

Welcome to Ward One

Parent/ Caregiver Information

Wellington Children's Hospital, Wellington Regional Hospital

Welcome

Your child has been admitted to Ward 1. The purpose of this brochure is to provide you with information about the services we provide to ensure you get the most for your child during their stay. If you need any help or have any other questions during your stay please let your child's nurse know

Visiting

Parents/caregivers are welcome to visit at any time during the day and evening but only one person can stay overnight. Other visitors are welcome (with the approval of the child's parent/caregiver) between 8am and 7:30pm.

Visiting children must be supervised at all times by an adult. If your child is in isolation we request that no other children visit to prevent infection spreading.

Sleeping

One parent/caregiver is welcome to stay overnight. Siblings or other children may not stay overnight. Please put parent beds / sofa beds away each morning for cleaning and safety reasons. We support a safe sleeping environment and therefore we do not permit parents/caregivers to sleep in the same bed as their child.

Bathrooms

Adult parent/caregiver toilets are situated by the ward main entrance doors. There is one toilet and one combined toilet/shower. If the shower is busy there is another parent shower located next to the children's bathrooms you may use.

Children's bathrooms are located near the children's play area (next to the linen trolleys). There are children's toilets, shower and baby/toddler baths. If you require a portable bath for your baby please ask your nurse.

Linen

Our linen trolleys are large grey cupboards on wheels that sit in the corridor near the children's

play area. These contain towels, sheets etc. Please help yourself but take only what you need.

Hot Drinks

Hot drinks are not available on the ward. You may get free hot drinks from the Ronald McDonald Room and Hospi Room or you can buy hot drinks from several outlets within the hospital. Any hot drinks brought on to the ward must have a secure lid to reduce the risk of burns and spillage.

Parking

Limited parking is available in the hospital underground car park, accessed from Riddiford Street. There is also limited pay and display car parks outside the Children's Ward, you must display a valid ticket as the parking wardens patrol regularly. After their first night stay each child is entitled to one free parking ticket per day. Please ask your nurse for more information.

Shuttle Service

There is a free shuttle between Wellington and Kenepuru hospitals. This is available on weekdays only between 7:30am and 6pm. If you would like to use the shuttle please ask your nurse to book you a seat.

Risk of cross infection

Sometimes children on this ward have childhood illnesses, eg: colds or tummy bugs. Children are active and it is difficult to stop some children getting an infection they did not come into hospital with. Any child known to have an infection is nursed in an isolation room to reduce the risk of spreading the infection. Children at high-risk of picking up an infection are nursed in single rooms. To help stop your child picking up an infection we recommend that you keep your child away from any shared areas (eg: the playroom) and keep them in their room during their stay in hospital. The toys in our shared play area are cleaned each day. On weekdays (between 8:30am and 3pm) our play specialist can arrange for individual toys for your child to play with.

Meals for parents

The ward will provide meals for patients and mothers who are breastfeeding infants to 6 months of age. All other family must provide their own meals please. If you are having difficulties organising food or keeping your energy levels up, please let your nurse know. We will try to help you.

Bread/toast and fruit are freely available for parents/caregivers staying with their child.

You are welcome to eat on the ward. There are a fridge and microwave available in the parent kitchen if you wish to bring food for yourself. See our parent notice board for opening hours of places you can purchase food from in the hospital.

Ronald McDonald Room

Open 10am to 9pm (depending on volunteer availability). This room is staffed by volunteers and can be found just outside the entrance to Ward 2 (level four). Please see the parent/caregiver notice board for a list of all the services this great room provides.

Hospi Room

Open 9pm to 11am. This room is for parents/caregivers to have a break and make themselves a free hot drink. It is located on level 3, outside Ward 1. To enter this room you need a pin code, which changes regularly. For the latest code please see the parent notice board near the nurse's station.

Advocacy / Supports

We have many support services available, such as Whanau Care, Pacific Support, Chaplaincy and social work. Your nurse will be happy to contact any of these services for you, so please ask. We have free copies of the Code of Health and Disability Services Consumer's Rights for you to take if you wish. These are available in the leaflet display at the entrance to the ward along with other information leaflets.

If you are not happy about anything on the ward please let your child's nurse know or request to speak to the Charge Nurse Manger.

Phones

Cell phones can be used on the ward. Please respect other families and sleeping children by

keeping your voice down when you are talking on the phone.

There is a parent/caregiver phone on the ward, by the children's bathrooms, which you can use to make free local calls. We are unable to provide a phone to make cellphone or toll calls.

Smoke Free

Wellington Hospital campus is a smoke free site, which means there is no smoking within the hospital grounds at all times. If you would like help to stop smoking there are services that we can refer you to. Just ask your child's nurse.

Leaving the ward

Please tell your nurse of your whereabouts if you leave the ward, in case your child needs you.

Useful things to bring

- Your child's Well Child/ Tamariki Ora Health Book
- Your child's favourite toy, DVD, game or cuddly
- Your child's usual medications – *please give these to your child's nurse*
- Basic toiletries for your child and yourself
- Food for yourself

Nappies

We provide disposable nappies for patient's use while on the ward. Please advise your nurse what nappy size your child wears and they can give you a couple of nappies at a time.

Security / valuables

There are no lockable facilities on the ward. We are unable to take responsibility for any of your belongings and recommend that any valuables are left at home. Do not leave valuables (eg: wallet, cell phone) unattended on the ward. Take them with you when you leave your child's room.

More information?

Please see the laminated Ward 1 information booklet available in each room for more detailed information about hospital services. These laminated information sheets can also be found near the reception and play areas or on the patient information boards.

Contact Details

Ward 1, Wellington Regional Hospital
Phone: (04) 385 5999 ext 5519