

Welcome to

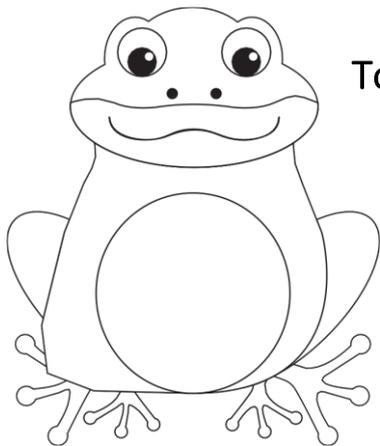


Woodlands Ward

Information for Parents, Young People and Children

Welcome to Woodlands Ward.

We are a 16-bedded ward and Children's Assessment Unit caring for children aged newborn up to their 18th birthday.



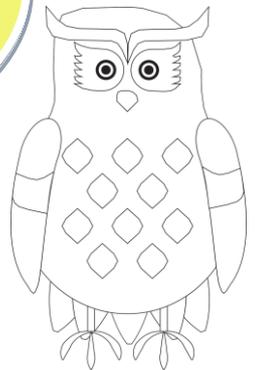
Toby the Toad

Contact Numbers

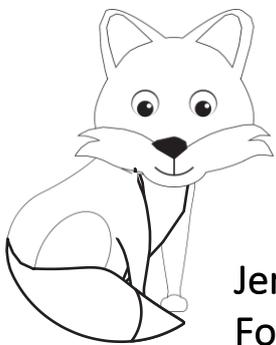
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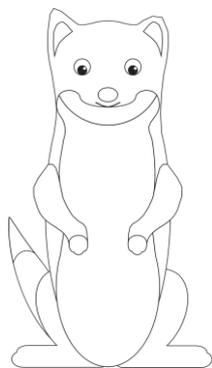
Ollie the Owl



Please ensure you press the correct buzzer to access the ward as we use the same initial entrance door as the Special Care Baby Unit (SCBU). SCBU will not allow access to Woodlands

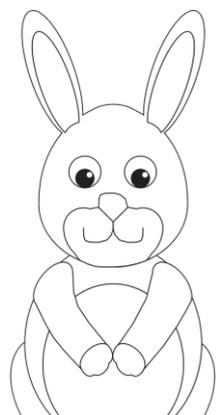


Jen the Fox



Willy the Weasel

Ruby the Rabbit



Admission

Children's Assessment Unit (CAU)

Is based on the ward where an assessment of your child will take place and a decision made whether:

- Remain for further assessment
- Admit to Woodlands
- Discharge home

Children from the age of 6 months up until their 18th birthday will initially be assessed in the Children's Assessment Unit (CAU), dependent on infection risk, when they are referred by their GPs, A+E and in some situations Health Visitors and Midwives. Some children who have long-term open access to the ward may also be seen here. If you (the patient or parent) want to talk to your nurse or doctor on your own, please feel free to let us know.

Here the child will be assessed by a:

- **Nurse**: For initial assessment of what the child's signs and symptoms are, complete observations (pulse, temperature, and respiratory rate), weight, height, and taking next of kin details.
- **Junior Doctors**: For assessment and examination of the child, initiate required tests such as preparing and completing blood tests, urine tests, ordering scans (such as x-rays) and commencing a plan. At this point, they may be able to give you some idea as to whether your child will be required to stay for an observation period.
- **Registrar**: To collate the information provided from the previous assessments and decide on a full plan for the child. They may also want to complete a secondary examination of the child to discuss with the Junior Doctor. Here choices of the above three decisions (in orange) should be made.



If your child does need to stay, please bring:

- Clothes/PJs for you and your child
- Toothbrush, toothpaste and towels
- Favourite snacks/favourite Toys
- Nappies *(In an emergency the ward can provide nappies)*
- Formula milk if required *(in an emergency the ward has a limited supply, please provide your own when you can)*

During Your Stay

We have

- Patient beds (bed bumpers available)
- Cots (please keep cot sides up if child inside)
- Bassinets

Please let your Nurse know which will be most suitable for your child. At each bedside there is space for **one fold down bed** for the parent/carer should the child be required to stay overnight.



A limited amount of side rooms are available for–

- Babies under 6 months of age
- Children who may need to be isolated due to risk of infection.

We may need to move you out of a side room if your child has improved and another child requires a side room. Every effort will be made to ensure that this does not occur overnight.

We encourage you to do as much as you feel happy to do for your child whilst on the ward. Sometimes this will include learning new skills. Please take the opportunity to discuss this with your Nurse.

Please note that Medical and Nursing staff use electronic tablets and handheld devices to record patient information throughout the patient's stay.



Discharge



As soon as it is likely, you can go home we will discuss arrangements with you and give you a full plan of what to expect once leaving the hospital.

We will provide you with a:

- Discharge letter – your GP and health visitor/school Nurse will also receive a copy of this – please ensure we have up to date records. Should you have any concerns following discharge, this is a good reference to refer to with a healthcare professional.
- Medicines (if required) - this may take some time as they must be provided from the inpatient pharmacy department. We keep in regular contact with pharmacy to ensure wait times are kept to a minimum. On a case-to-case basis, some medication can be provided by outpatient scripts depending on time and date of discharge.

Our Day

07:30-08:00hrs- Nurse Day shift hand over

08:00hrs onwards- Your named Nurse will introduce themselves at the start of their shift and will also offer breakfast, and juices, tea or coffee. This may also be done by the ward Care Support Worker.

08:30 -09:00hrs- Doctors day shift hand over

09:30-11:30hrs-The Paediatric Consultant of the week, their registrar and Junior Doctors make a daily ward round. Please ensure a parent/ carer is present for this.

11:30-20:00hrs- visiting hours for siblings and family members (2 to a bedside).

19:30hrs-20:00hrs –Nurse night shift hand over

20:30hrs-21:00hrs- Doctors night shift hand over

The Doctors always review patient's on the morning ward round and may then make plans to review some children again throughout the day or in the evening depending on the requirement.

Other specialities may be caring for you but are not based on Woodlands Ward. We will regularly liaise with these specialities.

ENT Ophthalmology Dermatology
MaxFax Urology
Orthopaedic Surgical Gynaecology



Pain Assessment and Management

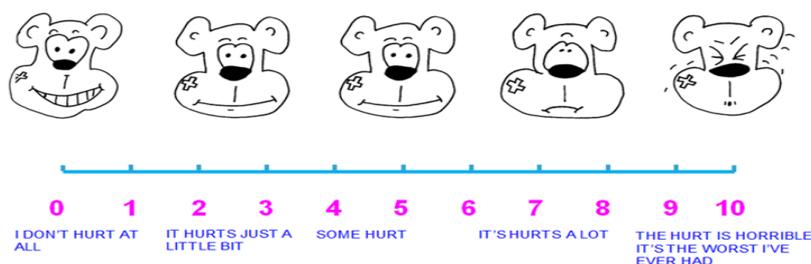
Whether your child has had a planned or acute admission, their pain management is important to us. Our staff will regularly assess pain each time your child's observations are collected. However, in between this if your child becomes uncomfortable please alert us sooner.

We will use a variety of assessment tools depending on your child's age. These will include:

- **Verbal score** – your child will be asked to rate the pain on a scale of 1(low)-10 (high).
- **Faces scale** – If your child is too young we will use the 'teddy bear' scale. See below.
- **Behavioural measures** – If children are unable to express themselves we will use a series of measures that looks at behaviour i.e. crying/smiling, sleep-wake patterns.

Where possible we will assess the child directly but if you have any concerns please let us know.

WHICH POORLY BEAR DO YOU FEEL LIKE? AGE 5 AND OVER



There are many ways in which you and staff can manage pain in children, which do not necessarily mean using medications. These include:

- **Distraction** – Help your child focus on something other than their pain such as toys, books, iPad's, games, films or a trip to out activity room.
- **Relaxation** – Simple techniques like deep breathing, rhythmically moving a muscle or loosening a fist can dramatically reduce pain.
- **Physiotherapy** – massage, touch or heat and cool pads are brilliant techniques which can help your child to relax and be more comfortable.

On Woodlands we use a variety of different analgesia (pain medicines) based on the cause of the pain. We may use a combination of drugs for pain management and this is safe to do so. These range from simple analgesia such as paracetamol and ibuprofen to opioids such as morphine.

Some of these drugs include:

Paracetamol is a very effective painkiller and can be given orally, intravenously and rectally.

Ibuprofen reduces swelling and redness.

Both are used widely when you are generally unwell and for pre/post-operative pain. Doses of these medications are based on your child's weight to ensure the correct dose is given.

Oral morphine (taken by mouth), often referred to as '**oromorph**,' is given to reduce pain which cannot be controlled by paracetamol and ibuprofen alone.

Doses of these medications are adjusted based on your child's weight and level of development, and can be continued on discharge home if appropriate.

During your child stay, they may have to undergo potentially painful procedures such as dressing changes, cannulation and blood tests. Where possible we try to minimise this. However, if necessary a gas called **Nitrous Oxide (Entonox or 'gas and air')** can be considered. This is not given as a long term fix, but instead as an aid during the painful procedure to ensure rapid pain relief. This is found to be beneficial to children as it enables them to feel in control by self-administering and it can reach its maximum effect within 2 minutes. This can only be used for children over a certain age.

For children who experience severe pain and need a rapid relief **intra venous morphine** can be used. A calculated dose is drawn up and is given, approximately 5-10 minutes later they should feel more relieved.

Please inform staff if your child is in pain, we can help.

Infection Control and Hygiene

We take pride in providing a clean ward; please let your Nurse know if you have concerns about cleanliness.



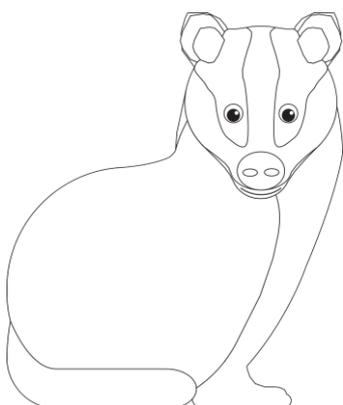
Please use the hand sanitizer and wash your hands:

- Before entering the ward
- After using the bathroom
- Before and after eating

All staff should wash their hands before examining your child or using their equipment.

Please feel comfortable to challenge any member of staff who appears not to be doing this.

If you or a family member is unwell, please consider whether it is essential for you or others to visit the ward.

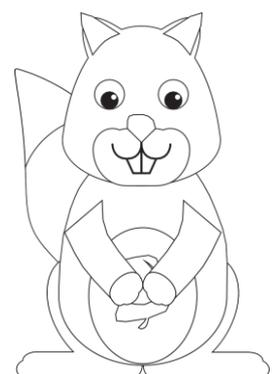


**Boris the
Badger**

**Heather the
Hedgehog**



**Sal the
Squirrel
!**





Feedback



We welcome all feedback, good or bad. It helps us to improve the quality of our service. There is a quick survey via a QR code by each bed space, the child or parents/carer can rate their care.

If you are dissatisfied with anything at all please speak to your Nurse or the Nurse in charge of the shift (wearing a red badge), as we may be able to resolve your concerns straight away.

Child under 10 years

Young person 10 +

Parent / Carer



Alternatively, you can also contact our Patient Experience Team:

- Telephone: 01423 555499, 09.30am til 4pm Monday – Friday
- Email: hdft.patientexperience@nhs.net
- Write to: The Patient Experience Team, Strayside Wing, Trust Headquarters,
Harrogate and District NHS Foundation Trust
Lancaster Park Road
Harrogate
HG2 7SX



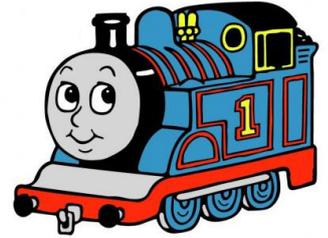
Mobile Phones



Please keep mobile phones on silent mode.
If you have a camera please do not take pictures or videos of staff, patients, families or children other than your own.



How to get here



- **Bus stops** are located outside the hospital on both Wetherby Road and Knaresborough Road (A59)
- **Train** stations at Starbeck and Harrogate, both within 20-30mins walking distance

If your child has had any anaesthetic or sedation, **PLEASE DO NOT** travels home on public transport.

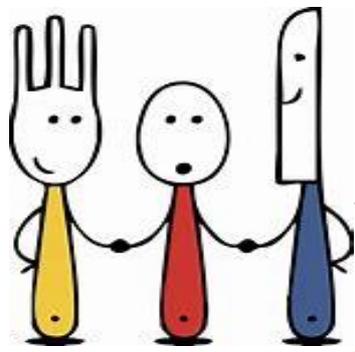
- **Taxi's** in Harrogate
 - Elite Taxis 01423 538509
 - Blueline Taxis 01423 530830
 - Central Taxis 01423 505050
- **Car**

HG2 7SX – Sat NAV postcode

Parking

There is plenty of parking in the main hospital multi-storey car park. Parents and direct carers are entitled to a **50% discount** on parking. Please ask any of the nursing staff or the ward clerk and they will provide you with a discount voucher to take to the Reception Desk at the front of the hospital.





Food and Catering



Patients and pregnant or breastfeeding Mums are provided meals from the ward food trolley.
When coming to the trolley to choose food, please be careful, as it is very hot! Please do not help yourself!

Food on the ward is served at approx.:

- Breakfast 0730-0900
- Lunch 1200-1230
- Tea 1700-1730



We encourage children to eat at the table in the centre of the bays or at their bed table.

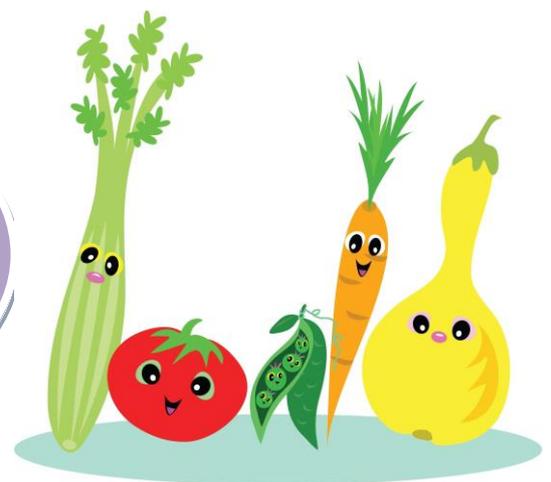
Any food allergens or intolerances will be catered for. The catering department can provide suitable menu alternatives.

Additional menus are available to meet specific needs. These include vegan menu, halal and kosher menus to meet religious or cultural requirements, and a gluten free menu containing ingredients for patients diagnosed with Coeliac Disease.

Herriot's Restaurant opening times:

- Breakfast 07:30-11:00
- Lunch 11:30-13:45
- Tea 18:00-19:45

Please ask staff for directions.



Parents are welcome to use the kitchen on Woodlands to make hot drinks – please use the kettle and not the hot water boiler as this can drip after use. If you bring food in from home, please could you ensure it is in date and labelled, put in the parent's or staff room fridge and consume within 24 hours. The parent's room is across the corridor at the main entrance you require a swipe card please ask the nursing team, the room also has a microwave as well as a kettle.

There is also:

- **WHSmith** open 07:30am-18:00pm Monday-Friday, 09:00am-16:00pm Saturday and 10:00am-16:00pm Sunday
- **Coffee Shop/Café and fruit shop** open 08:00-17:00 Monday-Friday.

These are located at the front of the hospital.



WHSmith



- **24-hour vending machines** are available outside the ward.

Local takeaways, corner shop and fish and chips restaurant are available down Knaresborough Road (A59). Deliveroo, Just eat and other takeaways do deliver to the hospital's main entrance. Food can be eaten in the parent's room, or patients bed space if suitable - please verify with your Nurse.



JUST EAT

Breastfeeding

We are a breast feeding friendly ward. We can offer:

- Expert assistance and advice
- Special care baby nursing staff and an infant feeding coordinator.
- Beverages and meals to all breast feeding Mums
- Breast pumps are available – just ask your Nurse or care support worker!

Accommodation and Visiting

Patient bed spaces have a fold away bed beside them to enable one parent to stay overnight with their child if able to do so. We ask you to fold the bed and linen up during the day so the ward can be cleaned properly. We have a Parents Sitting Room with comfy sofas, TV, microwave, fridge, where you can store food which has been brought in from home, and tea and coffee making facilities which we encourage you to use. We also have a parent's shower room.

Parents and carers are encouraged to visit at any time. Other visitors are welcome during the day and early evening (1130-2000hrs). We allow one parent/carer to stay overnight due to safety - enabling us to have access to patients at their bedside.



Activity and Recreation

There is an activity room and access to a safe outside area. Please follow the signs to our Activity Room. Our Play Worker is available to support your child most weekdays.

We have:

- Toys/activities for all ages
- Books
- Board games
- DVD's
- Colouring equipment
- Paint, crafts, playdough (available at requests or in arranged sessions)
- Outside play area



- o **Wi-Fi** – There is an open NHS Wi-Fi connection, which requires a free guest set up.

If your child is in a side room, boxes of toys are available for entertainment – please ask your Nurse or care support worker for these.





Patient, parent/carer and visitor safety is paramount at all times.

Therefore, we ask you to:

- Keep any valuables on you at all times. Store the child/patients belongings in the locker provided and ensure the bed space is kept tidy. This will also help the domestics to clean the area effectively. Please note – the Trust does not accept responsibility for any items left unattended. This includes theft damage or loss. See policy: Standing Financial Instructions Version 11 Review: Sept2019.
- Please let the Nurses know if you need to leave your child on their own. This allows us to give your child closer supervision – the play worker or a CSW may be able to assist with this during the day for short periods.
- Do not take patients off the ward without informing a staff member. Failure to inform staff that a patient has left the ward may result in a security alert.
- All the staff will have badges and wear photographic ID badges with their name and role – if in doubt please ask them.
- Ward doors are locked at all times, please ring the intercom and identify yourself, you need to press the intercom at both internal doors. Please do not allow other people into the ward when you are entering/exiting the ward.
- The floors are cleaned on a regular basis on the ward so to prevent slips and trips. Please wear shoes/slippers at all times.
- Children are not allowed into the ward kitchen. Please keep hot drinks and food out of reach of children.
- If you spot anything at all that can be considered a risk to anyone's health and safety, report it immediately to staff to ensure we can take appropriate action.
- If your child is in a cot, please raise cot sides to the top to prevent your child from falling.

Safeguarding Children

Woodlands Ward is committed to keeping children, young people and vulnerable people safe. This includes in their homes, in school, in hospital and in the wider community. Staffs have a duty of care to report any concerns if they believe there is a risk of harm. Therefore, we work closely with our line managers and members of the safeguarding team including social care, health visitors, GPs, CAMHS, the police and school Nurses to escalate concerns if any arise.

As a Trust, we have a duty of care to patients and their families and staff on Woodlands Ward have the right to share information where necessary with other appropriate areas of care. Information can be shared even with professionals without your consent if it is deemed to be in the best interest of the child.

Staff should remain open and honest with you if any concerns have arisen, unless this increases risk to the child.

What happens next?

- If the child is thought to have been intentionally harmed or has the potential to be harmed, they will be referred to the children's social care team. Information will then be given to you from them about the next steps. Staff members **do not always** have to get your consent for this.
- If the child has not been harmed but staff feels you may require some extra support, we may refer as a Child in Need or Early Help. Staff should **always** get your consent for this.

Woodlands Ward also has designated Safeguarding Champions available if you have any queries.



**Keeping
children safe
is everyone's
responsibility**



Private Patients

Harrogate Harlow Private Healthcare Service is the only private healthcare service in Harrogate to provide both medical and surgical services for children and young people.

○ **Services include:**

- General paediatrics
- Allergy
- Eczema
- Respiratory conditions
- Dietetics including FODMAP
- Endocrinology
- Genetics



- If surgery is required for children and young people, this is provided across a wide range of our surgical services. Paediatric surgery is supported by a dedicated paediatric pre-assessment clinic via paediatric outpatients, 24-hour paediatric on-site care via Woodlands Ward and our excellent paediatric nursing and care support worker team to ensure children and young people feel comfortable and safe within their environment.

Please note: Paediatric Surgery is only available at Harrogate Harlow Private Healthcare Service for children two years and older.

- The main benefits of being a Private Patient in paediatrics is that wait times for outpatient appointments may be reduced. If required to be a patient on Woodlands Ward, we will also always aim to accommodate the child/young person having an allocated side room. However, please be aware this can change based on infection risk and ages of patients acutely admitted. Every effort will be made to ensure patients are not removed from side rooms overnight should this be required.

- To enquire about this service or make an appointment, please contact 01423 555430, or go online to <https://www.harrogateharlow.co.uk/contact/>

Covid 19

Unfortunately, due to the pandemic some information in this resource has had to change. We are so sorry -

1 Only one parent can visit a child at any one time and no siblings.

2 Parents are not allowed in the kitchen now to make drinks, but please ask staff who will help with this.

3 Masks must be worn by parent / carers when moving about the ward.

4 Not to attend the ward with any Covid symptoms.

We hope this leaflet has given you information as to what happens on Woodlands Ward and the kind of service we hope to provide to you.

If there is anything else, you would like to know or anything else you feel could be included on this leaflet please contact the staff looking after you today. All comments and improvements are welcome.

Thank you 😊