

# Welcome to the Children's Hospital Wards 1 and 2

### Welcome

Your child has been admitted to Capital & Coast District Health Board (CCDHB) Children's Hospital. We have two wards, Ward 1 and Ward 2. If your child is coming in for a booked admission, your letter will tell you which ward you will be coming into. The purpose of this brochure is to provide you with some 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 whānau / visitors are welcome (with parent / caregiver approval) until 8pm. Children / young people (under the age of 16 years) must be supervised by an adult (over 16 years) **at all times**.

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

Please always use the hand sanitiser (in the corridor by each room) before visiting your child AND when you leave their room.

### Useful things to bring

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

- Favourite toy, or cuddly
- Electronic devices, favourite game
- 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 the wards 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. The hospital takes no responsibility for any items that may go missing, they are your responsibility.

### Sleeping

One parent / caregiver is welcome to stay overnight. We have pull-down beds in each of the single rooms and fold-out chair beds for all other areas. **Siblings or other children may not stay overnight**. Please put parent beds / sofa beds away each morning by 8am for cleaning and safety reasons. CCDHB supports a safe sleeping environment and therefore **we do not permit** parents / caregivers to sleep in the same bed as their child. Your child will have their own cot or bed on the ward to sleep in.

There is a Parent / caregiver bathroom on each of the wards near the entrance to the ward.

### Hospital Play Specialist

Each ward has a Hospital Play Specialist who works weekdays from 8am. They use play and distraction to help your child manage stressful or upsetting procedures. The Hospital Play Specialists can also help prepare anxious children for treatment and surgery. The Hospital Play Specialist also provides general play activities for children in the ward. The Activity / Play Area on each ward is open 8am to 8pm. All children in this area must be supervised **at all times** by an adult. We would also be grateful for your help in keeping this area tidy for everyone else.

If your child has to stay in bed, you are welcome to borrow toys from the Play Area. On leaving, please return the toys to a nurse or to the Hospital Play Specialist – please do not return them to the Play Area

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(they need cleaning before other children can play with them).

### **Teen Lounge**

On Ward 2, there is a room which is available for the use of young people who are in hospital. This room is only to be used by young people over 12 years of age. All the activities in this area are for this age group. It is opened from 3pm Monday - Friday and over the weekend in discussion with nursing staff. Please follow the rules for the room which are found on a poster inside the room.

On occasion, this room may also be used by staff for meetings.

### **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 Children's Hospital school teacher. This teacher is part of the Central Regional Health School and supports children aged 6 - 16.

### **Ronald McDonald Family room**

Open during the day from 8am to 9pm – this room is run by volunteers. The room is there to provide parents / caregivers with an area to have a break from the ward. It is located on Level 4, just outside Ward 2. Please see the ward notice board for a list of all the great services this room provides. Your child's nurse will provide you with an entry card to present to the family room staff and volunteers.

### **Hospi Parent room**

Open overnight from 6pm to 8am. This room is there 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 or the Ward Clerk.

### **Ronald McDonald House**

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

### **Children's (patient) meals**

Please let your child's nurse know on admission if your child has any allergies to food or requires a special diet. Menus are handed 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, or ask your child's nurse or the food services assistant.

### **Parents / caregivers' meals**

The ward will provide meals for patients and mothers who are breastfeeding infants up to 6 months of age. All other family members must provide their own meals please. If you are having difficulties organising food, please let your child's nurse know. We will try to help / advise 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 Family room or Hospi Parent's room. **All hot beverages must have a secure lid on before being brought into the ward.** This is to prevent spillages and possible burns / injuries.

Family, parents / caregivers are welcome to bring food from home and eat on the ward. There is a fridge and microwave in the ward kitchen that you may use to store your food, please label the food with the white labels provided in the kitchen. Please do not help yourself to any food in the fridge that is not your own. Children are not allowed in the Ward kitchen, for their own safety.

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

### **Leaving the ward**

You must tell your child's nurse of 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 as well as limited pay and display car parks outside the Children's Ward. Parking wardens patrol the outside parking areas regularly so please make sure you have a valid pay and display ticket.

After the first night's stay each child is entitled to one free parking ticket per day, please ask your child's 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 7am 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 Whānau Care, Pacific Support, Chaplaincy and / or the Social Work service. If you would like to speak to any of these teams, please ask 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 displays on the wards.

If, during your time with us, you have need to feedback, please let your child's nurse know, or request to speak to the Charge Nurse Manger.

Feedback forms are also available for you to complete if you wish. They are located in the leaflet display cases.

Feedback helps us to improve our service for both patients and families; we welcome all comments (positive or negative).

### **Phones / Wi-Fi**

Cellphones may 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, nearby the children's showers, for local calls. It is not possible to make out-of-district or cellphone calls from this phone. Instead, please use the coin and card operated phones located by the entrance to the ward.

There is free Wi-Fi available for families. It is listed on the CCDHB Home Page as: DHBPatientWiFi, please use your child's NHI number (found on your child's wrist band) as your password.

### **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 discharged home.

### **More information**

Please see the Ward information boards in the corridor and the Information Booklets for more detailed information about other hospital services.

## **Contact us**

### **Capital & Coast DHB**

**Department: Child Health Service**

**Phone: (04) 385 5999 Ext 5518/5519**