

Visitors

Only **two visitors** are allowed per bed space in Paediatrics. Visiting times are from 14:00 to 20:00 on Hascombe ward. Parents and siblings have open visiting in Hascombe and SCBU. 15:00-18:00 for SCBU. Maternity is unrestricted for husbands/partners/siblings. Visitors are only able to visit if a parent or carer is present.

Please let staff know if there is anyone who you do not want to visit. Please refrain from taking pictures in the ward, through a camera or phone device. We would encourage you not to use your mobile phone at all on the busy wards.

When you leave the ward, please tell a member of staff where you are going and how long you will be.

This also applies if you are leaving Hascombe, SCBU or maternity and leaving a child unattended.

No one should be taking your child off the ward without you or your consent for a specific medical reason. Please feel free to enquire with one of the senior nurses/sisters if you are unsure.

Contact details

Hascombe	01483 464071
SCBU	01483 464834
St Catherines	01483 464709
Shere	01483 464702
Delivery Suite	01483 464699

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

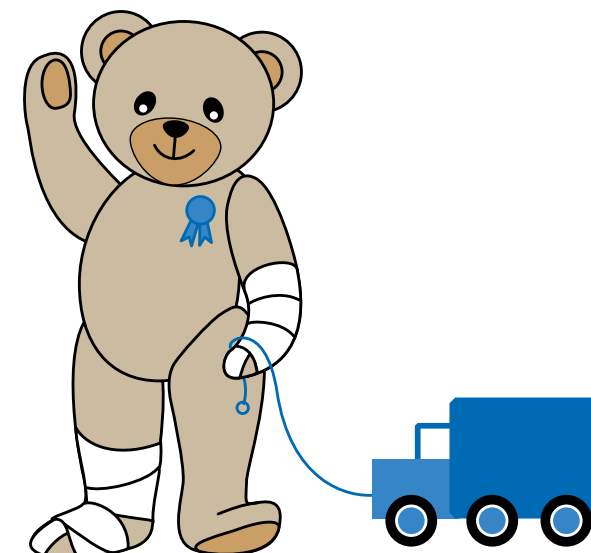
If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: January 2019
Future review date: January 2022
Author: Clare Mitchell
PIN190108–1122



Safety and security

Maternity and Paediatrics services



Patient information leaflet

Maternity and Paediatrics Services in partnership with the RSCH Security Department, take security extremely seriously. We continue to keep a safe and secure environment within the above departments. Please see below our principles that we endure to follow at all times:

Keeping your baby/child safe in the Hospital

Please note that **CCTV** is in operation at all times 24 hours a day. This is kept for security purposes only and gathered retrospectively if an incident needs a CCTV review.

There is a secure door in place, with a buzzer, at each entrance of the wards. Please buzz and await answer. Unfortunately due to the busy environments, we would ask you to be patient. We will answer as soon as possible.

When the buzzer is answered, please make sure that no one is tailgating you into the departments. Announce who you are, whether you are a patient or who you are visiting not all members of staff will have met the parents/husband/partners. We ask that you do not hold the door open for members of staff. Not all staff has automatic access to these secure areas. If they do they will be able to access the department with a swipe card.

Security system

A security system has been installed to help stop any attempted absconding or removal of your child from the ward. Our system includes door locks, cameras, and an electronic protection system. A small tag will be applied to your child when they are admitted to the ward. This will be monitored at all times.

If anyone tries to cut or remove the tag or take your child, an alarm will sound at the nurse station. Please try to keep your child away from protected exits (primarily the main entrance/exit door). You might set off an alarm by accident.

Your role

You have an important part to play in your child's safety. During your hospital stay, here are things you should do.

Know your nurses

At the beginning of each shift, the nurse taking care of you and your child should come to your room to introduce him/her to you. Photos of all permanent staff on the ward are displayed by the nurse's station. The Nursing staff will be glad to answer any security questions you may have.

Check for an official hospital ID badge

All staff working in Paediatrics/SCBU and Maternity will be wearing hospital photo identification (ID) badge. It must be facing forward so you can see the employee's name, and picture.

If you're not sure about someone please feel free to press your "Nurse Call" button for help.

Personal belongings

Personal belongings are your own responsibility. Ward staff are not responsible for the security of what you may bring to the department. The items include:

Electronic items (iPad, phones, laptops etc.). Physical items (bags, purses, clothing, handbags, etc.).

You will be asked to sign explaining that you understand this.

Parents are encouraged to use lockers that have been provided on both Hascombe Ward and SCBU.