

Welcome to Ward Two

Parent/Caregiver Information

Wellington Children's Hospital, Wellington Regional Hospital

Welcome

Your child has been admitted to Ward 2. 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.

Please ask your doctor or nurse if you have any questions about your child's treatment or care.

Visiting times

Parents/caregivers are welcome to visit at any time. Other visitors are welcome (with parent/caregiver approval) until 8pm. Visiting children require supervision **at all times**.

If your child is in isolation we request that no other children visit. This is to prevent the spread of infection.

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 by 8am 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.

Useful things to bring

You may wish to bring familiar items from home to help settle your child in to the ward environment. These could include but are not limited to;

- Favourite toy, DVD, game or cuddly
- Basic toiletries for your child and yourself
- Comfortable clothing
- Food for yourself
- Your child's usual medications – *please give these to your child's nurse*

Security / valuables

We endeavour to make Ward 2 as safe as possible; however there are no secure lockers available in patient rooms. We recommend you do not leave valuables unattended on the ward.

Play Specialist

The ward Play Specialist works weekdays from 8am to 2pm. She can use play and distraction to help your child manage stressful or upsetting procedures.

The play specialist also provides general play activities for children in the ward. The Activity Area is open 8am to 8pm. Please supervise your children while in this area to help keep it tidy for everyone.

Teacher

If your child is going to be in hospital for over two weeks, or discharged home but still unable to return to school due to illness or mobility issues, we will refer them to the ward school teacher who is part of the Central Regional Health School.

Children's (patient) meals

Please let your nurse know on admission if your child has any allergies to food or requires a special diet. Menu sheets are given out each morning for you and your child to select the day's meals.

For more information about meals and meal times please see the information board, information booklet, or ask your nurse.

Parents or caregivers' meals

The ward will provide meals for patients and mothers who are breastfeeding infants up 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'll be happy to try to help you.

Snacks such as bread and fruit are freely available to parents/caregivers staying with their child. Hot drinks are also freely available from the Ronald McDonald Room or Hospi Room. All hot beverages must have a secure lid before being brought in to the ward to prevent spillages and possible burns / injuries.

Family, parents/caregivers and other children are welcome to eat food on the ward brought from home or one of the many cafés available close by. There is a fridge and microwave in the kitchen you may use.

For a list of local Café's and their opening hours please see the ward information board.

Ronald McDonald Room

Open 9pm to 11am this room is run by volunteers. The room is to provide parents/caregivers with an area to have a break from the unit. It is located on level four, just outside the entrance to Ward 2. Please see the ward notice board for a list of all the great services this 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 ward information board.

Ronald McDonald House

The Ronald McDonald House provides accommodation for families of children admitted to the ward from outside the Wellington Area. This is a charity accommodation and is therefore free of charge. It has limited availability so please talk to your nurse about any accommodation issues you may have as soon as you can.

Leaving the ward

Please tell your child's nurse about your whereabouts if you leave the ward, in case your child needs you or we need to contact you in an emergency.

Parking

Car parking is available in the hospital underground car park or there are limited pay and display car parks outside the Children's Ward. Parking warden's patrol the outside parking areas regularly so please make sure you have a valid pay and display ticket.

After the 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 Hospital. This is available to the public

on weekdays from 7:30am to 6pm. Please ask your child's nurse or our receptionist to book your seat on the shuttle.

Support and advocacy services

We have many support services available, such as Whanau Care, Pacific Support, Chaplaincy and/or social work. If you would like to speak to any of these teams please speak to your child's nurse.

We have free copies of the Code of Health and Disability Services Consumer's Rights for you to take if you wish. They are located in the leaflet display at the entrance to the ward.

If you are not happy with anything on the ward please let your child's nurse know or request to speak to the Charge Nurse Manger. Feedback forms are available for you to complete if you wish. They are also located in the leaflet display case.

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.

A parent phone is available on the ward, by the children's showers, for local calls. It is not possible make out of district or cellphone calls from this phone. Instead, please use the coin and card operated phones located by the ward entrance.

Your child's health / immunisations

Your child may have missed some of their immunisations during their stay in hospital. If this happens please speak to your child's nurse as we may be able to give the immunisations before you are sent home.

Nappies

We can provide disposable nappies for your child's use while on the ward. Please tell your nurse what size nappy your child needs and we will give you a couple at a time.

More information?

Please see the Ward 2 information board in the corridor between room 6 and 7 and the Information Booklet for more detailed information about other hospital services.

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