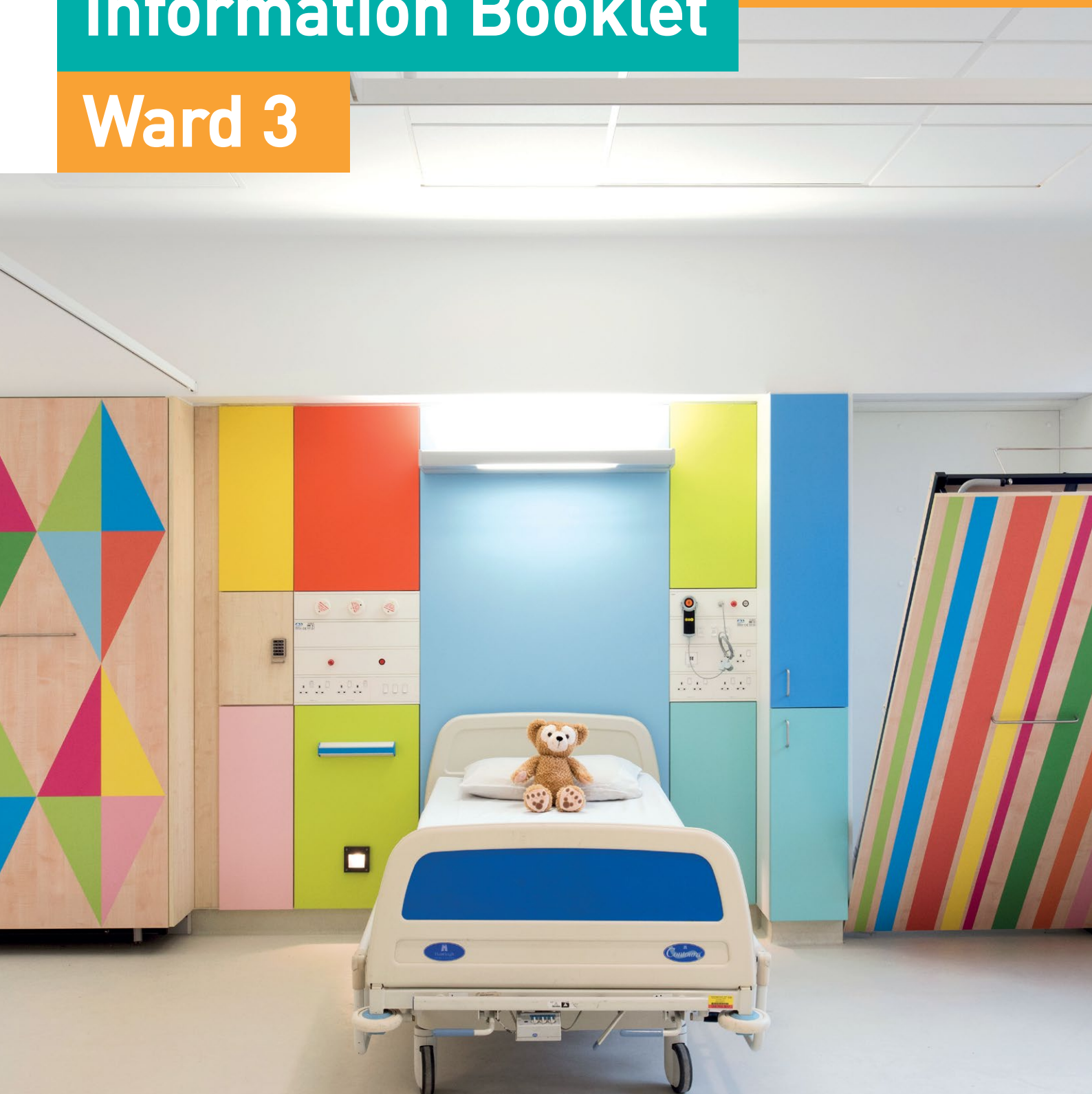


Information Booklet

Ward 3



Helpful information for your stay

Welcome

Welcome to Ward 3. On Ward 3 we care for children with various medical conditions which come under the expertise of different medical specialties including respiratory medicine, immunology, mental health, neurology, cystic fibrosis, gastroenterology, dermatology and metabolic medicine. We have a dedicated team of excellent doctors and a friendly team of experienced nursing staff who provide highly skilled care. This booklet guides you through our ward. If you have any questions please don't hesitate to ask the nurse looking after you, the nurse in charge, or your ward manager.

Our ward telephone number is: 0114 271 7298
We are on C Floor, Yellow Lifts





Ward routine

7am to 7:30am – Nurse handover

After nursing handover the nurse looking after your child will introduce themselves. Ward round times vary depending on which team of doctors is caring for your child. General medical ward rounds are normally carried out in the morning before 12pm.

Meals

If your child can eat and is able to leave their cubicle or bed, all meals will be served in the dining room. If your child is in isolation or is unable to leave their bed then our housekeeper or support workers will offer meals at the bedside. If you would like to collect your child's meal you can do this from the ward dining room. You will be given a menu for your food choices for lunch and dinner for the next day. If you have not completed a menu the housekeeper will complete a menu with you.

7:30am to 9am – Breakfast

Children will be able to choose from cereals, toast and a variety of drinks. We cater for dietary requirements.

12pm to 12:30pm – Lunchtime

2:30pm to 4pm – Quiet time

This is time where we reduce activity on the ward to allow children to rest.

5pm to 5:30pm – Teatime

Please return trays and crockery after each meal to the dining room.

Between 7pm to 7:30pm – Nurse evening handover

After evening handover the nurse looking after your child overnight will introduce themselves.

Discharge

Once it has been agreed your child can go home, we need to get your take home medicines (TTOs) from pharmacy. Please wait for your nurse to discharge you. We will give you discharge advice and explain any medications. Any follow-up appointments can be made and sent to your home address - please ask your nurse if you are unsure if you need a follow-up appointment. If you do not receive your follow-up appointment please feel free to contact the ward and we will chase up the appointment details.

Ward facilities

Facilities for patients

Play specialists are available on our ward to provide your child with activities to help them have fun while they are here. The play specialists are also available to distract your child during procedures that are carried out on the ward, for example taking blood or fitting a cannula.

The play room is located next to the dining room and has a wide range of toys, arts and crafts equipment, games and books available to use throughout the day. If your child is unable to attend the playroom the play specialists will bring activities to their bedside.

Young people over the age of 12 have special permission to use the Adolescents' Room. This is a relaxing environment with comfortable chairs, a large screen TV, and video game equipment. This is a parent-free zone. The Adolescents' Room is usually locked when it is not being used, so please ask a nurse or play specialist for more information.

School age children will be visited by the hospital school teaching team during term time. This will be on the fourth day of their admission or sooner if the teaching team have worked with your child before. They will work with medical staff to ensure the child is well enough to take part in school work. The teaching staff will make contact with your child's school to enable them to follow work their classmates are doing. Teaching takes place at the bedside and lessons can last up to 45 minutes if appropriate. These sessions take place between 9:30am and 11:45am then 12:45pm and 3pm. The teaching team are available between 8:30am and 4:30pm to deal with queries related to school work.

Please be assured that school work in hospital is fun!

Scouts hold a weekly session each Thursday evening which patients are invited to attend. The leaders visit the ward and do activities with boys and girls who are well enough.

Televisions are provided at each bed – these are free to use and give access to many Freeview channels and selected Sky channels. Please note that parents are responsible for the content children watch. If you are in a bay with other patients, please use headphones to avoid disturbing other families.

Wi-Fi is available free in Sheffield Children's for web browsing – please select SCH_guest and follow the steps.

Cupboards which can be locked are provided at each bed. Please ask staff if you wish to be shown how to use this.

Bathrooms in single rooms are en suite, while the four bed bays have a shared toilet and bathroom. Towels and body wash can be provided by the ward if needed, and there is also a limited supply of spare toothbrushes and toothpaste. Parents are asked to bring in their own supply of nappies. A small supply of nappies is held for emergency admissions.

Infusion pumps are used on the ward and your child may have one during their stay. These will beep intermittently throughout the day but this is no cause for alarm. We aim to attend to them as soon as possible. Depending on the amount of activity on the ward this may take a little longer at times. If you feel we are taking longer than you'd expect to attend to them please feel free to alert us.

Information

for parents and visitors

Our ward telephone number is:
0114 271 7298

Entering and exiting the ward is managed by a buzzer system. Press the buzzer once and when asked, state the name of the child you wish to visit. We aim to answer the door as soon as possible, but during busy periods this may take a little longer. To exit the wards please press the green button on the wall. We ask that, for the safety and security of patients, you do not allow others onto the ward as you exit.

Visiting hours for parents are unrestricted however we ask other visitors to leave by 8pm to allow patients to sleep.

We ask for no more than three visitors per bed at any one time, if any more visitors are present they will be asked to wait in the waiting areas. Children under the age of five years will only be allowed to visit by prior arrangement with the nurse in charge. All children under the age of 16 years must be accompanied by an adult. Siblings cannot be left unaccompanied on the ward.

Staying overnight is actively encouraged for one parent/carer. At each bed space in the four bed bay there is a pull down bed. In the single rooms there is a sofa bed for one parent to sleep on. Bedding and a pillow is provided, please ask if you need any other assistance. Unfortunately we do not have the facilities for two parents to stay. Pull down beds in the bays can be put away with bed linen still on - just use the straps attached to the bed to secure the linen. All linen should be removed from the sofa beds in single rooms and stored in the draws beneath.

The parents' room is located near reception. There is space to sit away from a bedside as well as facilities to get free

hot drinks. Drinks can be brought back onto the ward but please be aware of the health and safety risks to fellow parents and patients caused by hot water spilled drinks or slip hazards. Please use the plastic containers provided to transport hot drinks onto the ward. All taps in the four bed bays and in the en suite rooms are drinking water.

Breastfeeding/infant feeding support is offered to all mothers. There are Infant Feeding Nurses who are available to offer support and guidance. Expressing pumps and sets are available and there is an infant feeding room next to the parents' room by the ward reception. Please ask staff for further information.

Taking observations, giving medication or using drips requires concentration. Please try not to disturb nursing staff at the bedside during these tasks so they can make sure these important jobs are done safely.

Respecting other families and their privacy is appreciated by everyone. We ask you to bear in mind the other patients and parents on the ward and keep the noise level to a minimum.

Window shutters open and close during the day - please do not place your fingers into the shutters when they are in motion.

Keeping your child's bed space neat and tidy is really helpful for everyone. This is important so we can attend to your child and so that cleaning assistants can clean the ward thoroughly.

Cupboards are provided for all personal belongings. At each bed space there is a lockable cupboard to store small items. Please ask staff if you wish to be shown how to use this.

Curtains should be open and all parent beds put back by 9am to allow staff access to attend to patients. For safety please be careful when opening and closing the curtains as they are on magnetic ceiling holders so can fall down if pulled sharply.

We try to keep the curtains open wherever possible to ensure that patients can be observed while in the bays.



Sunshine and Clouds

We try very hard to make your stay as pleasant as possible but we are also aware that our ward is a busy one and we might not always get it right.

We would really appreciate any constructive comments and thoughts. Please feel free to tell us how your care on Ward 3 was for you. For something good, write it on a 'Sunshine', and for something we can improve on, write it on a 'Cloud'. We put all your comments on the YOU SAID board. We will aim to feed back any improvements on the WE DID board to keep families

updated on how your feedback helps us improve our care.

Please do not write anything derogatory or offensive as these comments will be read by children. If you would like to make a more formal or serious complaint, please speak to a member of staff or the ward manager or ask to speak to the Patient Advice and Liaison Service (PALS) team.

We also gather comments through our friends and family feedback cards which you will be given by your nurse. Thank you for your suggestions.

Who is Who

on your ward?



Modern Matron

I'm the Senior Nurse / Hospital Co-ordinator for the Trust.



Ward Manager

I support and manage the ward and its staff



Sister

I provide patient care and assist with managing the ward



Clinical Nurse Educator

I educate staff and help them develop their skills. I also assist with managing the ward.



Senior Staff Nurse

I provide patient care as well as co-ordinating and supporting the staff of the ward



Staff Nurse

I provide patient care and co-ordinate staff with the support of senior nurses



Play Specialist

I spend time with the children on the ward, helping them have fun and assisting with distraction



Support Worker

I support qualified staff in the day-to-day care of patients and their families



Housekeeper

I serve meals and keep the ward tidy



Ward Clerk

I deal with the day-to-day ward admin



Physiotherapist

I provide physiotherapy to patients



Occupational Therapist

I help patients with skills they use in their everyday life



Clinical Nurse Specialist

I provide specialist knowledge in a particular area



Domestic

I keep the ward clean



Pharmacy Worker

I provide patients with medication



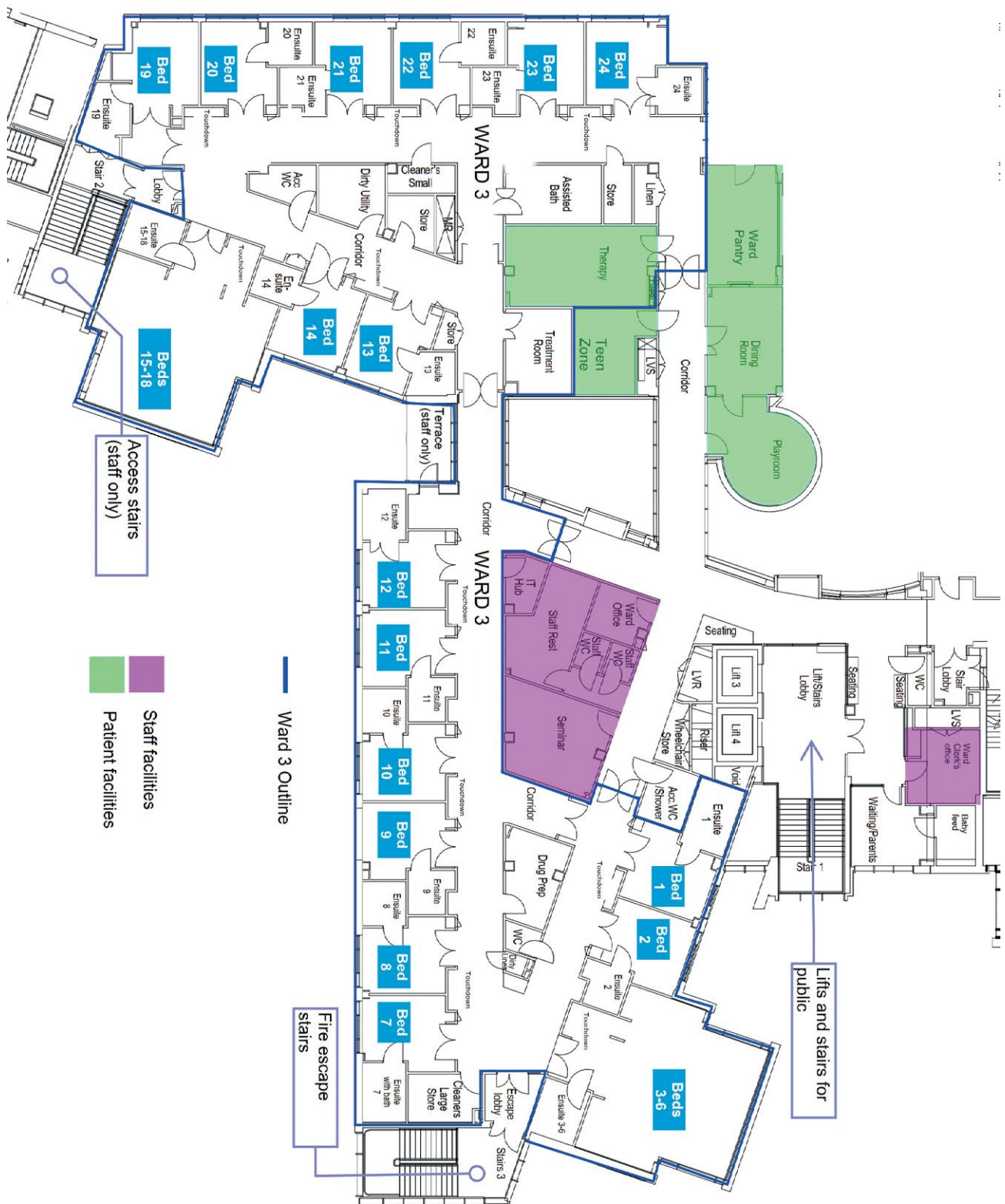
Porter

I move patients and equipment around the hospital

Main Entrance Map



Ward 3 Map



Useful Information

Parking

The Q-Park across the road from the main entrance offers pay and display car parking for families and visitors. Access is via Durham Road. Car access to the hospital is limited to drop off and pick up only.

Public transport

The hospital is well-served by buses and trams. The bus stops are located on both sides of the road outside the Emergency Department entrance. The train station is a short tram or bus ride away. For the bus, you can use the stop opposite the Emergency Department entrance and take any bus going into the city centre towards Arundel Gate. The train station is a short walk away from Arundel Gate.

The tram stop is located by the University on Upper Hanover Street. Just go out of the main entrance and down Durham Road (directly opposite the main entrance and past the side of Q-Park). The tram is at the bottom of the hill.

We encourage all parents and visitors to use public transport where possible. Public transport times and journey planning are available at travelsouthyorkshire.com

The local taxi number is 0114 239 39 39 (City Taxis). You can order these to pick you up from the turning circle at the main entrance.

Food and drink

We have a hospital café called the Parkside Restaurant which opens 8am until 11:30pm, 12pm to 2:20pm and in the afternoon/evening from 3pm to 7pm.

The Parkside Restaurant has a variety of hot and cold food available. Once your child

has been an inpatient for four days, you are entitled to discount from the canteen, just ask the staff on the ward for a voucher.

In the atrium there is a retail outlet and a café with seating. Throughout the hospital there are vending machines which sell a selection of drinks and snacks. If you have any problems with the vending machines please speak to the staff in the canteen who will be happy to help you resolve any problems.

PALS – Patient Advice and Liaison Service

PALS offers confidential advice and support and can help sort out any concerns you may have about the care we provide. PALS can also guide you through the different services available from the NHS.

If you have positive feedback about the Trust PALS would be delighted to hear it and can pass it on to the correct department for you. PALS are located near the main entrance.

Chaplaincy

The multi-faith Chaplaincy Team offers spiritual support and guidance in whatever way they can. There is a multi-faith chapel and a Muslim prayer room with ablution facilities which are open for use 24 hours a day. The chapel can be used as an area to pray, to take a break and have time to think and to find peace. The chapel is located on D Floor by the Blue Lifts, near the Cystic Fibrosis Unit.

Treetops

Treetops is run by The Sick Children's Trust. It has 13 bedrooms for parents, a kitchen, lounge and laundry facilities away from the wards. If you are interested in using the Treetops rooms, the ward staff can make enquiries for you upon admission. Rooms

cannot be booked in advance and are given based on priority.

Cashpoint

The nearest cashpoint is inside the Co-Op on Glossop Road. There are also cashpoints near the newsagents further up Glossop Road and by the University of Sheffield Students' Union. You can also use the Parkside Restaurant located in the hospital where they offer up to £30 cash back with a £5 minimum spend.

Shops and takeaways

There is a café based in the main entrance

atrium. The nearest supermarket is the Co-Operative Food at the corner of Glossop Road/Clarkson Street or Sainsbury's Local in Upper Hanover Street (near the tram stop). These supermarkets also have a cash machine. There are a variety of takeaways on Glossop Road.

Chemist

Rowlands Chemist is situated in the atrium near the main entrance.

The Children's Hospital Charity



The Children's Hospital Charity

The Children's Hospital Charity helps to make Sheffield Children's Hospital better, going above and beyond the NHS provision.

The Charity funds four key areas: specialist medical equipment, research into the prevention and cure of childhood illnesses, new facilities to extend the range of treatment provided and improvements to the hospital environment.

Did you know that through charitable donations we have funded:

- Over £4,000 on furnishings for the adolescent room in Theatre Admissions Unit. During their time in hospital, adolescents often need time away from younger patients, where they can relax and recuperate in a space more suited to their needs.
- £850 on playroom furniture.
- £5,000 every year for play specialists. Play can be used not only for fun but to create

distraction as well as used to describe or teach the children about their treatment in a language that they understand.

- £2.3m on a 3T MRI Scanner which is an advanced technology imaging device producing images of the entire body quickly and more efficiently. The 3T is part of a theatres redevelopment that makes the intraoperative suite one of the most advanced operating environments in the country.
- £11,000 on workshops by Artfelt – the charity's arts programme. Visual arts and crafts help children socialise and enjoy themselves. This can be a valuable way to distract patients from their treatment, helping them to get better more quickly.

Anyone and everyone can get involved to help make the hospital better. Every penny makes a huge difference and helps keep our hospital at the forefront of paediatric care.

www.tchc.org.uk



Sheffield Children's **NHS**
NHS Foundation Trust

Sheffield Children's NHS Foundation Trust
Western Bank
Sheffield, S10 2TH

www.sheffieldchildrens.nhs.uk