

NHS



Welcome to Ward 10

A guide for families and visitors



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 **Yeovil Hospital**
Healthcare

Introduction

Ward 10 is located on Level 10 of Yeovil Hospital and is for the inpatient care of children and young people, from 0 to 24 years.

Patients are nursed in age and gender appropriate areas as far as possible.

This booklet is a guide to the day to day routine on Ward 10.



Bed allocation

Ward 10 has 16 bed spaces and seven side rooms, with priority for these side rooms being given to infectious patients or very young babies. A further room called the rainbow room is located at the far end of the ward and is a family sized room for children receiving cancer treatment.

Car parking

Car parking is limited at present but a new multi-storey car park is currently under construction which will be a great improvement.

Patients who are under 16 are entitled to one free parking pass for one nominated vehicle. This is usually given to you during the admission process, but please ask a member of staff if you have any questions.

For other visitor parking, please enquire at main reception on level 3 or see car park signs for current charges.

Visiting

The parents or carers of children under 18 may visit at any time during the day, and one parent or carer may stay overnight. A bed next to your child will be provided. This does not apply to partners of young adults.

Other visitors are welcome 2pm-8pm but we ask that there are no more than four at a time. Visitors under the age of 16 must be accompanied by a responsible adult at all times.

We ask that you use the alcohol gel provided when arriving and leaving the ward.

There is a close circuit TV and automatic lock on the main ward door and all visitors are let in and out by a member of staff. Visitors may be asked for identification at any time while visiting the ward.

Please be responsible for any items of value brought on the ward.

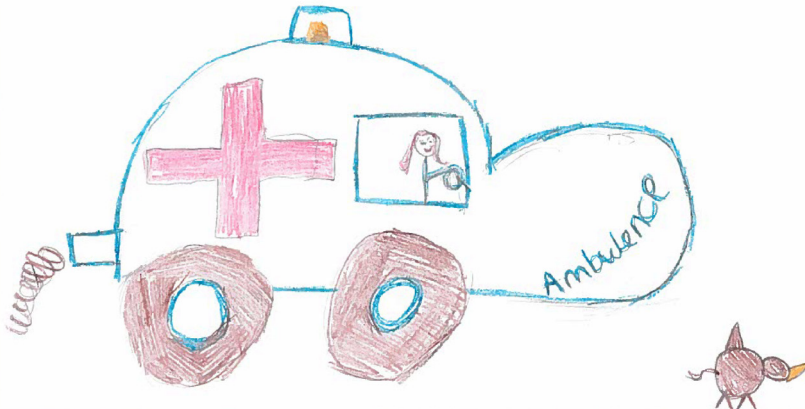
There is a parents'/carers' toilet on the ward and one in the lift area for other visitors. We also have a small parent's only room which can be used to take a break from the children when needed.

Resident parents may use the showers on the ward during their child's stay.

Staff

The nursing team consist of a ward sister, junior sister, paediatric staff nurses and nursery nurses. The child or young person will always be under the care of one designated nurse who will introduce themselves to you when they take over your care.

Other staff you will meet on the ward include doctors, housekeepers, ward clerks and a play leader. We also have hospital volunteers who work with us at times to lend a hand with non-nursing tasks, such as making tea or having a chat.



Meal times and refreshments

Breakfast is provided for all patients and carers who have stayed overnight.

Lunch and evening meals are provided for patients from a menu provided on your bedside locker.

Carers of patients may purchase a carer's meal voucher from main reception on level 3 which allows them to order from the ward menu at a discount price if they wish. Please ask staff for details.

Parents and carers can use the Parent Room to make drinks or heat up food. Please let a staff member know if you need someone to watch your child while you use this room as we would like to keep this area for adults. There is also restaurant on level 2 as well as two coffee shops and a hospital shop on level 3.

Please ask staff for current opening times. A trolley selling newspapers, drinks and snack also visits the ward regularly.

We encourage patients to eat their meals sitting out of bed on the chair or at the tables near the nurse's station. High chairs are also available.

Doctors' rounds

The paediatric (children's) doctors' round takes place in the morning between 9am and 11am.

The doctors will arrange tests needed such as blood tests or x-rays.

The other teams, orthopaedic (bones), surgical, medical etc. visit at other times. They are not based on Ward 10 but patients under these teams should be seen daily. This will not always be a consultant.

Education unit

Patients of school age who are well enough can attend our education unit during term time between 9am and 12pm. The unit is also on level 10 in the outpatients area.

Playleader

The hospital playleader provides play activities for the children, individually or in a group. The aim is to provide emotional support, social and developmental opportunities for the children to make their time in hospital as pleasant as possible.

Free WiFi

Free WiFi access is available on the ward but please use responsibly. Parents have responsibility for their child's access, Staff are unable to monitor this.

Clic Sergeant nurse and children's community nurse

These nurses are based in the outpatients clinic on level 10. The Clic Sergeant nurse oversees care at home or in hospital for children aged 0-17 years receiving cancer treatment. She works alongside Bristol children's hospital.

The community nurses provide home-based care for children 0-17 with a variety of medical conditions.

Smoking policy

Yeovil Hospital operates a no smoking policy within the building and grounds. We strongly advise our older patients not to leave the ward to smoke and do not allow those under 16 to do so.

We offer advice for those patients who wish to stop and refer to appropriate clinics if requested.

Religious services

There is a chapel on level 4 where multi-faith services are held and all are welcome. The hospital chaplain can be contacted by telephone if you wish.

Going home

When the doctors decide you are ready to be discharged there are several things that need to be done first. Arrangements for follow up appointments, waiting for medicines needed for home to be provided from the pharmacy and completing paperwork. Everyone will do their best to achieve this as quickly as possible, but please appreciate that all these things take time and there are still other patients to look after.

Some dos and don'ts while on the ward

- ✓ Please be mindful at the privacy of fellow patients and respect their bed space.
- ✓ Mobile phones and devices are permitted on the ward but please use sensibly.
- ✓ Please do not take photographs or videos of others.
- ✓ Free WiFi access is available on the ward but please use responsibly. Parents have responsibility for their child's access, Staff are unable to monitor this.
- ✓ Patients please do ask a member of staff if you need to leave the ward so we are aware of your whereabouts.
- ✓ Please do speak to staff if you have any questions or concerns and we will do our best to help you.
- ✗ Please do not use abusive language, swearing or inappropriate behaviour on the ward. It will not be tolerated. Visitors can be asked to leave or removed by security; patients can also be transferred from the ward. Please remember we have very young and very sick patients on the ward, who need a calm environment.
- ✗ Patients over 18 are not permitted to mix with younger patients as this could pose a safeguarding risk to the child.



Patient advice and liaison service (Pals)

This service is available to provide advice or to deal with complaints, concerns and compliments.

They can support patients and families in a confidential environment and are based on level 3. Please ask at main reception for directions. Pals leaflets are also available on the ward.

If you would like this leaflet in another format or in a different language, please ask a member of staff.

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