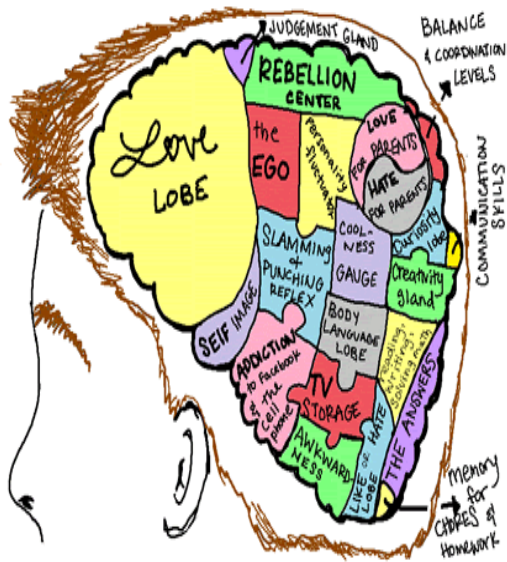


Your hospital stay

Inpatient information for young people aged 12-18

THE AVERAGE TEENAGE BRAIN



Living our values – excellent, kind, responsible, respectful

Welcome to the paediatric unit

We understand that coming into hospital can be a worrying time. Some young people feel OK about being admitted to hospital, but others can find it very hard to be a teenager in a children's ward.

With this in mind we have put together the following information for you. There may be questions we have not covered. If you need any more information please speak to any of the ward staff, who will be very pleased to help you.

Our wards

Different areas of the hospital are called wards. There are three wards where you might be treated.

Frederick Hewitt ward is for children and young people with acute or chronic medical conditions or problems.

The senior sister on this ward is **Carole Bettley**.

Pinckney ward is for children and young people needing care away from others (isolation) perhaps because of a risk of infection or for cancer treatments. The senior sister on this ward is **Natasha Alleyne**

Nicholls ward is for children and young people before and after operations including neurosurgery. The senior sister on this ward is **Jose James**.

The inpatient Matron is **Tania Haughton**

Ward routine

When you arrive on the ward you will be greeted by a nurse who will introduce themselves and show you to your bed. They will then take a handover from the staff that brought you to the ward. Shortly after this you will be shown around the ward so you know where everything is.

You may sometimes be moved from the bed, room or ward in which you start your stay. There are a number of reasons why this may happen:

- you are confirmed as having an infection that could be passed onto others e.g. diarrhoea and vomiting, chickenpox
- you have been cleared as not having an infection and so you no longer need to be in isolation
- you have been referred to another team of doctors who are experts in your condition
- we have an emergency that means we need to move patients around, although we try not to.

You will be given a **named consultant** whose name will appear above your bed so you know who is in charge of looking after you. This may sometimes change if other doctors are asked to become involved in your care.

Doctors' ward rounds

The doctors start to visit wards (their 'rounds') at about 9.15am on Frederick Hewitt and Pinckney wards and 7.30am on Nicholls ward.

When they visit, you can ask questions about your care or treatment. If you are being seen by a team of different doctors, they may visit at different times and your nurse will tell you when.

You can see the doctors on your own, or with your parents or carers, or you can do both. You can also ask your nurse to be with you. Let us know which you would like.

Don't be afraid to ask any doctor or your nurse any question about your condition, its treatment and what will happen during your stay in hospital. Remember, it's your body and your health. Ask your nurse or doctor to write the answer down if you're worried you might forget, as it can be hard to understand some medical information.

Let your doctor know if you'd like to be more involved in your treatment. Sometimes people can think that you're not taking responsibility for your health because you can't

be bothered or simply don't want to. So, it's important to let people know if you're finding it hard to do or to understand certain things.

If you have any questions or worries about doctors' ward rounds then please tell the senior sister or the nurse in charge. We are all here to support you.

Staff handover

At the start of every shift the nurse caring for you will introduce themselves. This will be at these times:

- 8.00am – day staff arrive on the ward
- 8.00pm - night staff arrive on the ward.

Some of our staff work shorter shifts. These nurses will finish their shift at about 3.30pm and will hand over your care to another nurse. Please let us know if you have any concerns about this.

There will also be different doctors in the evening and at night so you may meet different people. If you don't know who someone is, don't be scared to ask. There are also picture boards at the entrance to the wards showing who people are.

Patient meal times

Breakfast is served from 8am-10am from a trolley in the kitchen. The ward hostess will be there to help you, so please let her know if you cannot find anything suitable.

Lunch is served from midday.

The evening meal is served at 5pm.

If you have any dietary needs e.g. vegetarian, halal, please tell your nurse or the ward hostess and they will make sure you have a suitable meal.

Unfortunately we are not able to feed anyone else in your family.

Visiting times

Parents can visit at any time but only one parent can stay overnight. If your parents have travelled a long way and they both need to stay, speak to a member of the nursing team who can tell you about Ronald McDonald house, where this may be possible.

Family and friends are welcome to visit any time between 8am and 8pm. Please be thoughtful about other children on the ward who may be very poorly. We encourage brothers and sisters to visit and if they are aged 18 or over they are welcome to stay overnight in place of a parent. We do not allow friends to stay overnight.

Visitors should not come to see you in hospital if they have been vomiting or have diarrhoea or any other illness that is making them feel unwell. They should always wash their hands when coming on to or leaving the ward.

Going home (discharge)

When the doctors are happy for you to go home they will give you any medicines or letters for appointments that you need to take with you. Your nurse will explain all your medicine to you and do please ask if there is anything you do not understand.

Facilities for young people

Learning and relaxing

There is a **schoolroom** next to Frederick Hewitt ward and a playroom and adolescent room next to Nicholls ward which you should use if you are well enough. If you can't make it to there, the play specialists and teachers will visit you.

We have **free Wi-Fi** on the ward – connect to kid zone and follow the login steps. The nurses or play specialists can help if you are having problems.

There are **TV screens** above each bed. TV is free for all young people between 7am and 7pm. Outside of these times

and to access the games, you need to buy a card from the machine in the corridor between Frederick Hewitt and Pinckney wards. After 8pm TVs can only be used with headphones - ask staff for these.

Play specialists are able to provide **tablets, DVDs, games consoles and a Wii**. These must be handed back to the play team at the end of the day.

Food and drink

You should eat and drink often to keep up your strength and to stay hydrated. There is a kitchen with a microwave and a fridge on the ward where you can make drinks and keep and prepare food. You will be asked to sign a form (disclaimer) about this, please ask if you are unsure. If you take hot drinks to your bed, please carry them on the tray provided, as there are young children around.

Keeping in touch

You will have your own phone number so you can give this to your family. A 40p charge will show on the caller's phone bill for each call. Your nurse can tell you more about this system.

To call to speak to a nurse, your parents or carers should use the numbers for the ward where you are:

Frederick Hewitt ward - 020 8725 2081

Pinckney ward - 020 8725 2082

Nicholls ward - 020 8725 2098.

Your parents or carers can use these numbers to check on how you are. Information can only be given to you or your parents or carers, so you or they will need to tell other relatives and friends how you are doing.

There is a payphone in the ward playroom and more payphones by the lifts on each floor of Lanesborough wing.

There is a parent's information board on all the wards. The nurses can show you where it is.

Keeping you safe

Each ward is protected by a security system. To open the door, press the buzzer and a member of staff will let you in or out. You may have to wait a few minutes if staff are busy caring for other children. Please be patient.

Please do not bring in large amounts of money or any valuables. Small change might be useful for the phone and the shops. We will ask you to sign a disclaimer saying that St George's Foundation Trust is not liable for any damage to or loss of your property. Please ask if you do not understand this and someone will explain.

Facilities at St George's

The **restaurant** is on the first floor of Lanesborough wing, with the following availability:

- Snacks 7.30am to 7.45pm
- Breakfast 7.30am to 10am
- Lunch 11.45am to 2pm
- Supper 5.30pm to 7.45pm

There are also food and drinks machines in the restaurant and in the lift areas of Lanesborough wing and sandwich boxes are available which you can request through the ward staff.

The **Whistlestop shop** is at the main entrance to the hospital. It sells magazines, stationery, confectionary and a small selection of toiletries. Opening times are Mon-Fri 8am to 8pm, Sat 9am to 7.30pm and Sun 9am to 6pm.

Peabody's coffee shop and Pret a Manger are on the ground floor of the medical school, and are open 7am to 5pm.

There is also a sweet shop in the medical school which sells a range of snacks, sweets, drinks and toiletries.

Marks & Spencer's is at the main entrance to the hospital. It sells food, snacks and flowers and has a cafe. It's open from 8am to 9pm.

Cash dispensers are found on the ground floor of the medical school and in the main entrance next to the Whistlestop shop.

Parking is available in a pay and display car park in the hospital, near to the exit on Blackshaw Road. This costs £2 for the first hour with half hourly rates after that. If your parents need to park in the hospital they can get a discounted parking form from the nursing staff, which they then need to take to security. The discounted rate is £10 per week or £8 per day. Only one discount can be given per family.

Interpreters and **Language Line** are available if you would like more information and English is not your first language. Please talk to the nurses who will arrange this.

The chaplaincy service includes the hospital chaplain and a chapel in St. James' Wing. If you would like to see other faith leaders who also visit the wards, please ask a nurse.

Quiet space is available in special rooms on Pinckney and Nicholls wards for you and your parents or carers to sit quietly away from your bed.

Please let us know if you want extra peace and quiet. If you are in a cubicle you could have a simple system for your door to show when you do and don't want to see people. It may not always be possible but the staff will try their best to respect your privacy and wishes.

Other departments and services

Child and Adolescent Mental Health Services (CAMHS)

Our mental health affects how well we feel and how we cope with the problems and challenges we may face in life.

Some young people experience mental health problems which can affect their day to day life. If this happens to you, you may have problems with your concentration, your relationships with family and friends, your communication or getting to school or college.

Mental health problems can affect anyone - it's not the person's fault and there is nothing to be ashamed of.

If you find you're having these problems, or your doctor would like you to have a more specialist assessment, you may be referred to Child and Adolescent Mental Health Services (CAMHS).

CAMHS can help you with:

- anxiety
- low mood
- eating disorders
- self harm
- other psychological issues.

You will be supported by a member of the CAMHS team during your admission and they will continue to see you as an outpatient if you need it.

Paediatric psychology service

This service helps young people and families cope with the emotional aspects of health and illness.

We start by talking to you and/or your parents or carers to find out how we can help the most.

We may only need to meet once or a few more times.

We may see you either when you are in hospital or as an outpatient.

People come to see us for all sorts of reasons, for example:

- preparation for hospital procedures (e.g. an operation, injections)

- worry or anxiety about treatment
- coping with pain
- adjusting to new diagnoses and illnesses
- stress-related symptoms
- problems with taking medicine or sticking to a special diet
- grief and bereavement
- trauma after an accident
- the effects of your illness on you and the whole family.

If you think we might be able to help, or if you would like further information, please talk to the nurse or doctor looking after you.

Other wards and services for children and young people

Jungle ward is for children or young people requiring day treatment.

Paediatric intensive care unit (PICU) is for children or young people needing closer observation or monitoring.

Children's emergency department and paediatric assessment unit (PAU) are for children or young people needing urgent medical attention.

Children's outpatient department (Dragon Children's Centre) is for children or young people needing follow up appointments.

What to do if you are not happy

Here at St George's Hospital, we want all our services to give the best care possible for young people and their families.

We realise that sometimes we don't do as well as you want us to. If you tell us we can learn from what you say.

We really want to know when you have a problem or something doesn't go as well as you expected.

Please talk to your doctor or the ward sister in the first instance. If you are not happy with how they have helped you, speak to our Patient Advisory Liaison Service (PALS), on 020 8725 2453.

If you have any concerns about any aspect of your stay on our wards then please don't take your problems home. Contact any member of the ward team to discuss them.

Know your rights

You have the right to be seen by your doctor or nurse on your own without a parent or carer. Just ask.

You have the right to not have too many people at your ward or clinic consultations (e.g. visiting or student doctors). Just ask for essential staff only to be there.

You have the right to ask any questions you want about your health, illness or treatment and to tell the people looking after you what you think and prefer. If you find asking for things hard, speak to your nurse who will help you with this.

You have the right to confidentiality. This means that what you discuss with the people looking after you doesn't have to be told to anyone else if you don't want it to be, even your parents or carer. This might change if you tell us something that makes us think someone is hurting or harming you, but if we think there is a need to tell other people we will talk to you and tell you why.

Information and data collection

At St George's Hospital we collect information to help us take better care. It helps us to know about your

background and home life, your health up to now and what treatment you've had because we can then plan your future treatment better.

Some of the information we collect is:

- who you live with and other important people in your life
- your religion if you have one, what language you speak at home and where you come from
- details of any other healthcare professionals involved in caring for you
- reports about your health and the care and treatment you have received
- results of tests and scans
- any named social workers or CAMHS workers.

Much of this information is stored on our computer system and some information is kept on paper in your medical notes. Wherever this information is kept, only people who need to know for your care can access it.

There are times when we have to share information about you or your care to other people but then we make it anonymous. This means that we remove your name, date of birth, address and anything else that could identify you.

There are other times when the law makes us give information e.g.

- if a court orders us to for a court case
- if you are in danger or are at risk of serious harm
- if a crime has been committed
- for an infectious disease report.

We will tell you if we are going to pass on information like this, unless doing so could put someone in danger.

Safeguarding

At St George's Hospital we work together to safeguard and promote the welfare of all young people. We do this by ensuring that young people admitted to hospital are not being harmed by others or themselves. We will involve social services if we think you might be at risk of harm from:

- domestic violence
- gangs and weapons
- sexual exploitation
- female genital mutilation (FGM)
- eating disorders
- self harm, e.g. cutting or overdose
- suicidal thoughts
- drugs or alcohol
- mental health problems
- child trafficking
- abuse, whether sexual, physical or emotional
- neglect.

We will discuss this with you in the first instance, but our priority will always be to ensure your safety.

Communication

We normally send your parents a copy of any letters we write to other healthcare professionals about your care. You can have your own copies sent to you as well if you like; all you have to do is ask us. You can also tell us if there is information you do not want to go to your parents.

Useful sources of information

The **Well Centre**, Streatham is a drop-in health centre for young people aged 13-20. It is open Mondays, Wednesdays and Thursdays from 3.30-6.30pm and no appointment is necessary:

www.thewellcentre.org

16, Wellfield Road, Streatham, SW16 2BP
Tel. 020 8473 1581

Redthread works with 11-25 year olds who have injuries secondary to violence, or who are at risk of being involved in violence or sexual exploitation. They are based in the Emergency Department at St George's and they can also talk to young people on the paediatric or adult wards:

www.redthread.org.uk

Teen Help gives advice for parents and teenagers:

www.teenhelp.com

The Point, Battersea is a sexual health clinic for young people at Stormont Health Centre, 5-11 Antrim House, Stormont Road, London SW11 5EG.

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 9.30am and 4.30pm, 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 is 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

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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