Ward D2, Children’s Services

Welcome to Ward D2

D2 is a 22 bedded children’s ward with a variety of specialities, ranging from orthopaedic, cleft palate and general medicine and surgery.

Contact Details: 01223 217250
Ward Manager: Hannah Nunn

Travel:
- From main reception turn right and left through the concourse, straight across the cross intersection, past the lifts and D2 is on the right side.
- Discounted car parking tickets are available for next of kin visitors only, please ensure your ticket is signed by a member of the nursing team. The signed ticket must then be taken directly to the multi-story car park for validation. For more information about discounted tickets please speak to main reception.
- There is a bus station at the entrance of the hospital where there are regular buses to the train station or city centre.
- We are only able to provide transport home under special circumstances. Please inform the nurse in charge if you have any travel difficulties.

Staff:
- If you would like to find out ‘who’s who’ on the ward, please see the ward notice board. It contains the names and pictures of the staff on the ward, this is located by the nurses’ station.
- The nurses wear striped blue, royal blue or navy, healthcare assistants wear striped blue grey, students wear grey with white piping, play team wear royal blue tops and the ward assistants wear a turquoise top.
- On admission you will be allocated a nurse to care for your child. The nursing shifts are either mornings (07:30-15:30), afternoons (12:30-20:30), long days (07:30-20:30) or night shifts (20:00-08:00). During these shifts there is always a nurse in charge of the ward.
- If you have any concerns during your stay please don’t hesitate to ask to see the nurse in charge or ward manager.
E-hospital
- In October 2014 Addenbrooke’s hospital became the first hospital in the UK to become paperless. We use handheld devices (Rovers) when giving medications or when inputting observations on the system. We also use workstations on wheels (WOWs) when completing admission documentation or more complex medications. We have many computers around the ward to input important data.

On your arrival:
- The nurses will need to complete admission documentation on arrival to the ward. The nurses will ask a variety of questions related to the child young person and family, this process will usually take up to 30 minutes to complete.
- Your doctor will be informed of your arrival and they will come to the ward to examine your child and take their medical history. Please bring in any medications that your child is currently taking.
- The nurse will check your child’s temperature, pulse and breathing rate, and any other observations that are necessary. They will also need to be weighed, heighted and have swabs taken for MRSA, again only if this has not been undertaken in a pre-assessment clinic.

Visiting hours:
- There are no set visiting times, however after eight pm we ask visitors to be kept to parents/carers only, as this is when most children want to settle down for bed, and we try to keep the noise level down.
- Main lights are to be switched off at 20.00pm and bedside lights are to be used.
- Please be considerate of other patients who may be feeling very unwell; a lot of noise or commotion may prevent them from resting.

Infection Control:
- To help us prevent the spread of any infections, we ask all visitors to use the alcohol hand rub or wash hands at the entrance to the ward on arrival and on leaving, please help us to ensure all visitors are aware of this. On some occasion the nursing staff may inform you of the need to wash your hands with soap and water instead of using the gel.
- If you or your visitors are unwell please do not come onto the ward as some of our patients are vulnerable to infections due to their illnesses. If you or any of your visitors have diarhoea or vomiting please inform your nurse and prepare to go home.
- Please inform a member of the team if your child has come in contact with chicken pox within the last 21 days.
- Addenbrooke’s has a number advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke’s website: http://www.addenbrookes.org.uk/patientinformation/index.html
Cleaning

- The core cleaning times are from 08:00-16:00 daily. Please let member of the team know if the toilets or other areas need extra attention and we will endeavour to rectify the situation.
- There is also a rapid response team for out of hours if required.
- Toys in the playroom are cleaned on a daily basis by the play team. The playroom is closed for cleaning between 08.00-08.30am.
- Please can parent’s beds be put up during the day so that the nurses can attend to the patients.

Food and Drink:

- Please let us know if you or your child has any special dietary requirements on admission.
- Breakfast will be provided for your child and one resident parent/carer. A food trolley is located outside the kitchen between 08:00 and 08:30, please ensure good hand hygiene prior to helping yourself. Please return used crockery to the trolley provided.
- Lunch is served between 12:00 and 12:30 outside the kitchen; there is a selection of hot and cold food for your child to choose from daily. You do not have to pre order food unless your child has any special dietary requirements.
- Evening meals are served in the same way as lunch between 17:00 and 17:30.
- We are able to provide some brands of formula milk for babies. Specialised milk feeds may be organised by our dieticians and made up in the milk kitchen on ward C3. Please do not make up your own milk feeds on the ward this is against our policy.
- Breast feeding mothers will be provided with their meals.
- If your child misses a meal then a hot meal can be provided outside of the regular meal times, and a selection of cold snacks will be available. Please ask your nurse/nursery nurse/ward assistant for a missed meal menu at anytime.
- Food and drinks may be brought in from home and kept on the ward in the fridge or freezer located in the parent’s room, please ensure they are labelled with name and date.
- Parents have access to free tea and coffee in the parent’s room. Hot drinks with lids on may be brought to the bedside; otherwise hot drinks must be drunk in the parent’s room.
- There is a water fountain, cups and cordial located at the nurse’s station. Please help yourself and keep your nurse informed on your child’s intake throughout the day.
**Ward facilities:**

- One parent/carer is permitted to stay on the ward. A single parent’s bed is provided next to your child if you wish to stay. For safety reasons the nurses need access to your child at all times, please be considerate of this and try not to obstruct the bed space with chairs and bags. The parent/carer bed must be put away during the day, and all belongings need to be stored away in the locker provided. To aid ward cleaning please ensure the bed area does not become cluttered.

- Acorn house is a facility run by the Sick Children’s Trust; they provide residence for parents and families in special circumstances. There are a limited number of rooms and priority is given to parents of children in intensive care.

- Children and adults have separate bathroom and toilet facilities on the ward.

- We have a parent’s room which contains a sofa, microwave, fridge and freezer and tea and coffee making facilities. Please ensure all food is labelled. Please ensure this area is kept tidy and dishes are washed. Children are not allowed in this area.

- A Patientline television is provided at your child’s bedside. The television is free for children until 19:00, after this time a card can be purchased which will allow the television to work until 21:00 with headphones. All televisions that do not have headphones must be turned off after 19:00. You will have to buy a phone card to use the telephone. A vending machine for Patientline cards is found on the concourse corridor. This unit needs to be registered for use on your arrival.

- There is a play room for children to use and a separate teenage room. Please help us to keep these areas tidy. Children must be supervised in the playroom.

- Security doors to the ward help to keep our patients safe. You will need to use the buzzer system to enter the ward. Please do not hold the door open for others, everyone must identify themselves before entering.

- There is a ward garden equipped with toys and a slide. Children must be supervised whilst outside. Mobile phones may be used in the garden. No smoking is permitted.

- Please bring in your own nappies as the ward is not able to provide these.

- Alcohol is not permitted on the ward

- We are unable to provide same sex accommodation on the ward, but will try to accommodate individuals. Please speak to your nurse with any concerns.

- Mobile phones must not be used for calls at the patient’s bedside. Please use the garden for calls. We currently do not have wifi for guest use.

**Play team**

- There is a dedicated play team on duty every day to make the child’s stay more comfortable. A member of the play team will come to the bed space every morning to offer a wide range of play equipment.

- If you would like anything specific for your child please ask to see a member of the play team.
Clothing and laundry:
- Please bring loose open front pyjamas/night dress or t-shirt for theatre if required or hospital gowns are available. Any clothes can be worn at all other times.
- We are able to send patient clothing to be laundered this is sent to an external company so may take a few days.

Drug round
- Please do not interrupt the nursing staff while they are doing the ‘drug round’ or checking medicines. Nurses wear a red apron when administering intravenous drugs.

Doctor’s ward rounds:
- D2 looks after patients from many different specialities. There may be many doctors on the ward at any one time seeing their patients therefore there is no specific timed ward rounds. If you are concerned that you have not been reviewed by a doctor please inform your nurse who will contact the appropriate doctor.

Discharge
- Whist we do everything we can to discharge you home quickly sometimes there are delays. Please be reassured that we will communicate to you when these delays occur.
- On discharge your opinion is important to us. The nursing staff will ask you or your child to complete a feedback questionnaire on the Ipad. The information gained from this will enable us to make positive changes on the ward to enhance the patients’ experience.
- Before you leave the ward you will be given a discharge letter to keep for your records. A copy of the discharge letter will be automatically sent to your GP informing them about the admission.
- If your child is undergoing a surgical procedure you will need to ensure you have sufficient supplies of simple painkillers such as Paracetamol and Ibuprofen at home in anticipation for some minor discomfort.
- If you have been informed that your child needs to have a follow up appointment this will be sent to your home address following discharge. If you have not heard anything once you are home please call the ward.
- If you have any further questions we would be happy to help. Please call after 8:00 as the changeover of nursing staff will be complete by this time.
Conduct:

- Addenbrooke’s hospital operates a zero tolerance policy against violence or aggression. Any shouting or intrusive conversation, threatening or abusive language, offensive remarks or behaviours, alcohol or drug abuse, wilful damage to property, theft or acts of physical violence will not be tolerated.

We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.info@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

Document history

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