

Being in hospital

Information for young people

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

Contents	Page	1
What are the opening times?	2	
When can my family and friends visit me?	2	
Who will I see on the ward?	2	
Can I speak to someone in private?	3	
Do I have a say in my treatment?	3	
What about my safety and security on the ward?	3	
How can I help to keep the ward clean?	3	
What if I am in pain?	4	
What happens if the fire alarm goes off?	4	
Why do I need to wear a name band?	4	
Where will I sleep?	4	
Are there toilets and showers on the ward?	4	
Can I wear my own clothes in hospital?	5	
What food will I be given and when?	5	
What is there for me to do on the ward?	6	
Will I be able to watch TV?	6	
Will I be able to use my own computer, phone or games when on the ward?	6	
How can I or my visitors get to the hospital?	6	
What will happen when I am ready to go home?	7	
How can I let you know about my stay?	7	
What if I am not happy about something?	7	
What else do I need to know?	8	

Being in hospital

This leaflet tells you about the Children's Ward.

What are the opening times?

The children's ward is open 7 days a week, Monday - Sunday, 24 hours a day including bank holidays. One of your parents or carers can stay with you at all times (including overnight stay).



When can my family and friends visit me?

Parents, grandparents, brothers and sisters can come and see you at any time during your stay. We ask they leave at a good time to make sure you and others have lots of rest. All other visitors are welcome from 11.00am – 7.00pm; we ask that visitors keep the noise levels down. If your visitors are under 16 they **must** have an adult with them at all times.

Who will I see on the ward?

When you first come into the ward you and your parents or carer will be shown around.

You will be given a named nurse and a consultant who will manage your medical needs during your stay.

A doctor will see you each day while you are in hospital and will talk to you about your progress.



You will meet lots of staff on the ward:

- doctors
- nurses
- health care assistants
- hospital play specialists
- ward clerks
- ward hostesses
- cleaners
- students.

These staff are all here to help and support you during your stay. Staff will come and see you as they change shifts each day and night so you know who they are.

You might also meet other people during your stay such as physiotherapists, dieticians and theatre staff.

Being in hospital

Can I speak to someone in private?

You have the right to speak with a doctor or nurse by yourself. If this has not happened yet and you would like it to, please tell any member of staff who will sort this for you. If you feel happier talking to a male or female doctor or nurse please let us know.

Sometimes we need to share private information with other people you know or who could help you. We talk to you about this and support you as much as we can.

Do I have a say in my treatment?

Hospital staff will ask for your consent (permission) to give you any treatment. Your parents or carers will also be asked to consent. If you are not sure about anything please ask, no question is silly, doctors and nurses are here to help.

What about my safety and security on the ward?

A CCTV security system is in place so staff know who is coming in and out of the Children's Ward. An intercom system is on the wall to the right of the main door.

To help keep everyone safe, **you must**:

- ask your nurse if you can leave the ward
- **not** go into anyone else's room. This can increase the spread of infections
- **not** share your food with anyone else on the ward. He or she may not be allowed to eat it or they could be allergic.

How can I help to keep the ward clean?

- **hand washing.** This has been found to be one of the most effective ways of preventing and reducing the spread of infection. Hand washing regularly, before meals and after using the toilet is important.
- **cleanliness.** Please report any spillages or soiling within the ward or toilet areas **immediately** to the domestic or nursing staff to make sure they are cleaned as soon as possible.



Being in hospital

What if I am in pain?

If you are in pain let one of your doctors or nurses know. Do not suffer in silence. You will be given painkillers if you need them.

What happens if the fire alarm goes off?

The fire alarm is regularly tested; this sounds intermittent (goes on and off). You do not have to do anything.

When there is a real fire alarm the sound is continuous (stays on). The ward staff will lead you outside. Please go with them quickly, leaving your things behind.



Why do I need to wear a name band?

All patients **must** wear a name band in line with Trust policy.

You must not take this name band off. If it becomes loose, damaged, or is too tight and uncomfortable **you must** tell a nurse straight away.

Your nurse will check your name band before you are given your medicine. Your name band will also be checked if you go to any other departments for treatment.

Where will I sleep?

You will be given a bed in either a bay (a 2 or 4 bedded room) or a single room. This will depend on your medical needs.

Ward staff will try and put young people of the same age and gender (male or female) together.

Spare bedding is available from the trolley and beds will be changed by ward staff when needed.



Your parent or carer can stay with you on a camp bed we will put down at night.

Are there toilets and showers on the ward?

There are a number of toilets on the ward, some with disabled access. Commodes and wheelchairs will be brought to you, if needed. Bed pans and bottles can be used if you cannot leave your bed.

Being in hospital

The ward has a bath and 3 showers. If you have to stay in bed a bowl can be brought to your bed. You can bring your own toiletries to use. If you need a towel and/or toiletries please ask your nurse.

Can I wear my own clothes in hospital?

If you are going to theatre for an operation, you will have to wear a theatre gown. If you are on the ward, you can wear your own pyjamas, dressing gown and slippers or if you are out of bed, sitting in a chair or doing activities you might feel better in your own clothes.

What food will I be given and when?

Drinks, fresh fruit and light snacks are available during the day.

Meals are available to suit all needs including ethnic, cultural, religious and special diets. If you have special dietary needs some foods may not be suitable. Please tell the ward staff who will contact the kitchen.



A self service breakfast is put out near the nurses' desk from 7.00am – 9.00am. You can choose from a selection of cereals, jam and toast, milk and fruit juice.

At lunch time a buffet is on offer with a selection of sandwiches, yoghurts, crisps, fruit, biscuits and juice. These will arrive on the ward about 12 noon.

The ward hostesses will give you a menu mid-afternoon, for you to choose a hot meal for your tea which will be delivered to your bedside around 4.30pm.

You can bring your own food and drinks onto the ward but **you must not** share these with others. The ward has a shared fridge freezer for you to use, please put your name on your food container so others do not use it. We also have a microwave and hot water.

If you have missed a meal for any reason or are hungry please tell the ward staff.

Being in hospital

What is there for me to do on the ward?

The hospital play service is here for you during your stay. Games and activities can be brought to your bed to keep you busy.

There are a few Nintendo DS's, Wii's, Xbox's and PlayStations as well as board games, cards, puzzles and much more.



The Arts and Crafts room is open for all ages and has different activities set out each day. The Teen Room is open to patients aged 11 years upwards. It can be used to watch TV, play games, socialise with other young people or just chill out away from the busy ward.

Will I be able to watch TV?

Most beds have a TV fitted next to it. Some Freeview channels are available on the Children's Ward from 7.00am – 7.00pm. Cards can be bought for extra hours of TV. More information is on the leaflet on the TV set. If your TV set is not working properly please report to the TV provider using the hand set to dial operator. (These TV's are not looked after by ward staff).

Will I be able to use my own computer, phone or games when on the ward?

No chargers, apart from hospital owned equipment chargers, should be used within the hospital.

Mobile phones can be used on the ward in the corridor but **must** be sent home to be recharged. You will be asked to agree to an E-safety policy if you are using your mobile on the ward to make sure you and other patients are kept safe in hospital. For privacy of you and others we ask that you do not use the camera or video on the mobile phone. You can ask to use the phone at the nurse's desk to make quick calls home.

Your own laptop, MP3 player, DVD player etc. can only be used in hospital if they have been tested by our electricians. See a member of staff if you want to use yours. Again these should be recharged at home.

There is no free public Wi-Fi within the hospital so you will need to bring in a 'dongle' from home to access the internet or access WIFI SPARK, pre paid WIFI service that is available within the hospital

Although every precaution is taken to safeguard your property while you are in hospital, you are asked not to bring large sums of money, jewellery or valuables in

Being in hospital

with you. We can only accept responsibility for items handed over for safekeeping. We will give you a receipt for these items.

How can I or my visitors get to the hospital?

The hospital bus stop is at the front of the hospital with a list of timetables. There are other stops outside of the hospital that might also be useful to your travel.

What will happen when I am ready to go home?

Your doctor will talk to you and your parents or carers about your treatment during your stay and will tell you about any medicine you will need to take home. If you have any questions please ask your doctor or nurse.

Before you leave the ward you will be given a letter to keep. The ward will send a copy to your GP and school nurse so they know why you have been in hospital and how to help you in the future if more treatment is needed.

It sometimes takes a while to get the medicines from pharmacy because they are dealing with lots of prescriptions for the whole hospital. Please be patient and we will get the letter and medicines to you as soon as possible so you can go home.

How can I let you know about my stay?

Questionnaires are available so you can give us your thoughts and ideas. If you have any comments to make please share them, we are always open to suggestions of improvement.

The hospital has a website, Facebook and Twitter account. Please feel free to visit, leave feedback and keep in touch with the ward.



Find us at:

Website: www.nth.nhs.uk

Facebook: North Tees and Hartlepool NHS Foundation Trust

Twitter: NTeesHpoolNHSFT

What if I am not happy about something?

We hope you have a good stay, if you feel worried or upset while you are with us, please talk to your nurse or another member of ward staff so we can help.

Being in hospital

If you want to speak to someone in charge please ask to speak to the ward manager or a sister who will try to sort out your problem.

What else do I need to know?

Alcohol and illegal substances are not allowed on hospital premises. The police will be notified if staff suspect illegal substances are being used.

It is illegal to smoke in public buildings. To protect the health of patients, staff and visitors, smoking is **not allowed** anywhere in the hospital buildings, grounds and gardens. This applies to staff, patients and visitors.

If you are a smoker you can get support to help you stop smoking while you are in hospital. Ask one of your nurses to refer you to the Stop Smoking Service.

We hope this information pack helps you during your stay. If you have any questions please speak to a member of staff.

Being in hospital

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00 am – 4.00 pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Mobile: (can use text): 0779 506 1883

Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm. The office is based on the ground floor at the University Hospital of North Tees.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 833551 or email: information.governance@nth.nhs.uk

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