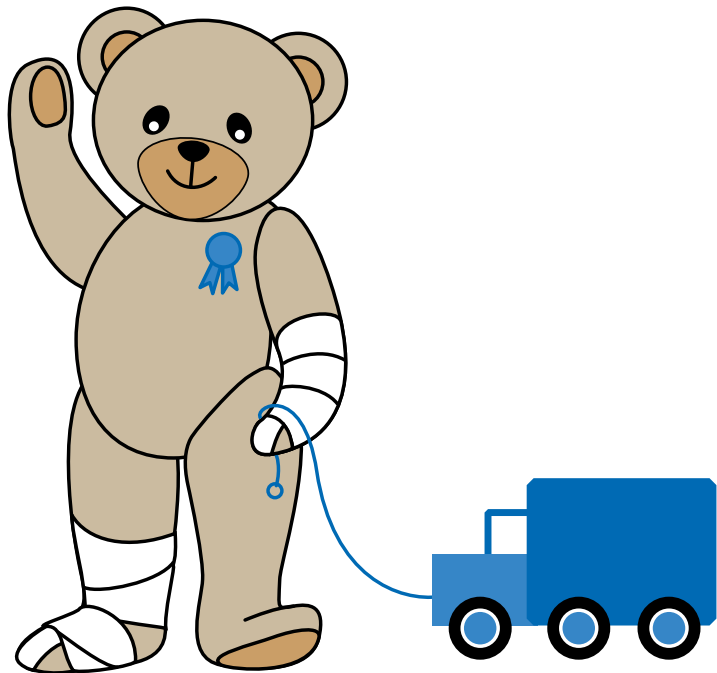


Welcome to Hascombe Ward

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.**

Who is 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 ask another adult. This other adult will not be able to provide consent.

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 Blue 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 the 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 stored in the drug room.

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, yoghurts, 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 and religious/cultural 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. Follow manufacturers' guidelines for all ready meals.

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. If your child goes into a cubicle it may not be for their whole stay. 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 with the exception of the main entrance doors.

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?

The trust has introduced tagging and this will be for some Hascombe patients. This helps 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 can be applied to your child when they are admitted to the ward. This is monitored at all times.

Do not cut/ remove the tag from your child. An alarm will sound at the nurse station if the tag is removed. Please try to keep your child away

from protected exits-primarily the main entrance/exit door. You might set off an alarm by accident. Please do not leave the ward until your child's tag has been removed. Please ask for the tagging leaflet or ask your nurse for more information.

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 10am 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.

Will I receive a discharge letter?

A letter giving details of your child's hospital admission will be sent to your GP and you will be given a copy.

What if my child needs medicines to take home?

Your child's medicines should be ready in 2 hours. Your nurse will explain the medication instructions to you. If you brought medications with you, these will be returned providing it is safe to do so. Further prescriptions should be obtained from your GP surgery.

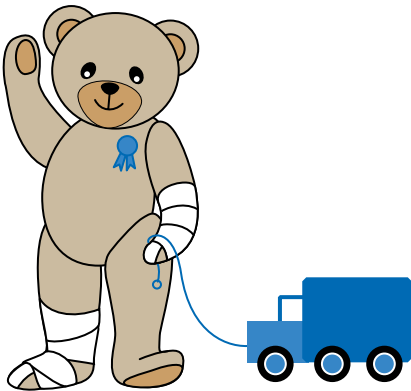
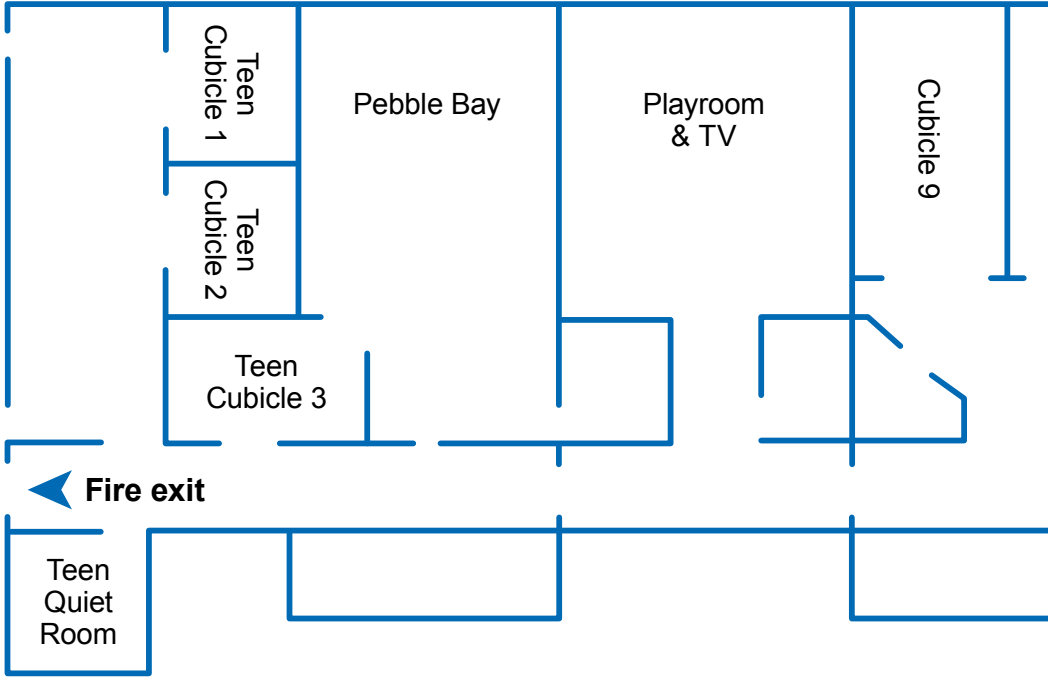
How do we travel home?

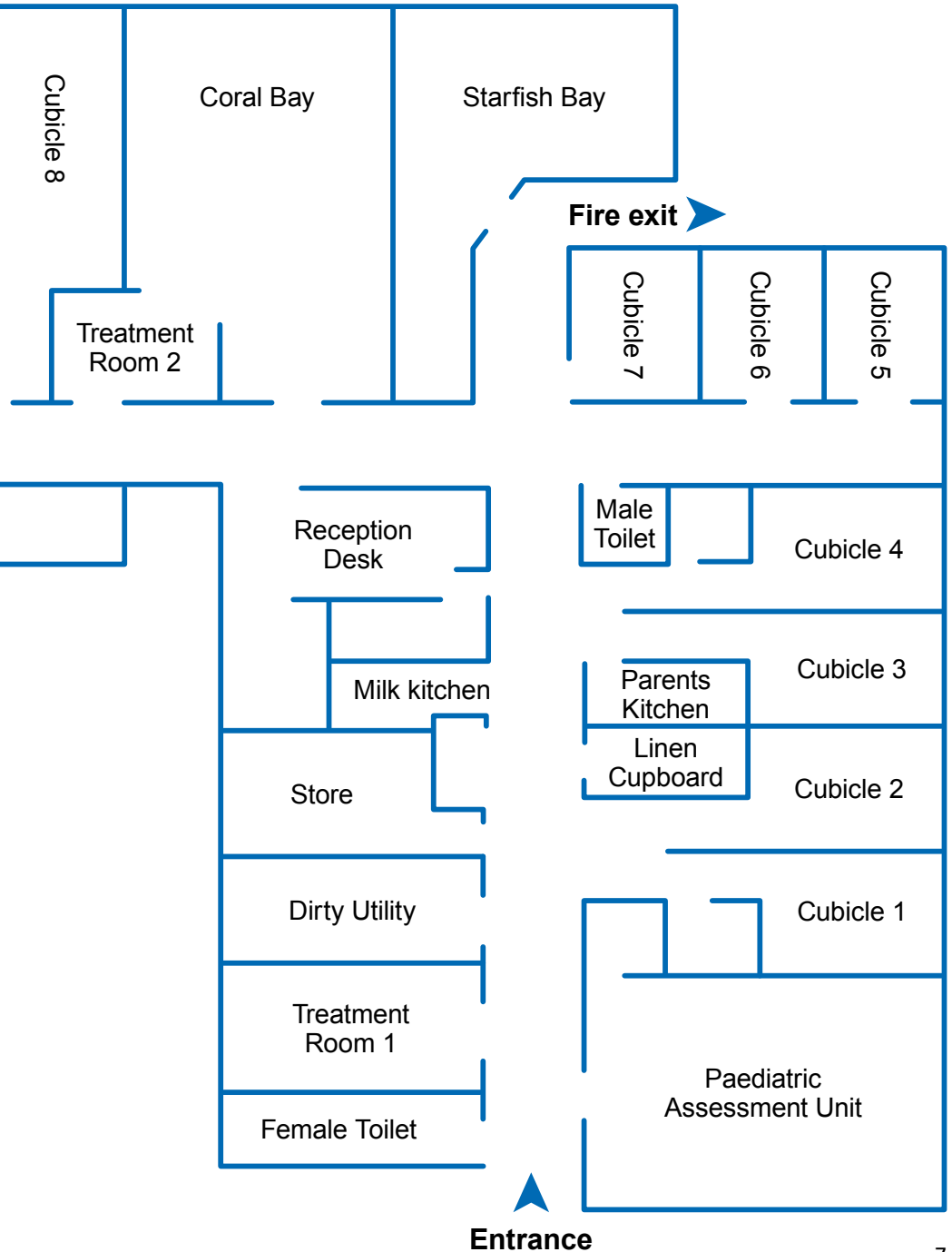
We advise that you travel by car/taxi. Please arrange a relative/friend to collect you and your child from hospital.

What if I am concerned about my child at home?

- Hascombe Ward 01483 464071
- Call your GP
- 111 NHS non-emergency number is available 24 hours a day, 365 days a year

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.

Past review date: November 2018

Future review date: June 2021

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