

Welcome to Buxton Ward & Paediatric HDU

Information for Parents and Carers

Welcome to Buxton Ward

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you and your family to our areas.

Buxton Ward is a 27 bedded ward that cares for children with a wide range of conditions.

The Paediatric High Dependency Unit (PHDU) sits alongside the ward offering 4 HDU spaces and 2 step down beds. In PHDU each bed area contains special monitoring and equipment which your child may or may not require during their stay. The team on PHDU looking after your child will consist of a variety of professionals. These include specially trained nurses and Doctors.

We understand that you may be anxious about your stay with us and may have a number of queries or concerns. We would like to assure you that the quality of care that you can expect to receive is of the utmost importance to all of us.

Contacts

- Ward Reception 01603 286321 (24 hours)
- Nurse's station 01603 287405 (24 hours)
- PHDU Nurse's station 01603 286304 (24 hours)

Visiting Hours

- Only one parent is able to visit our areas, but parents can swap pending COVID-10 swab results. We would ask that you kindly think of other patients and where possible avoid meal times.
- There should be no more than 1 visitor at the bedside at any one time.
- Please do not visit if you are feeling unwell yourself. If your child's brothers and/or sisters are feeling unwell themselves or have been exposed to illness at school or nursery, please ensure a COVID-19 swab is arranged.
- Please note that certain circumstances may require visiting arrangements to be reassessed according to the needs of your child.
- Please ensure that you wash your hands and those of visiting children to prevent the spread of infection.
- From 20.00 is quiet time, only one visitor at a time and only one parent to stay overnight.

What you need to bring with you for Planned admissions

If you know you are going to have an admission to Buxton Ward it really helps to be prepared. We have the facilities to allow one parent/carer to stay with their child throughout their admission; you will therefore need to remember to bring items not only for your child but also for yourself.

We suggest:

- Nightclothes for your child and yourself (1-2 pairs depending on length of stay)
- Wash items (flannels, soap, toothbrush & toothpaste, hairbrush, bath/shower gel, shampoo)

- Day clothes (1-2 sets depending on length of stay)
- Underwear (nappies and wipes for babies)
- Baby milk (we have the facilities to make bottles for you so just bring your usual powdered milk)
- If you require more than one pillow please bring extra in from home.
- Your child's usual medication (or your own if you take any)
- Any specialist equipment e.g. wheelchair, feeding equipment

Visitor Parking

- Car Park B is the closest to the ward.
- Parents and carers Car parking tickets can be validated for free. Please ask your nurse or the ward receptionist. You will be issued with a slip which is signed by ward staff; you take this to the security desk near the canteen where it is validated.

Mealtimes

- For Children:-
 - Breakfast : 07:45_
 - Lunch : 12:00
 - Dinner : 17:00
- There are snacks and drinks readily available. We have a fruit trolley service mid-morning.
- For resident parents Buxton Ward has a parents' room located near the main Buxton doors where you are welcome to make tea and coffee. This is a child free zone.
- For parents on PHDU please speak to the nurse caring for you who can arrange for you to have access to Buxton's parent facilities as required.
- Hot drinks can be brought on to the ward provided that they have lids and are carried on a tray.
- At mealtimes parents can buy a meal from the trolley for £1 this is on a first-come-first-served basis. The ward hostesses will inform parents once all the children have been fed.
- Breast-feeding mothers get meals free of charge (three meals a day).
- If you wish to use the canteen please ask one of the ward staff for a meal slip. This entitles you to a discount.

Infection Prevention and Control

Cleanliness on the ward and the prevention and control of infection are a priority for all the ward staff. Your visitors can help us to prevent infections from spreading by following the guidance below:-

- If your child is being nursed in a side room it is important that they do not leave the room without prior discussion with the nursing/medical staff.
- Please stay at home if you feel unwell. If you have diarrhoea and/or vomiting, please do not visit until you have been symptom-free for at least 48 hours. If you have a temperature or cough please ensure you book a COVID-19 swab, if negative you may return to visit.
- Make sure you clean your hands on entering and leaving a ward.
- Cluttered rooms are difficult to keep clean, so please do not bring in too many possessions and take home any surplus.

- Check with staff if you are thinking of bringing in food, as any food brought in should be in small quantities, non-perishable and suitable for the dietary needs of the patient, we do have a patient fridge on the ward which will be labelled.
- If something is not clean, please let staff know.
- Use a tissue to cover your mouth when coughing or sneezing, dispose of it in a bin and then clean your hands.
- All parents' beds must be stowed away in the morning to allow the cleaning team access to patient area.

Facilities on the Ward

- There is a free television service at the bedside; this is available daily from 0700 – 2100 hours.
- Playroom: Play can offer a welcome distraction for children, it can be used at any time during the day but children must be supervised.
- The Play Team (in blue polo shirts) will set up a selection of activities in the morning. Where a child is isolated or bed bound the play team will visit and offer age appropriate activities.
- We have regular visits from Musical Keys, Clown Doctors and a Scouting Group.
- We have a mobile book shelf which is regularly updated with popular books for younger children; please feel free to choose one to read to your child.
- There is a large outdoor play area situated opposite Jenny Lind Out Patients – children must be supervised.
- Adolescent Room: This sitting room is for children aged over 11 years only. It has a television and a selection of DVD's and a game console.

Staying with your child

We encourage one parent to stay with their child although we do understand that, due to other family commitments, this is not always possible. We can only accommodate one resident parent overnight.

We do not advocate co-sleeping with your child. You will be provided with your own bed, which will be put next to your child.

Nursing staff will make every effort to ensure your stay in the ward is as comfortable as possible. If your child is restless during the night, you may be wakened to provide reassurance.

Facilities in the hospital

Shops

- WH SMITH (outside Outpatients West: Open 07:00–21:00 weekdays and 09:00– 18:00 weekends).
- Coffee shop (Outpatients West Level 2: Open 09:00 – 17:00 weekdays only).
- Coffee shop (Outside outpatients East: Open 07:00 – 01:00)

Restaurant

- Level 1 West Atrium: Open 07:30–20:00 (after 20:00 food can be purchased from the coffee shop outside East Outpatients until 01:00).

Cash Machines

- There are 3 in the hospital. One in the WH SMITH shop, one in the main restaurant and the other is on Level 2, East Atrium.

Hospital Chapel (multi faith)

- Level 1 Centre Block. The Multi Faith Chapel is open 24 hours a day.

Planning for your Discharge Home

If your admission to hospital was planned we will have already started planning for your discharge when you came for your pre-admission clinic appointment. Discharge planning is a continual process to make sure you are discharged home safely.

We are aware that patients who are informed about their care are more likely to leave hospital on time. Make sure that you and/or your family ask your doctors, nurses and therapists these questions:-

- What is the matter with my child?
- What is going to happen next?
- When is he /she going to be discharged?
- What needs to happen before I can leave?

As soon as it looks likely that your child can go home we will discuss arrangements with you.

Once the decision has been made, please get ready to leave the ward as soon as possible, organising transport and any additional resources you need.

We will provide you with the medicines your child needs; however these may take some time to obtain from Pharmacy.

If your child is able he/she will be asked to vacate the bed and wait in the playroom.

Please also note that hospital transport to take you home is only available if you have a medical need. Please arrange your own transport home, or for a relative or friend to collect you.

For patients on PHDU you may be discharged straight to home from PHDU or you may be moved to the main ward area to await your discharge.

Let us Know Your Views

Your views are important to us and help us to provide the best care to our patients. If you are unhappy about any aspect of your care and treatment, you can speak to the nurse caring for you or request to speak to the Ward Manager, who will address your concerns.

If you would prefer to talk to someone else please contact our Patient Advice and Liaison Service (PALS) on 01603 289036 or 01603 289045. The office has an answerphone which is available 24 hours a day to leave a message.



Further Information

You can find more information about the Norfolk and Norwich University Hospitals on our website: www.nnuh.nhs.uk.