

Welcome to ward 25

Information for patients/carers/relatives/guardians



Ward 25 is a general paediatric ward caring for children from 0-16 years of age (in some cases up to 18 years). We also have a two-bedded Paediatric High Dependency Unit (PHDU) and a Children's Assessment Unit (CAU).

The ward is on level 2 of the Women and Children's section of the hospital, which is accessed via the main entrance. A map of the layout of the ward is included.

Contact numbers

01623 622515 and extension:

- 3063 or 3027 for A side
- 6180 or 6181 for B side



B SIDE

Head **LEFT**
for B Side

- CAU
- Rooms 11-16
- F & G Bay
- Parents Kitchen

Head **RIGHT**
for A Side

- Reception
- Rooms 1-10
- A & C Bay
- HDU 1 & 2
- Milk Prep Room
- Playroom

A SIDE

Parents Kitchen
Cubicle 16
Cubicle 15

Playroom
Cubicle 9
Cubicle 10

G BAY
Bed 1 - 4

C BAY
Bed 1 - 4

F BAY
Bed 1 - 4

HDU 1 & 2
Cubicle 7

Cubicle 14
Cubicle 12A

Nurses Station

Nurses Station

Cubicle 6
Cubicle 5

Cubicle 12
Cubicle 11



Main Kitchen

Cubicle 4
Cubicle 3

Treatment Room

Main Bathroom

Cubicle 2
Cubicle 1

Baby Milk Prep Room

A BAY
Bed 1 - 4

Children's Assessment Unit



Reception

Main Entrance
to Ward 25

Ward routine

07:30 – Nursing handover takes place between 07:30-08:00 – please be patient with the nurse call bell during this time.

08:00 – Parent's beds will be taken up at around 08:00; this is to allow room for the medical and surgical ward round.

There will also be a breakfast trolley with cereal, yoghurts and fruit. Toast will also be available. Breakfast is provided for parents and carers.

09:30 – The medical ward round commences. You may also see other healthcare professionals at this time such as physiotherapists, dietitians and play specialists. It may take time for the doctors to get to you, so please be patient.

During the ward round you will have the opportunity to discuss your child's care with their clinician. You will be fully involved in decisions around your child's treatment.

Other speciality ward round start times may vary but we will endeavour to keep you updated. These include Surgery, ENT, Orthopaedics and Gynaecology.

12:00 – Lunch time. Tea and coffee will be provided for all parents and carers. Meals are provided for patients only.

17:00 – Dinner time. Tea and coffee will be provided for all parents and carers. Meals are provided for patients only.

19:30-20:00 – Nursing handover.

20:30 onwards – Care and Comfort round. Hot drinks will be offered, and parents' beds will be put down for the night (one per bed space). Lights will be lowered for bedtime.



Ward facilities – see map for locations

Parents kitchen – There is a parent's kitchen for use, which has a fridge, microwave and tea/coffee making facilities.

Milk kitchen – For use if you need boiling water or to use the bottle warmers. This room is locked so please ask a member of staff for access. Please can you bring your own formula milk. There is a fridge to store breast milk – please ask a member of staff for more information.

Dining room – There is a small dining room for use near reception.

Playroom – There is a playroom located in cubicle 8 where there is a variety of toys, which are changed regularly. Please can you ensure children are always supervised.

Play team – We have a dedicated play team who will provide your child with toys and activities. They are available from 08:00 to 16:00, seven days a week and may be used for distraction during procedures that may be distressing for children.

The den – This is located next to the playroom and is a space for older children/young adults to relax.

Bathroom – In addition to the multiple shower/changing rooms on the ward, there is a bath available for our patients. Please ask a member of staff if you wish to use the bath.

Breastfeeding – We have breast pumps available to use during your stay; please speak to a member of staff if you would like to use one. Feel free to pull your bedside curtains around or close your cubicle door whilst expressing or feeding. There is also a dedicated feeding pod in the main entrance.

We have access to midwives and breastfeeding support. If you feel you need any help or support, please speak to your nurse.

Treatment room – When children need a procedure, such as a blood test, we do not like to do this at the bedside as there is additional equipment and more appropriate lighting in the treatment room.

Housekeeping / useful information

Visiting restrictions – Parents/carers can be present at any time during your child's admission. Our visiting hours are 11:30 to 19:00 for all other visitors. Please can we ask that there are no more than two adults per bedspace. One parent bed will be provided overnight.

TVs – The TVs are free to use between the hours of 07:00 and 19:00, and you can pay to use them outside of these times. Headphones can be provided. Please be mindful of volume.

Buzzers – There is a nurse call bell on the wall which is for general enquiries, as well as an emergency buzzer (red triangle) which is to be pulled in emergency situations.

Infection control – If your child is placed within a cubicle, a member of staff will inform you if this is due to infectious reasons. Please remain within the cubicle to reduce the risk of spreading infections.

If you are not in a cubicle for infection control reasons, there may be times when we need to move you out of the room and into a bay.

Behaviour – We have a zero-tolerance stance to abuse towards staff and other patients/families and security will be called if deemed appropriate.

As this is a children's ward, please could you behave in an appropriate manner and refrain from swearing.

Smoking and vaping are prohibited.

Photography – Please do not take pictures without consent of other patients/families or members of staff.

Friends and Family Test (FFT) – Feedback is very important to us. Please could you fill out a feedback form during your stay or on discharge; these are located at the front door exit.

Parking – There are many patient car parks. Payment can be made at one of the payment machines in the main entrance before leaving.

Seating areas – There are chairs available for you by the windows in the bays. There is also a seating area outside the ward as well as seating in main entrance if you would like time away of the ward.

We have quiet areas for any sensitive discussions.

Food and drink – Other than breakfast, parents will need to provide their own meals. There are places within the hospital where you can purchase meals and drinks.

Opening times are:

Spice of Life restaurant	08:00-11:00	Breakfast menu
	12:00-15:00	Lunch menu
WHSmith	07:00-20:00	Monday to Friday
	09:00-18:30	Saturday to Sunday
Costa Coffee	07:30- 18:00	Monday to Sunday (opening times may vary)
Daffodil Café	08:00-16:00	Monday to Friday

There is also a Morrisons supermarket and fast-food restaurants nearby.

Patient Experience – If you have any concerns regarding the care your child has received, please raise this with your nurse/nurse in charge. The Patient Experience Team (PET) are also available to assist with any concerns or complaints – contact details are at the end of this booklet.

Discharge – When your child is fit for discharge, please be aware there may be a wait for medications. Please be patient with us while we plan your child's safe discharge.



Other services

Support – The hospital has an onsite chaplaincy service available to people of all faiths or none. There is also a Faith Centre located on the ground floor opposite the main visitors' lifts. This is always open.

If you feel you need any psychological support, we can help you find a service. We do not currently have psychological assistance for parents and carers in the hospital, but we will endeavour to signpost you to the relevant support service.

Interpreter services – Telephone translators are available 24 hours a day. Please make it known to a member of staff if you would like to use this service. We can book a face-to-face interpreter if this is something you and the ward team feel would benefit yourself and your child.

Bereavement services – In the incredibly difficult situation where your family experiences a bereavement, ward staff and chaplaincy services will provide you with any support and information you may need to help you navigate this part of your journey.

Paediatric High Dependency Unit (PHDU)



PHDU is where we care for our sickest patients. It is situated on A side and shares some facilities with the main ward.

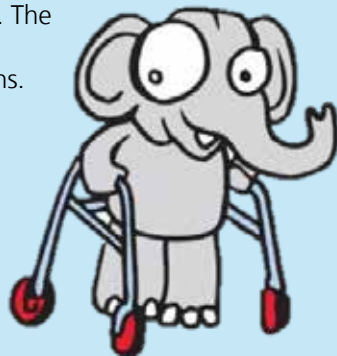
The PHDU is part of the Critical Care Network and works closely with other units nationally to share learning and to provide first rate Level 2 high dependency care.

You may find there is an increased staff presence in this area; this is because patients will need closer monitoring/interventions.

There will be no parents' beds facilitated in this area, however, each bedspace has a pull-out recliner chair for parents wishing to stay at the bedside. This is due to more medical equipment being used and therefore less space available.

If your child is admitted to PHDU, we are required to input their details and condition into PICANet, which is a data collection project helping to continually improve how we treat and care for very sick children. We use the information that national units already collect about children who are admitted to paediatric critical care (PCC) to find out the best ways to treat and care for children who are very ill. This enables us to plan and continue to provide high quality services in the future.

Occasionally, it is necessary to transfer your child to a Level 3 Intensive Care Unit if a higher level of care is required. The medical team will always have discussions with you regarding this and will be able to answer any questions.



Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references (if relevant) for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

To be completed by the Communications office
Leaflet code: PIL202407-01-WW25
Created: July 2014 / Review Date: July 2026