

Welcome to Holly Ward



Information for Parent/Carers

Welcome to the Children's Unit

We are a 12 bedded unit with one High Dependency Bed, who provide care for children aged from birth until their 16th birthday.

We have three separate areas on the Unit: Inpatient Area – Holly Ward, Paediatric Assessment Unit (PAU) and Day cases.

There is also an Outpatients Unit downstairs where different clinics take place Monday-Friday.

Security and Safety

To ensure the safety of all children the unit is locked at all times. To enter and exit the ward please press the call button and a member of staff will let you in/out. Please ensure that you do not let any other person in or out of the ward with you including letting in members of staff from other departments.

Please sanitise your hands on entrance and exit to the ward.



The Children's Unit has a zero tolerance policy to violence. Any displays of aggressive behaviour (including verbal abuse) to patients or staff by any visitor including parents will not be tolerated.

Please use the storage cupboards to keep the bed space tidy and accessible at all times.

The use of mobile phones is restricted to the Parents Sitting Room, Teenage room and Waiting area. Please ensure your mobile phone is turned to silent whilst in the bay to prevent disturbing the other patients and their families.



Visiting Times

One parent is welcome to stay with their child at all times including overnight.

The second carer and siblings are able to visit between **8am-8pm**.

Family and friends are welcome to visit **2pm-8pm**.

We request that no more than 2 visitors at a time please.



Car Parking

Car parking concessions are only available for the parent/carer who stays with their child overnight. Please ask your nurse or the ward clerk to fill in a form for you. Any other visitors will need to pay for parking.



Patients Notes

We use a collaborative notes approach on Holly ward combining medical and nursing notes from the current admission, these notes are kept in a folder at the patient's bedside. As part of the admission and on-going care process we also work collaboratively with the family taking into account the patients/carers wishes and choices. Please talk to a member of staff if you have any concerns about your child's care. You are welcome to read these if you wish.



Patient / Carer Feedback

Who better to tell us if our service is high quality than you! We value your feedback and use this to improve the care that we give. The results of our feedback can be seen on our quality board including the "you said, we did" improvements that have been made. We also use the feedback as evidence for the quality of our service and report this to our Commissioners, the Care Quality Commission and our Service Users. Feedback forms can be found in the parent's room.

Children's feedback forms will be given out during their admission or can be collected from the play team and the reception desk. We ask that they draw us a picture or write a story about their experience and answer a few simple questions about their stay. Younger children may need a grown-up to help.

Next to the staff photo board you can leave a message to Matron or nominate any staff member for our Star of the Month award.

Catering



Meals will be provided for your child during their stay, please fill in menus provided and state clear any dietary needs.

Breakfast is served at 08:00

Lunch is served at 12:00

Supper is served at 17:00

Water jugs are replenished by the Housekeeping team twice daily. Drinks and healthy snacks are also available throughout the day, please ask a member of staff.

The parent's room is a separate area where parents and carers can have some time out with a drink. If you would like to bring a hot drink on to the ward we ask that it is either in a lidded cup or it is carried on a blue tray provided in the parent's room.

Should you wish to bring in your own food, please make sure that you name and date the item and store in the parents room fridge. There is a microwave oven provided for you use. We ask that you clean up after yourself and leave the parents room how you would wish to find it.

For the resident parent/carer a food voucher is available to use in the Garden Restaurant which entitles you to discount, please ask your nurse or at the Holly reception desk.

Baby Milk

We have a secure baby milk preparation room on the ward. If you would like bottles sterilising or baby formula milk preparing please speak to a member of staff. Please provide your child's milk formula.

Mothers of babies up to the age of 6 months whom are only breast fed are entitled to meals chosen from the adult menu. Breast pumps are available to express milk and we are equipped with a fridge and freezer in which to store it.

Restaurant



The Garden restaurant is in the main hospital building on the first floor (just follow the signs) and is open daily for staff, parents and visitors.

The restaurant is open 7 days a week.

Opening times:

8am-8pm Mon-Fri 8am-4pm Sat-Sun

Breakfast 08:00-10:30

Lunch 12:00-14:30

Supper 16:45-19:30

Costa Coffee



Open 7 days a week

07:00-20:00 Mon-Fri

09:00-18:00 Sat-Sun

Amigo Store

Supplies a comprehensive range of drinks, snacks, gifts, cards, magazines and daily essentials.

Open 7 days a week

07:00-20:00 Mon-Fri

09:00-17:00 Sat-Sun

The Holly Team



Matron

Ward Manager

Practice
Development Nurse



Deputy Sister

Senior Staff Nurse

Staff Nurse



Ward Clerk

Health Care
Support Worker

Housekeeper

Student Nurse



Play and Recreation Facilities

Holly Ward has a Play Team made up of a Play Specialist and three Play Leaders. The team are here to provide entertainment for your child and set up activities. They are also here to explain procedures and illnesses in an age appropriate way and will distract for the likes of blood tests and cannulation.

On Holly Ward we have a playroom for all ages and a teenager's room for secondary school aged children. These are both open every day. The playroom has a variety of toys and games and during the week will have activities set up. The teenager's room has an Xbox and PlayStation as well as DVDs and games.

There is a cupboard just outside the playroom which holds a variety of puzzles, games and DVDs. These can be enjoyed at the bedside or in the playroom/teenager's room. If you would like to watch a film, please ask a member of the play team.

We have a sensory room on Holly Ward. This is a room with soft seating, music, mirrors, different lighting and textured boards. This is a safe space for relaxing and reducing anxiety, as well as a therapeutic space to engage the senses. Please ask a member of staff if you feel your child may benefit from some time in the sensory room.

There are also two outdoor spaces which can be used for those who are well enough to leave the ward and get some fresh air and a change of scene. There is an outdoor playground with play equipment which can be accessed on the ground floor from children's outpatients, directly below Holly Ward. There is also a sensory garden which is a relaxing outdoor space. Access to this is restricted to Children's Unit patients and their families as well as families on our Special Care Baby Unit, so please ask a member of staff to let you in.

Play Specialist



Play Leader



Holly Ward Daily Routine

7:30 am Shift change. The nurses will handover at/near your bed space and will check through what has happened on the previous shift including what medication you have been given. Your nurse for the day shift will introduce themselves and check you have everything that you need.

We encourage those patients whom are able to get up to have a wash and get dressed. We request that parents remove the linen from their bed and assist the ward staff to put the bed away. Keeping the bed space area tidy and clear of clutter enables the domestic staff to clean our ward effectively.

8:00 am Breakfast will be served and water jugs will be changed and replenished. We encourage children to sit up at the tables in the bays to eat.

9:00 am The Doctors round will start from 9.30am. You will be seen by a Consultant and their team alongside a member of the nursing team. The ward round follows a set pattern please discuss this with your nurse so that you can get yourself a cup of tea and breakfast from the canteen.

For all our surgical, orthopaedic, ENT and eye patients the times may vary as the Doctors have patients on other wards.

10:30 am Activities will be set up in the playroom for the children. For those children whom are unable to get out of bed suitable activities will be provided by the play team at the bed side.

12.00 pm to 1.15pm - Lunch will be served, we encourage children to sit up at the tables in the bays to eat. We operate protected meal times on Holly Ward, during this time we ask for all TVs to be switched off and for quiet to encourage children to rest. If your child is feeling well the play room remains open for play. No medical procedures should be carried out during this time unless absolutely necessary.

2.00 pm - Friends and family may visit the ward. Activities are still available in the playroom.

3.00pm – SAFE Huddle. Doctors, Nurses, support workers and play leaders will come together for a 10 min huddle in the interest of patients safety. You can contribute by sharing any concerns and worries you or your child may have, so please speak to any doctor or nurse so that we are aware.

5.00 pm to 6.00 pm - Dinner is served, details as lunch apply during this time.

7.30 pm - Nurse shift change, you will meet the nurses on duty for the night shift.

8.00 pm - Visiting time is over, all family and friends need to have left the ward apart from one resident parent/carer.

9.00 pm - We ask for all TVs to be switched off at the bed spaces, this is for the consideration of all patients. We provide a TV in both the teenage room for our older children and parents room should you wish to watch after this time. TVs are to remain

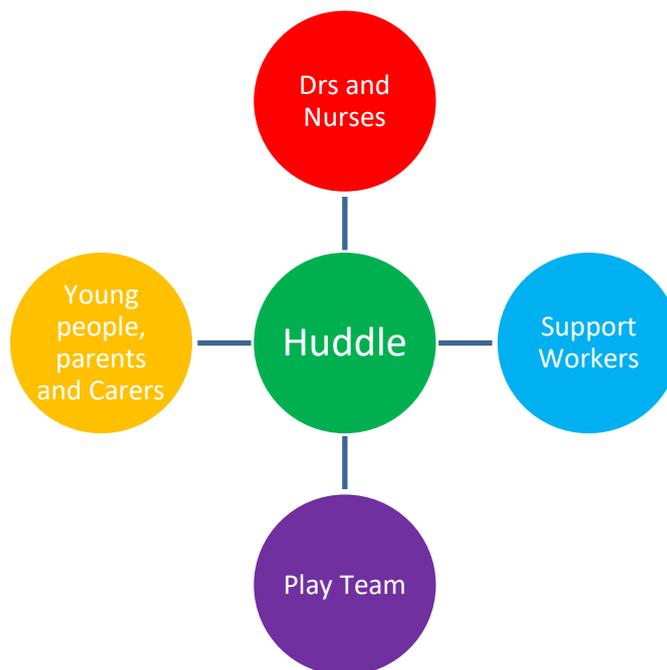
off until after 7.00am. On Holly ward we have the facilities for one parent to stay by their child's bed; parents will be provided with bed linen to make up their beds at this time.

10.00 pm to 7.30 am During the night we ask parents to limit their movement on and off the ward.



Parents, Young people and Carers. We need you to help us improve safety, quality and patient experience.

Introducing: The Huddle



At 3pm the Doctors and Nurses meet in the hand over office to talk about the patients that are on the ward. They are joined by the Health Care Support Workers and Housekeepers as well as the Play Team.

The Huddle is used to talk about patients who we may be concerned about and to listen to concerns that any team members may have. This then helps us to come up with a plan of action.

You can contribute by sharing **any** concerns and worries you or your child may have so please speak with any doctors or nurses so that we are aware.

We want you to help us keep you **SAFE**

