



# Welcome to Amazon Children's Ward



This leaflet contains some information and guidance about our facilities and services, for parents and carers.



@NWAngliaFT



Peterborough City Hospital



North West Anglia  
NHS Foundation Trust

# Welcome

Welcome to Amazon Ward. Any admission to hospital is a worrying time, especially if your child is unwell or about to have surgery.

This booklet will hopefully help to answer any questions you may have. However if you need any further information, or are worried about any aspect of your child's care, please ask a member of staff for their help.

We on Amazon Ward endeavour to provide the best possible care to you and your child and pride ourselves on maintaining high standards of care at all times.

## Our Values



We  
put patients first



We are  
actively respectful



We seek to  
improve and develop



We are  
caring and compassionate



We  
work positively together



## Infection Control

On Amazon Ward we aim to keep all infections to a minimum. The single most effective way to prevent the spread of infection and for your own protection is thorough hand washing with soap and water. Alcohol gel dispensers are located around the ward, please apply the alcohol gel when entering and leaving the ward and when moving between different areas and playrooms. To assist us in keeping infections minimal we ask that if you have norovirus, any tummy bug, cough or cold to please **do not** visit patients in the hospital.



## Fire Procedures.

The hospital and grounds are checked regularly in relation to fire precautions and arrangements for evacuation, should the needs arise. The fire alarm is tested every Tuesday morning at 9am. At all other times please follow the instructions of hospital staff. If you suspect there is a fire the emergency phone number is 2222

## Smoke Free environment

This is a smoke-free hospital. Please do not smoke or vape in our buildings, car parks or within 15 metres of our boundaries. If you must smoke the closest smoking shelter is located between the Emergency Department and the Women's and Children's entrance. Please ensure you use the shelter and do not stand beneath or outside of windows to smoke.



## Valuables

The North West Anglia NHS Foundation Trust does not accept responsibility for any cash, valuables or any other personal property which is not handed in for safe keeping and a receipt obtained. This includes any personal property left in the care of your child while you are absent from the bed space.



## Car Park

There is ample parking at the hospital. Car park D is the closest to the ward. Disabled parking, family parking and bike racks are also available. For inpatients, concessions are available so please speak to your nurse prior to leaving the ward.

Stagecoach offer two bus services from Queensgate Peterborough to the hospital. Full timetables are available near the main entrance. Note: On a Monday to Friday buses will not serve the stop near the main building between 07.16 and 08.46 or between 16.16 and 17.36. Buses scheduled at these times will only serve the stop near Bretton Gate (by the roundabout just inside the hospital area, near car park A)

## Ward Access

The main entrance to the ward is located in the Women's and Children's area of the hospital. The ward is locked at all times, to gain access please press the buzzer at the entrance and wait in front of the camera to be allowed in. This will happen each time you enter the ward and is a vital security measure. Upon entering the ward please report to the reception desk.

**Please do not let anyone else in with you if you do not know who they are and if they are not wearing a hospital identity badge.**

## Emergency Admissions

When your child is admitted unexpectedly, it is an extremely upsetting and stressful time. Our main priority is to assess and treat your child as quickly as possible. Your child will be seen according to their condition and clinical needs. The staff will explain everything that is happening and keep you updated. Once a plan for your child has been established, your nurse will show you around the ward. We have a small supply of nappies, milk and basic toiletries for your child if you are admitted urgently, but please bring these from home at the earliest opportunity.

## Isolation

Unfortunately there may be times when your child is placed in isolation, whether it be for their own protection from infection or due to having an infection that could be passed on to other patients. For infectious illnesses, a yellow sign will be placed on your door and your child's nurse will wear protective clothing when entering the room, to reduce the risk of infection to others. If your child is placed in isolation can we ask that your child remain in their room until they have been medically cleared by their doctor or nurse. A member of the play team will visit you during the day to offer suitable activities and resources. Your visitors should wash their hands on entering and leaving the room.



## Medication and pain relief

Please ensure that you hand in any regular medication that your child takes, so that the doctor can assess them, and so that they can be stored safely.

If you have any personal medication with you (contraceptive pill, paracetamol etc.) then please keep this stored away safely, or you can ask a member of the nursing team to lock it away safely for you.

## Going to theatre

If your child is admitted for an operation a member of the Play Team should be available, on admission, to talk you and your child through the process of what to expect before and while in the anaesthetic room. You and/or the nurse or the member of the Play Team will remain with your child until they fall asleep. We understand that it can be upsetting and you may wish not to go in with your child, if so please discuss this with your nurse before leaving for theatre.



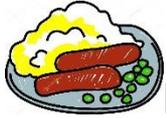
## **Visiting, accommodation and Co-sleeping**

All families are welcome on ward and we actively encourage that children have a familiar face to remain with them during their stay. Our facilities allow for one adult to remain with a child at any one time, unless it is an exceptional circumstance. We will provide a bed and bedding beside your child for your overnight stay. Toilets and shower facilities are available on the ward, if you are in need of toiletries please speak to your child's nurse.

We as a ward do not encourage co-sleeping. Although this may be a parent's preference we would not encourage this. It is always best to put your child in their own safe sleep space. Co-sleeping with your child may increase the risk of them falling out of bed or getting trapped between the mattress and the bed rails.

We do understand if you have other commitments and cannot remain with your child, please be rest assured they will be taken care of by the ward staff and you will be updated accordingly. If you need to leave the ward please do tell us so that we can reassure your child if they become upset in your absence. Some of our beds have camera facilities that may be used in such circumstances. The camera can be controlled by yourself or by the nurse in charge of your child's care, please ask them to show you how to operate it and notify them when you have turned it on.

We operate open visiting hours between 8am until 8pm every day, there are no restrictions on who is allowed to visit however visiting children are the responsibility of the parents/carer and should be supervised by an adult at all times.



## **Mealtimes for your child.**

We will supply all food and drink for your child during their stay on the ward, however you are welcome to bring in food from home. Please ensure that you label any food items with your child's bed number and if required place in the fridge in the parent's kitchen. The ward hostess will be happy to deliver your child's main meals on a tray to their bed space and you will also be offered a menu to select their next meal from. If your child has any dietary requirements then please make the nursing staff and hostess aware. Breakfast is served between 7.45am-9.30am, lunch between 12.00-13.15pm and dinner from 17.00pm-18.00pm.



## **Parents Facilities**

Unfortunately we cannot provide meals for parents/carers unless you are a breastfeeding mother. There is a parent/carers kitchen on the ward which is open at all time. The kitchen has a supply of tea, coffee and a variety of snacks which is funded by local charities, however any donations are welcome. There is also a microwave and fridge which you are able to use. If you are transporting hot drinks to your bed space can we ask that, for health and safety purposes, you do so using the blue trays provided and please be mindful of placing hot drinks in reach of your child.

We support breastfeeding mums and will do everything we can to help you continue breastfeeding whilst your child is unwell. We will supply meals and drinks to breastfeeding mums, please order off the menu in the usual way. Breast pumps are available and we have facilities for storing breast milk, please speak to your nurse if you need this facility. Please bring your own supply of baby milk however the ward also stocks a selection of baby milk for emergency use.

We have a variety of shops, and places to eat available around the hospital. Our restaurant 'The Spice of Life' is situated on Level 1 in the main hospital and is open daily from 7.30am-8pm. Further information regarding places to eat can be found displayed on the ward. There are also cashpoints and vending machines in both the Main Atrium and the Women's and Children's entrance.



## Ward Staff

On admission you will be allocated a nurse who will be responsible for all aspects of your child's care from taking observations to administering your child's medication. Your nurse will come and see your child at regular intervals, the frequency will depend on the specific needs of your child at that time, however, if you require a member of staff between these times there is a buzzer for you to alert staff on the handset by your child's bed. There is also an emergency buzzer (red triangle) on the wall, if you are worried something is seriously wrong. At the start of each shift change, the nurse assigned to caring for your child will introduce themselves to you and their name placed on the board beside your child's bed.

There is a dedicated team of children's doctors (paediatricians) on the ward, or nearby, at all times. If your child is a medical patient then the doctors, led by a consultant, will do a ward round each morning. If your child is under a different team such as surgical or orthopaedics, then your nurse will be able to tell you when a specialist doctor is due on the ward. If you feel your child needs to see a doctor at any other time please ask your nurse and they will make the request on your behalf.

Play is an essential part of therapeutic care for all children in hospital and we are lucky to have a dedicated play team to help your child through their time in hospital. The Play Team is made up of a group of qualified specialists and assistants who will initiate play to distract your child during their stay in hospital, and also in preparation for various procedures. They are trained to explain medical procedures in a way that is suitable for your child's level of understanding and stage of development. The team offers various activities both in the playrooms and at the bedside to enable your child to have as normal a daily timetable as possible throughout their stay.



## Play Facilities

On ward there are several playrooms, a sensory room, soft-play room, activities room and also a den for children aged 11 and over. The playrooms are open between the hours of 7.30am-5.30pm daily however the main play area and activities room remain open and accessible at all times. For access to portable DVD players, Nintendo DS, DVD's or Xbox and Playstation games and controllers please see a member of the play team. All toys, activities and play equipment are paid for with donations, please leave the toys, games and DVD's for others to enjoy. We also have an outside area which is accessible through the activity room. We do insist that children are supervised by an adult at all times this is inclusive of patients, siblings and any other visitors.



## Telephones

Mobile phones are permitted on Amazon Ward; however we do ask that you use them with consideration to others, we suggest they are switched to silent or vibrate so as not to disturb other patients. On occasions you may be ask to refrain from using your mobile (or other communication device) if you are in close proximity to sensitive medical equipment. To connect to the Wi-Fi you need to create an account with 'NHS WiFi' please follow the instructions on your device to do this.

Useful numbers:

Main Hospital Switchboard: 01733 678000

Direct number for Ward : 01733 678401

Patient Advice & Liaison Service (PALS): 01733 673405

## Information Leaflets

There are a number of information leaflets around the ward that can be of help to you with your child's illness and subsequent care, the main rack is just along from the sensory room. If you cannot find the information you are looking for please speak to your child's nurse and they will be only too happy to find the information for you.

## **Violence and Aggression**

The hospital operates a 'zero tolerance' policy in relation to abuse, violence and aggression against any member of staff, whether verbal or physical. Security officers will be called and will take the necessary action if required. Should you have a grievance whilst on the ward, please speak to a member of staff or ask about the complaints procedure

## **Complaints**

We always endeavour to provide the very best care possible but we appreciate that there may be times where you feel unhappy with the treatment and care your child is receiving. If you feel comfortable to do so please speak to a member of the ward staff or ask to see the ward manager so that they can try and address your concerns. Alternatively, you can speak to our Patient Advice and Liaison Service (PALS), located in the main atrium of the hospital.

## **Feedback**

The staff on Amazon Ward continue to strive to give the best possible care to your child during their stay and would appreciate any feedback that you can give to help us improve our service further. As you come to the end of your stay can we ask you to complete the feedback forms enclosed within this booklet and return them to your nurse or place them in the boxes around the ward.

## **Donations**

Some people express their gratitude for the help and care they have received by making a donation to the ward. Donations, no matter how small, can make a significant difference to you and your child during your time on the ward. Whether it is to buy new equipment, play resources or extra comforts for the parent's kitchen, every little helps towards improving your stay. If you would like to make a donation, whether it be of monetary value or groceries for the kitchen then please speak to a member of staff. Alternatively scan the QR code found on the posters around the ward which will direct you to our Amazon wish list.

## **Taking of Photographs.**

There are a number of occasions when we are lucky enough to have visitors on the ward. During these visits we sometimes request that a photo be taken of your child with the visitor, this may then be used within the hospital trust or on our social media page. Please could you sign the attached consent form if you agree for this to happen.