

***WELCOME TO
THE CHILDREN'S
WARD***

A bedside guide for young people.

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HELLO

Welcome to the Children's Ward at Hereford County Hospital.

We hope you find this bedside guide useful, if you have any questions about the ward, please speak to a member of staff.

We are always happy to help.



YOUR BEDSPACE

We hope you are settling into your bedspace. You will notice that you have a TV, most channels are free until 7:00pm.

Next to your bed is a folding chair, it also turns into a bed. This is where your parent or carer can stay overnight with you.

Above your bed is a board, this will have your name and your nurses name on it, any other important information can be put on there too for example if you have any allergies.

Also, please speak to a member of our team about parking concessions as the fee is capped if you are staying on the ward.

MORE ABOUT YOUR BEDSPACE

Each bed space has an allocated bathroom.

There is an orange button next to your bed that can be pressed to contact the nursing staff.

All patients must remain in their allocated bed spaces. If you need to move away from your bed space, and you are over the age of eleven, you will be asked to wear a mask.

If you have any concerns about wearing a mask, please speak to the staff on the ward.

VISITORS

One parent or carer can stay with you.

Sorry, but no other visitors are currently allowed due to coronavirus (Covid-19) restrictions.

The hospital has a 'Thinking of you' service where your friends and relatives can contact you via E-mail or telephone. Please speak to a member of the staff team for information about this if you would like to know more.

MEAL TIMES

All patients and breast-feeding mothers on the Children's Ward are entitled to meals provided by the hospital.

Breakfast is served from 8am

Lunch is served from 12pm

Dinner is served from 5pm

You can choose what you would like to eat from our menu's.



PERSONAL PROTECTIVE EQUIPMENT

Here is one of the children's ward nurses wearing personal protective equipment (PPE).

When the staff come to see you, they will be wearing PPE.

In this picture you can see she is wearing a mask, an apron and a face shield. She is also wearing gloves.

She is wearing PPE to help keep her patients and herself safe from coronavirus.

We can all do our bit to prevent the spread of coronavirus (Covid-19) by regular handwashing with soap and water or hand gel and social distancing where possible.



CORONAVIRUS (COVID-19) AND TESTING

All children and adults using the Children's ward will be swabbed for coronavirus (Covid-19). This will happen during your admission and maybe again a few days after.

The person who gives the test will be wearing protective equipment. They might take your temperature.

You must try to stand or sit still as it will make the test easier.

To give the test, the nurse will put a swab in your nose and in your mouth. It might be uncomfortable but it will be quick.



MORE ABOUT CORONAVIRUS

After the swab is out the nurse will put it into a container.

Getting a coronavirus test will keep you and others safe.

All patients must remain in their allocated bed spaces. If you need to move away from your bed space, and you are over the age of 11, you will be asked to wear a mask.

If you have any concerns about wearing a mask, please speak to the staff on the ward.

STAFF UNIFORMS

Our staff on the children's ward wear lots of different coloured uniforms.

You will be able to see who is who by looking at their identification badges, you may notice the staff will be wearing masks, gloves and aprons and sometimes face shields when they come to see you.

Our staff should all introduce themselves when they meet you.

If you feel unsure about who is who, you are welcome to ask us to show you our identification badges.



RELAXATION AND RECREATION

Even if you're on-bed rest we can find you activities to keep you busy. We have ward play specialists who have lots of play and recreational resources such as craft materials, books and games.

Our play specialists are also great to talk to if your feeling unsure about any upcoming procedures or tests. They have lots of tools and tips to help you to feel prepared.

There is free Wi-Fi on the Children's ward, just ask a member of our team for the most recent password.

WHEEL CHAIRS

Wheelchairs are available for use on the hospital site and are located just past main reception.

You will need to put a pound coin in the slot to release the chair which will be returned to you when you put it back (rather like the supermarket trolley system).

This ensures that chairs are always available for use by patients and not left around the hospital.

TREATMENT ROOMS

We have one treatment room on the Children's ward.

If you need a test or procedure, it might be done in this room.

We thought you might like to see how it looks.

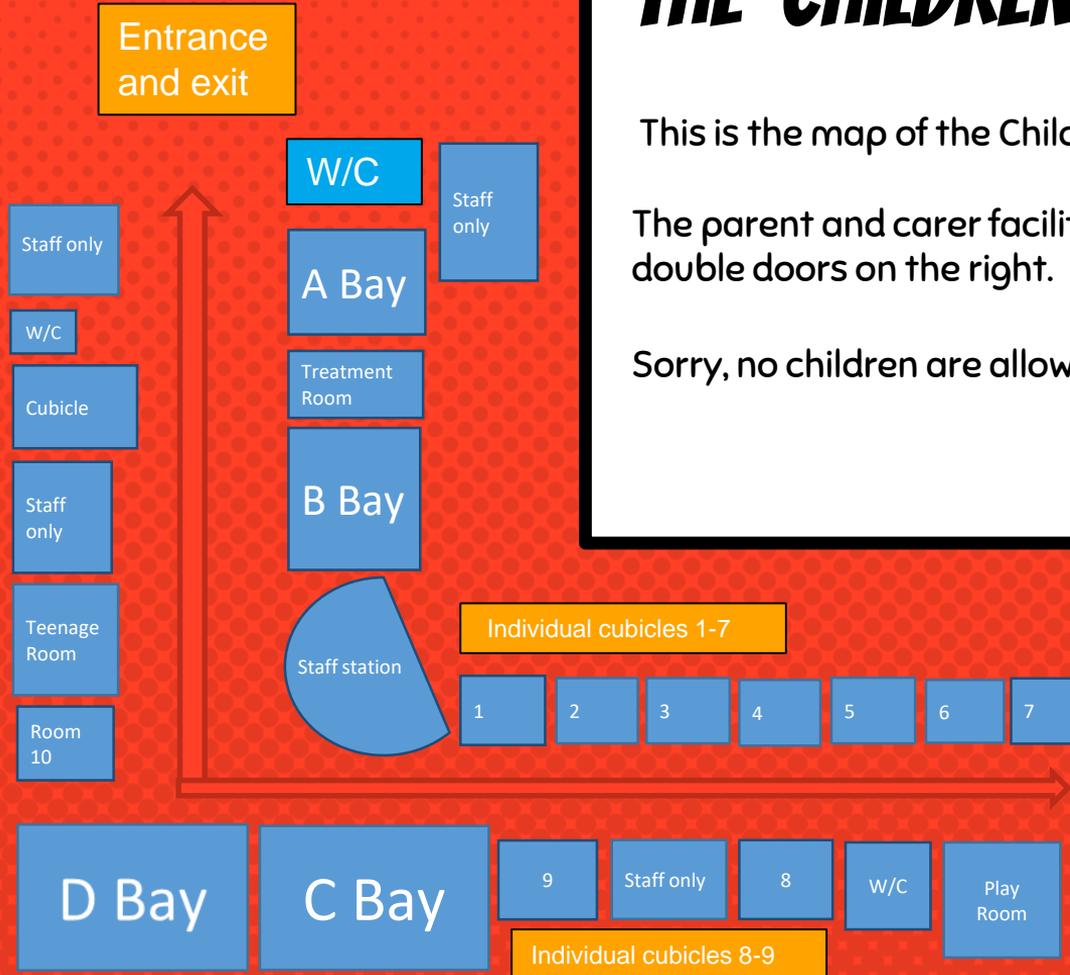


THE CHILDREN'S WARD MAP

This is the map of the Children's ward.

The parent and carer facilities are past the playroom and through the double doors on the right.

Sorry, no children are allowed in this area.



THE CHILDREN'S WARD MURAL

The County Hospital children's ward has been transformed into a colourful magical wonderland thanks to a local artist.

Tom Roberts, fundraised for the design of a mural, to create a welcoming, familiar, and colourful environment for the children they care for.

The beautiful mural meanders through the corridors, playroom, treatment rooms and patient bays and gives a brighter outlook for the children, parents and staff. The mural gives the children a focal point to help distract them when having procedures, and helps aid their recovery by creating a stimulating and colourful environment.



THE YOUNG AMBASSADORS

The young ambassadors are a youth participation group who take part in monthly meetings to discuss topics and for us to gain feedback, we work on projects that will be beneficial to the children's and young people's services at Wye Valley NHS Trust.

We are recruiting for 'The Voice of the Child group' (VOC).

Are you aged between 13 to 16 years old?

Are you passionate about having young people's voices heard within the NHS.

Do you want to help us improve health services for children and young people in Herefordshire?

We want your views, opinions and ideas. In return you will have something great to put on your CV or UCAS forms. You will have the chance to influence the development of children's and youth services and encourage change.

If you are interested in joining, please email Thevoiceofthechild@wvt.nhs.uk



FEEDBACK

We love to hear your feedback about your experiences on the Children's Ward, ask a member of staff for a Monkey Well being feedback form. Here's what some of our patients have said.

"Thank you so much, you are Amazing!!!!"

"Thank you so much for looking after me all week. you are all so kind. I had a great week!!"

"You are all so lovely and the new teen snug is amazing!"

***THANKS FOR
READING!***



Thanks to:
The Wye Valley Trust
Young ambassadors
team (VOC)