

Welcome to Gwillim ward

This leaflet explains more about Gwillim Ward, to help make your stay with us as comfortable as possible.

If you have any further questions, please speak to a midwife or doctor caring for you.

About Gwillim ward

Gwillim ward is a maternity ward on the 4th Floor, Lanesborough wing, with 32 beds arranged as six four-bedded bays, six single rooms and two en-suite rooms.

Bathrooms and toilets are located in two main areas on the ward. There is one visitors' toilet for partners or your support person to use.

The phone number for the ward is **020 8725 2012/ 2013**.

Who can visit the ward and when?

Your partner or one support person can visit you when you like and stay with you overnight. If your partner or support person is very tired though, it may be better if they go home to rest.

Visiting time for family and friends is 3pm to 8pm. During this time you can have two visitors (your partner counts as one).

Siblings are welcome to visit during the day but if they get very tired or tearful, your partner or support person should take them away from the ward, so other mothers can rest.

Your birth partner may stay overnight with you on the ward as a courtesy.

Please respect this and make sure that:

- the privacy, dignity and respect of all women on the ward is maintained at all times
- only one person, aged over 18, stays overnight with you
- your partner remains fully clothed at all times, including footwear
- noise is kept to a minimum overnight - please remember other mothers are trying to sleep
- leaving and entering the ward is kept to minimum
- mobile phones are put on silent between 10pm and 8am
- your partner only uses the designated visitor toilet
- your partners rests on the chair at the side of the bed and NOT on the bed
- staff have easy access to the bed area so they can easily care for you and your baby
- the bed space is kept clean and tidy.

We are unable to provide your partner with:

- food and drink
- blankets, sheets, pillows and towels
- toiletries or medication.

How should I keep my baby safe?

For your and your baby's safety please don't walk along the ward corridors with your baby in your arms - use their cot instead.

If you are holding your baby and start to feel tired or sleepy, please place them into their cot.

The ward fire alarm is tested every Thursday morning. If the fire alarm goes off outside of this time, please remain at your bedside and wait for instructions from the ward staff.

When are mealtimes?

Mealtimes on the ward are flexible to suit you and your baby. You can order a hot meal 24 hours a day.

Breakfast is at 7.30am and includes fruit juice, a choice of cereals and bread with a choice of spreads and preserves.

Lunch is at 12pm - please see the maternity menu which includes a cultural menu.

Supper is at 5pm – please see the maternity menu which includes a cultural menu.

If you have any special dietary requirements, please speak to your midwife or the ward hostess.

A choice of hot or cold drinks is also available.

If you miss a meal please let us know so that we can arrange for you to have a hot meal or a sandwich.

What are amenity rooms?

Amenity are rooms which you may be able to choose to use, for a fee, instead of staying on the ward. You will have the same NHS care and service as all the women on the ward.

Priority for these single rooms is given to women or babies with serious medical conditions. **You may be asked to vacate your amenity room and move to shared facilities if we need the room.**

There are two en-suite and six single rooms – if you would like one please speak to your midwife.

You will be asked to complete a form with your personal details to confirm you are happy to pay for an amenity room. **You will need to pay for your room on the day you are discharged.** We accept credit or debit cards.

At the time of print, the charges for the amenity rooms are:

single room with en-suite: **£150.00 per night**

single room with shared bathroom: **£100.00 per night.**

These charges may change - please confirm current prices when completing the booking form.

When will I be discharged with my baby?

Once you and baby are confirmed as fit for discharge we aim to discharge you within four hours.

We will let the community midwives know and give you a discharge pack with information on caring for yourself and your baby - the **information is also available on-line**. The pack also includes the ward telephone numbers to use if you have any questions or if the community midwives have not contacted you within 48 hours.

If you are being discharged with medication your midwife will discuss this with you.

After discharge there's a small chance you will be asked to wait in the parents' room until your transport arrives – this is if the maternity unit is very busy and your bed is needed.

If you are travelling home by car (including taxi), you will need a car seat for your baby.

Useful sources of information

www.unicef.org.uk/babyfriendly

www.nhs.uk/conditions/sudden-infant-death-syndrome

<http://pogp.csp.org.uk/publications/fit-future>

Contact us

If you have any questions or concerns about Gwillim ward, please contact us on 020 8725 2012/13 (Monday to Friday, 8am to 4pm). Out of hours, please contact the Maternity Bleep Holder on 020 8672 1255 or bleep 6459. **For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk**

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9am and 5pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

