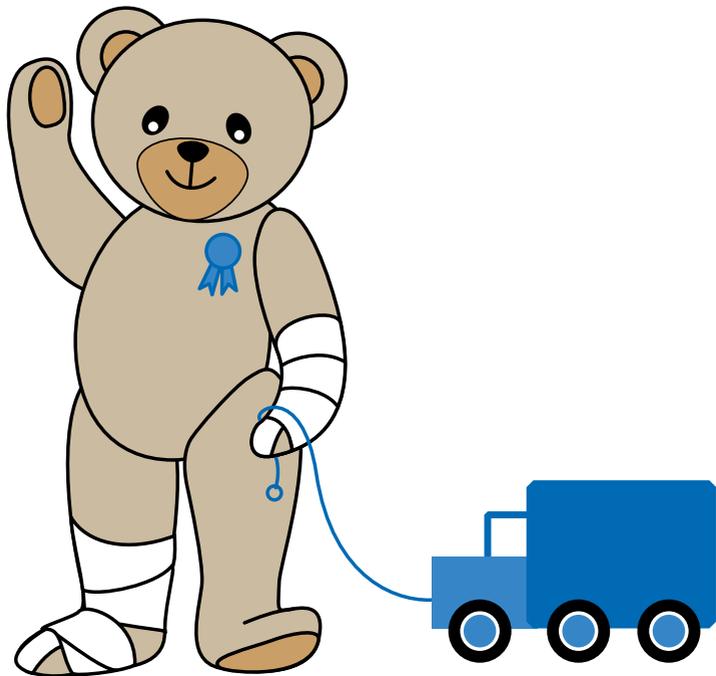


Welcome to Hascombe Ward

Hascombe Ward



Patient information leaflet

We hope to make your stay as stress free as possible. We welcome you as a parent/carer to be resident overnight.

Am I considered a parent?

Parent describes the adult with legal responsibility for the child. This person maybe an adoptive/foster parent, teacher or school nurse from a residential school. The parent with responsibility is able to provide consent for medical intervention. If you are unable to be resident, you can propose another adult with the nurse in charge.

When can I visit my child?

Parent, brothers and sisters are welcome on the ward between 8am–8pm. No more than two visitors are allowed. Please keep the number of visitors to minimum at any given time. Between the hours of 8pm–8am, we ask only ONE parent to be present. We call this the resident parent. This is to ensure all patients and resident parents get a quiet night. All other visitors can attend 2pm–8pm.

What if I do not want to have visitors?

Speak to your nurse if you do not want a visitor. If there are any legal restraining orders in place, please show the documentation to staff.

Where can I park?

There is a private carpark within the hospital grounds. At the time of writing, £15 is the charge for one week. Concession is for Oncology patients only. There are disabled bays for badge holders.

Where will the resident parent sleep?

We provide a bed near to your child. The bed will be put down around 8pm. The bed will be removed at 8am in the morning. You will be asked to keep the bedside light on so we can observe your child. Please keep the curtains open.

Shall I bring medicines on the ward?

Please bring your child's medicines with you. All medicines will need to be locked away on the ward.

What shall I bring in with me?

Your washbag, night clothes, red health book, nappies, and milk feeds. Please use lockers on the ward

What will my child eat on Hascombe?

Breakfast 8am, Lunch 12pm and Dinner 5pm.

The Hospital Kitchen takes orders before lunch and supper. Cooked orders include vegetarian, religious requirement and allergy menus.

What will my child eat between meals?

Cereals, bread, whole milk and squash are available on the ward.

Is there anything suitable for my baby?

Please bring your baby formula milk. We have a limited range of stage one baby food in our kitchen.

What should I do for my baby on special milk formula?

Please bring in your child's special milk formula. During working hours, our pharmacist can order further supplies.

What if my child is on a special diet?

There is a separate allergy menu.

What food cannot be brought to the ward?

Please do not bring in food past their sell/use by date. Do not bring in raw/undercooked animal/fish foods, unpasteurised dairy products. Parents' food may be stored in the parent's kitchen fridge. Do not reheat food in the ward microwave.

Where can I eat?

Breakfast cereal or bread is available for the resident parent. We are not able to provide lunch or dinner. The parent's kitchen has a fridge, microwave and hot water machine. The restaurant on level A is open Monday–Friday 7am to 8pm. Costa coffee and Marks & Spencer's are in the main entrance. They are open 8am to 9pm.

If I have a question?

Please ask your nurse. He/she can direct your question to the right person. Information in this leaflet was correct at the time of writing.

Can we have a cubicle?

Cubicles are offered on the basis of medical need. There is one Amenity room, please ask for an amenity room leaflet. Your child's bed location maybe changed within the ward due to other children's requirements.

Where do I put my personal belongings?

Your belongings are your own responsibility. This includes: tablets, phones, bags, purses, jewellery etc. You will be asked to sign explaining that you understand this. Lockers are provided on the ward.

When is CCTV on?

CCTV is in operation 24 hours a day. Images are only viewed if an incident occurs.

What is the security door?

The door is at the entrance to the ward. Press the button and await a response.

Staff may be busy with patients. Please be patient if the door is not answered immediately. DO NOT let anyone else into the ward. We ask that you do not hold the door open. Taking photos on your personal device is discouraged. Please ensure you only capture your family in the photo. Please be respectful to other patients and talk quietly. Please inform a staff member if you are leaving your son/daughter alone.

What is Security tagging?

We have an electronic tagging system called 'Hugs'. It is additional security to help stop your child being removed from the ward. 'Hugs' is a small tag that will be applied to your child's wrist/ankle. This tag is monitored via sensors on the ward at all times.

If anyone removes the tag or takes your child, an alarm will sound. The doors will be automatically locked.

Please try to keep your child away from the main entrance. This prevents setting an alarm off by accident.

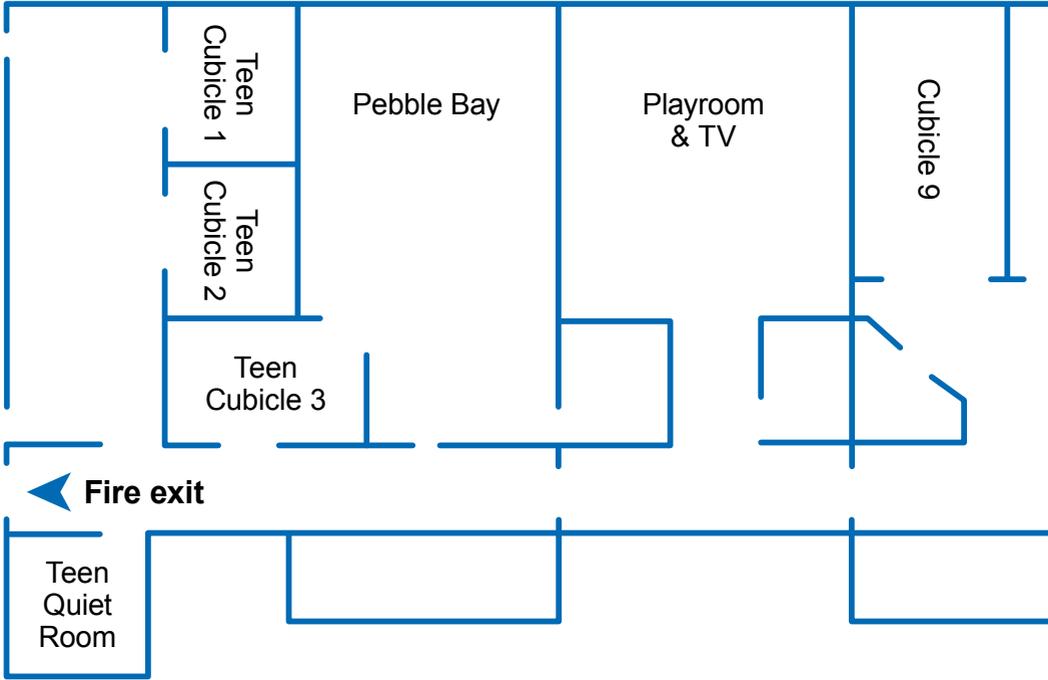
Can I use the playroom?

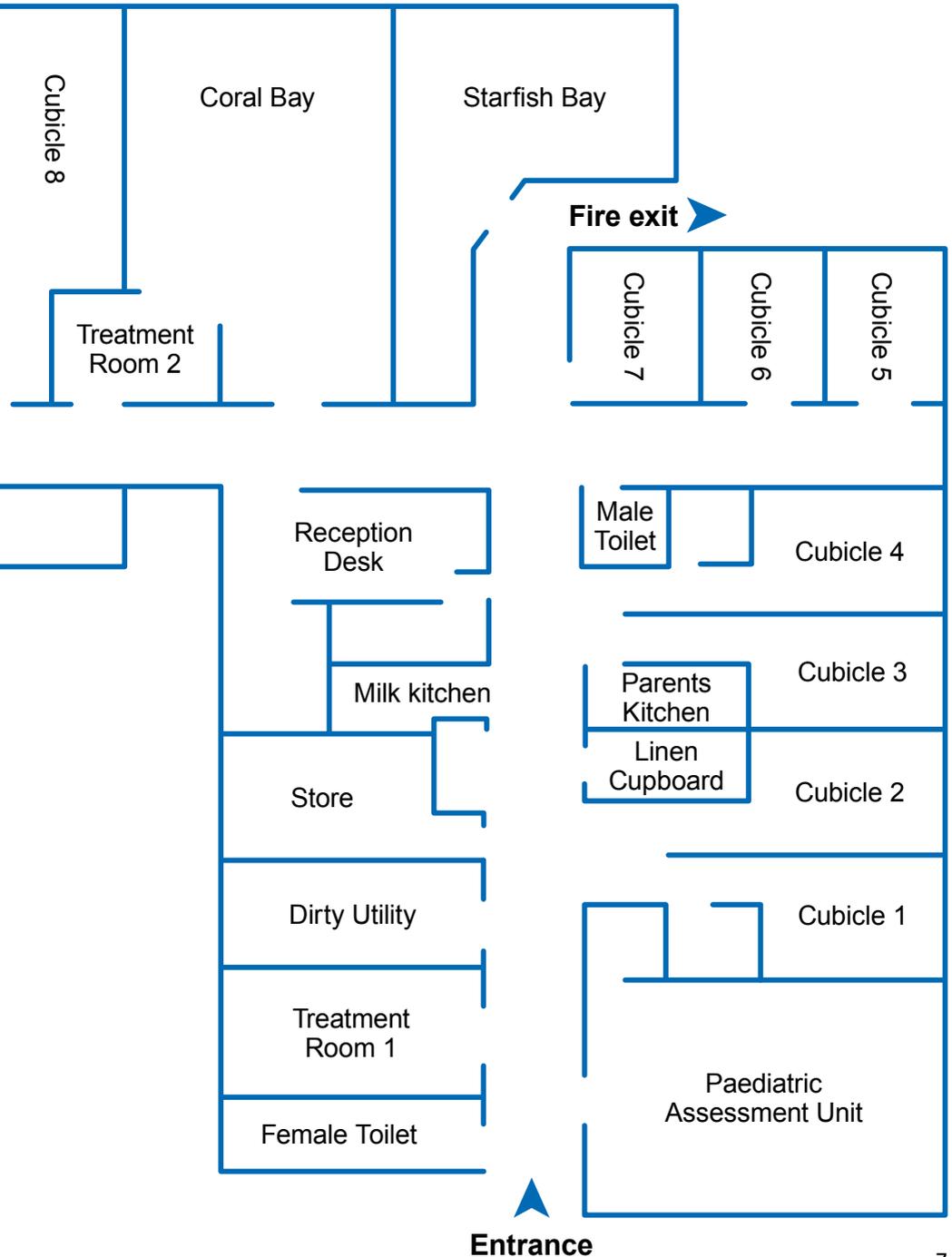
The play room is open all day. Every child must be accompanied by an adult in the play room. This room has TV, DVD player, Nintendo Wii console, and play station. There are toys and books. It can be used for parents after 8pm. The play specialist is available during the day Monday–Friday.

Who are the staff on Hascombe ward?

Members of staff wear identity badges at all times. The paediatric Doctors round is at 10:00am every day. It is very helpful if you are present at this time. The surgical teams come to the ward at varying times throughout the day.

Hascombe Ward map





Contact details

Hascombe Children's Ward

Telephone: 01483 464071 (direct line)

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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Future review date: June 2021

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