

Children's wards Frequently asked questions

Information and advice for parents and carers

Paediatrics

This booklet will provide you with the answers to some frequently asked questions that we receive from parents who have a child on our paediatric wards. Please note it is not a full list of questions. If you have a question not in this booklet or are unsure of anything, please ask a member of staff on the ward.

General questions

1. When are meal times, and what food do you provide?

- Breakfast is provided in the morning from 8am - 9am
- Lunch is at 12pm
- Supper at 5pm.
- In between these times, the following snacks are available; crisps, fruit, yogurts, biscuits, toast and cereal.

2. Do I have to bring my child's food from home?

- We provide breakfast, lunch and supper. If your child is on a special diet and you have the food at home you can bring this with you to hospital.
- Please note that we cannot reheat food.

3. Do you provide food for parents?

- Only breakfast of a hot drink and toast is provided for parents
- Each ward has a parents room for you to make yourself a hot/cold drink during your stay. There is a microwave for you to warm your own food. Nursing staff will not warm your food.
- There are several places onsite to buy food from such as a canteen, cafe or shop. Please ask a member of staff for more details.
Parents can bring food from there and eat it on the ward.
- You can also bring in food from outside of the hospital

4. Are mobile phones allowed on the ward?

- Yes, but we kindly ask parents to use their judgement and be mindful of the other families and sick children while they are on the phone.

5. Can I have free car parking?

- No, all parents and visitors must pay to use our car parks. We do not provide free car parking however you can get discounted rate tokens from the main reception which will save you money.

6. Is there a TV on the ward and does it cost?

- Yes there are wall mounted TV's available by most bedsides on the paediatric unit.
There are also some mobile TV's with DVD's players. The TV channels are free in on the

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children's wards from 7am – 7pm. You can use the telephones via patient line on the TV's however there is a charge for this service.

Questions about my child's care

- 1. How long will it be before the doctor will see my child after we arrive on the ward?**
 - Your child should be seen by a doctor once the nurse has finished her assessment and routine observations.
 - The time will vary depending on the number of patients waiting to be seen, and following your child's triage scoring.
 - Triage is a traffic light scoring system which we use to assess how urgent your child's case is.
- 2. Why is my child seen by more than one doctor?**
 - Your child will be seen by a junior doctor (Senior House Officer) when you arrive on the ward. He/she will complete a detailed history of your child's current condition and do an initial assessment.
 - The junior doctor will feed back to the Registrar who is their senior. The Registrar will decide how your child will be looked after and treated. If your child needs to stay overnight then he/she will be seen by a Consultant Paediatrician the next morning.
- 3. How often will my child be seen by the doctors if he/she is an inpatient?**
 - Our nurses will call the doctors at any time if they are concerned about your child.
 - Your child will be seen routinely in the morning during the doctor's rounds which start from 9.30am. During the doctor's rounds, he/she will make a plan for your child's care.
 - If your child needs a doctor to review them again in the afternoon, the doctor will arrange a time.
- 4. How often will the nurses check on my child during their stay?**
 - This will depend on your child's condition. It can range from every hour to every 4 hours.
 - Your nurse will decide how often your child needs to be checked on and keep you informed.
 - If your child needs to be observed more than once an hour, we will tell you why.
- 5. When will my child's test results come back (e.g. blood/urine test)**
 - Most blood and urine test results , which are urgent usually come back from the laboratory in a couple of hours.
 - Results for a routine urine test or blood sugar test can be given straight away on the ward by your admitting nurse.

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6. Why do some tests take longer to come back than others?

- Some tests need further investigations in the laboratory, this is why it could take longer.

Questions about the ward

1. How many children's wards are there at Sandwell and City Hospital? What are the differences?

- At Sandwell hospital there are 2 wards:
 - Lyndon ground is the short stay assessment ward and adolescent unit where children are often seen first.
 - Lyndon one is the inpatient and high dependency ward.
- At City Hospital there is 1 ward:
 - D19 is the short stay assessment ward.

2. What will happen if my child has to stay overnight?

- If your child is likely to stay over 23 hours he/she will be transferred to the inpatient ward Lyndon one at Sandwell hospital.
- If your child's stay is less than 23 hours, he/she will stay on Lyndon ground or D19 assessment unit, if beds are available.
- If your child needs to move from D19 City hospital to the a ward at Sandwell hospital we will arrange for the hospital ambulance to take them. The ambulance can only take one parent with the child and nurse.

3. Can parents stay overnight?

- Only one parent/carers can stay overnight with your child because of health and safety, and shortage of space.
- A fold away bed or a recliner chair is available for you to sleep on.
- We politely request only the parent/carers who is staying overnight stays after 11pm.

Questions about my baby

1. How do I sterilise my child's feeding equipment?

- There are sterilisers on the ward which you will be given when you need them. Please ask your nurse.

2. Where can I make my baby's feed?

- You child's nurse will make their feeds in the kitchen.
- If you prefer to make your own feeds, a nurse will be able to help you.
- You must bring your own milk and nappies.
- We also provide bottle warmers, and can help to show you how they work.

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Questions about privacy and confidentiality

1. Can I take photos of my child in hospital?

- No you are not allowed to take photographs or record any videos of your child, other children or staff, while you are on the ward.
- Any parents found to be doing so will be asked to remove all material recorded. Failure to comply may involve the police or hospital security.

2. Can I discuss my child's condition with other parents?

- The trust supports a privacy and confidentiality policy so that everyone is treated with respect, dignity and confidentiality.
- It is your decision if you want to discuss your child's condition with another parent, but we will not share information with another parent.

Questions about my child's discharge

1. When can my child go home?

- Once the doctor has said your child can go home it may take a few hours to complete all of the paperwork and order the medicines from pharmacy if needed, for you to take home.
- The children's wards at Sandwell hospital and D19 at City Hospital can provide some medication from their wards, for you to take home but stock is very limited so we may have to contact the hospital pharmacy.

2. Do you provide transport home following discharge?

- You must make your own arrangements for home once your child has been discharged from the ward. Individual cases will be discussed with the nurse in charge/consultant.

3. What if I am concerned about my child after discharge?

- After your child is discharged, the ward will give you 24 hour open access sometimes the paediatrician consultant may give longer according to your child's needs.
- If you are still concerned about your child, you can ring the ward for advice.
- After 24 hours you should to contact your own GP or nearest Accident and Emergency (A&E) department.

What if I have any concerns?

1. Who can I speak to if I have concerns about my child's care?

- If you have feedback or a concern about your child's care, please talk first to the staff involved.
- You can also contact the Patient Advice and Liaison Service (PALS) who provide advice, information and support in resolving any concerns. Tel: 0121 507 5836.

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- If you have a concern we have not been able to resolve, you can contact our Complaints Team on 0121 507 4364. For further information, please see our leaflet 'Your views matter'.
- You can also contact the childrens wards on the numbers below:
Lyndon Ground 0121 507 3717 or 0121 507 3266
Lyndon One 0121 507 3800 or 0121 507 3319
D19 0121 507 4019 or 0121 507 4409

Further information

For more information about our hospitals and services please see our websites www.swbh.nhs.uk and www.swbhengage.com, follow us on Twitter @SWBHnhs and like us on Facebook www.facebook.com/SWBHnhs.

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5495 or email: swb-tr.swbh-gm-patient-information@nhs.net



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