

Information for patients and carers

Children's Ward 8

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Welcome

All of our staff want your child to have the best experience possible whilst in our care. We have compiled this information to support your stay and ensure that you are aware of all the facilities and assistance that is available to you.



Visiting times and restrictions

Family visits are central to your child's care and recovery. Parents, guardians or carers may visit at any time. There is an ask that visitors are limited to 2 per bed/cot due to limited space, unless there are exceptional circumstances agreed by the nurse in charge. Open visiting for others important to your child is available between the hours of 8am and 7pm. Facilities are available for one parent or guardian/carer to stay overnight, unless there are exceptional circumstances agreed with a senior nurse.

Children under the age of 16 visiting must be accompanied by a responsible adult at all times. There may be times when visitors are asked to step outside of a bay to maintain privacy and dignity for babies, children and families.

Visiting should be avoided during hospital school hours (9.30 -11.30am) in term time for those children who are receiving educational support during their admission.

With the health and well-being of the babies and children in mind, any person feeling unwell should refrain from visiting the children's ward.

Food

Please first check with the nurse or doctor that your child is allowed to eat and drink.

A breakfast trolley with a variety of cereals, yoghurts and fruit is taken around every morning. Ask the member of staff if you would like toast.

There is a wide choice of meals available including traditional hot meals, jacket potatoes, soup, salads, multi-cultural, halal and two children's options. Lunch is served at approximately 12 noon and tea at approximately 5pm.

The parents and carers room is located at the entrance to the ward. You are welcome to help yourselves to complimentary drinks and snacks. We kindly ask that hot drinks have lids on them to prevent spillages. Please label any food with its expiry date and your name if you store it in the fridge.

No children are allowed in the room for both safety reasons and some parents and carers might need some understandable quiet time. If you need someone to look after your child whilst you use this room, please do not hesitate to ask a member of staff.



Dietary and other requirements

Halal, non-dairy meal options and non-dairy milk can be ordered. Please do ask if we can supply anything else for your child. A hydration station with water, cordial, fruit and biscuits is always available on the ward, located to the right of the nurse's station.

On admission we can try and provide infant formula milk if you have no personal supply when you first arrive. A small selection of baby food is available to order.

Vending machines are situated on the first and ground floor next to the lifts. The hospital also has 2 restaurants, a coffee shop, and a newsagent (including M&S food) at the main entrance. Two fast food stores and a supermarket are available across the road from the hospital entrance.

Opening Times are:

Charters restaurant take away for patients - 8am-5.30pm (Monday-Friday) and 8am – 1.30pm on the weekend.

Preston's - 8am - 7pm (7 days a week) Serves hot meals, sandwiches, salads and drinks.

There is a WHSmith (now includes M&S food) located at the main hospital entrance.

Play team

Play in hospitals help children to cope with the stress of hospitalisation, to learn and express themselves, and above all to maintain a sense of normalcy.

We can provide age-appropriate toys and activities to the cots/bedsides for our younger patients and games and activities for older children.

Our play team are more than happy to provide reassurance, distraction and preparation for theatre and procedures (such as blood tests and MRI scans) should your child require it.

We have a sensory room where your child can play when school is not in session.



Specialist educational needs, hearing impaired and English as an additional language

We have visual resources for explaining common medical procedures such as inserting a cannula and going to theatre. These are available to

to support children who might feel more isolated and anxious than usual.

Parking

One parent of a sick child who stays overnight is entitled to free parking for the duration of their child's stay. Please ask staff for a concessions form.

Schooling

There is a hospital school. If your child is in hospital for six days or more, there is a legal requirement that he/she undertakes some school-work during term time provided they are well enough. You may want to ask your child's own schoolteacher for suitable work. The nursing staff will advise you about this.

Security

Child safety is of paramount importance. All doors to the paediatric wards are securely monitored by staff and 24-hour closed-circuit television is in place. A video intercom system is located by the main doors to each Ward. To enter, you will need to contact the ward staff by pressing the appropriate bell for Ward 8b or Ward 8c.

In order to safeguard and protect all the children in our care, you will be asked by staff who you are visiting. When admitted, to maintain security, please do not allow anyone to "tailgate you".

Safety

Please do not leave valuables unattended. Seek advice before visiting if you are unwell, have a cough or cold or have been in contact with an infectious disease. Hand washing is very important to avoid infections.

To avoid accidents, hot drinks and hot food are not allowed on the ward area unless appropriately covered.

Concerns or complaints

Despite our best efforts, we recognise we may not always achieve our aim of excellent care with compassion. If you have any concerns, in the first instance please ask to speak to your named nurse, the ward sister, manager or matron, who will be able to listen to your concerns and take appropriate action.

The patient experience advisor is available to listen to your concerns and is available Monday and Wednesday 7am – 6pm, Tuesdays 7am- 4.30pm and Thursdays 7am- 3pm: **01772 522398**. The patient experience lead is also available to support you and is available: Monday to Friday 7.30am – 3.30pm: **01772 522398**

If you feel unable to do this, the patient advice and liaison service are available to speak to, and they can support you in raising a concern or making a complaint.

Email: PALS@lthtr.nhs.uk or Telephone: **01772 522972**.

Contact details

Should you require further advice or information please telephone: Ward 8 on **01772 522245**.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

<https://bepartofresearch.nihr.ac.uk/>

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

All our patient information leaflets are available on our website for patients to access and download::

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolem@LTHTR.nhs.uk

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