



Great Ormond Street Hospital for Children NHS Trust: Information for Families

Welcome to Fox Ward

This information sheet explains about Fox Ward at Great Ormond Street Hospital (GOSH), members of the team and the facilities available for children, young people and families.

Fox Ward is the blood and bone marrow transplant unit at GOSH, located on level 5 of the Variety Club Building (VCB). It forms part of the Infection, Cancer and Immunity (ICI) Unit, along with Lion, Elephant, Penguin, Safari and Robin wards. Nurses rotate their duties within the unit but are all experienced in caring for children with blood disorders, cancer and immune disorders.

Our patients are highly susceptible to infection, so we have special air filtration systems. We also have very strict hand washing, isolation and visiting policies to help protect our patients further. We specialise in the care of children undergoing all types of stem cell transplants for blood disorders, cancers and immune disorders as well as for digestive system, joint and metabolic conditions. There are 11 cubicles on the ward, each containing a parent bed and all but one also have en suite bathroom facilities. Three cubicles also have a hand washing lobby. Cubicle doors must be kept closed at all times so that our air filtering system can work efficiently and effectively.

The ward has a designated bone marrow transplant (BMT) kitchen which is where all our patients' food is stored and prepared. An additional kitchen for use by parents and staff is available on Robin Ward next door. There is also a play room on the ward, managed by a play specialist, who can also provide activities and games for children in isolation.

Meet the team

Fox Ward is managed by the ward sister, with support and guidance from the modern matron for the ICI unit. The ward sister has a team of senior staff nurses, staff nurses, health care assistants and a ward housekeeper to assist with the smooth running of the ward and to provide safe, high quality care. The ward team works closely with the clinical nurse specialists so that there is a seamless transition between inpatient, outpatient and continuing care at home. As well as the nursing staff, the multidisciplinary team includes the play specialist and play workers, doctors, physiotherapists, dietitians, occupational therapists, psychologists, pharmacists and social workers. We all work together to provide the necessary expert care required by your child.

Hand washing

This is vitally important to stop infection spreading so please wash your hands before and after entering your child's cubicle. Your visitors should also do this before and after visiting. Disinfection gel is available as well as soap and water. If you find any of these facilities empty or faulty, please let the staff know.

Please do not visit the ward if you are unwell. If you are unsure whether you should visit, please ring the ward first.



Visiting

As our patients are vulnerable to infection, we have strict guidelines regarding visiting. All visitors must be generally well, that is, no colds, coughs or sore throats, cold sores or rashes, upset stomach, vomiting or diarrhoea. People who have been in contact with any of the above should also avoid visiting.

Each child is assigned a visiting category depending on the stage in their transplant process. Please note that the categories may change so please check with staff before visiting.

Pre-BMT patients (yellow precautions)

- The patient may have **limited** visitors.
- Visitors must wash hands and may proceed straight into cubicle. If the patient has a designated green precautions cubicle, visitors cannot enter the cubicle but can meet in the parents' sitting room or external corridor.
- The patient may have only three named carers who may enter the designated green precautions cubicle. Siblings are not allowed in the designated green precautions cubicle.
- Visitors/siblings must not linger in the Ward area/playroom.
- Visitors/siblings must not mix with other pre/post BMT patients.

BMT patients in isolation (green precautions)

- The patient can have only three named carers who may enter the cubicle. Siblings are not allowed in the cubicle.
- Siblings may visit for half an hour each day, one at a time, but can only remain outside the patient's cubicle. Following this, siblings should wait in the external corridor/waiting area. (NB: Children should be supervised by an adult at all times)
- All other visitors should wait in the external corridor/waiting area/parent's sitting room. Visitors cannot enter the Ward area.
- Named carers/siblings must wash hands before entering the Ward area.
- Siblings must not mix with other pre/post BMT patients.

Post BMT patients (yellow precautions)

- The patient may only have significant family members visiting.
- Visitors must wash hands and go straight into the cubicle.
- Visitors must not linger in the Ward area/playroom.
- Visitors must not mix with other pre/post BMT patients.

All other patients

- The patient may have visitors.
- Visitors must wash hands and go straight into the cubicle.
- Visitors must not linger in the Ward area/playroom.
- Patients and visitors must not mix with other pre/post BMT patients.



Telephones

There is a telephone in each cubicle and you can make outgoing calls by swiping your credit or debit card or a GOSH phone card (available from the hospital shop). You can also give the telephone number to family and friends so that they can call you. Please remember that mobiles phones can only be used in designated areas of the ward.

Respect for staff and other families

We know that there may be times when families are frustrated, angry or upset and we will help you to find the right person to help to discuss any concerns you may have about your child's care. Although rare, we have had to adopt a 'zero tolerance' approach to behaviour that is inappropriate or threatening to patients, families and staff. We will not tolerate any type of threatening behaviour, verbal, physical or psychological and we have a policy to ensure this is dealt with appropriately. This involves all parties coming to an agreement about behaviour we accept.

We also ask you to respect other families and keep noise to a minimum especially in shared areas. There may also be times when you are asked to leave the open areas when other children's care is being discussed. We have a playroom for children to use but if brothers and sisters are using these areas they should have a responsible adult with them at all times. Please also remember that it can be difficult to keep these areas tidy so your help in leaving these areas as you would like to find them is very much appreciated.

Security and safety

All staff should be wearing identity badges, so if you are unsure who someone is please ask. We also have a locked door system with a buzzer entry to access the ward. Please do not let in people who you do not know but ask them to wait. It can get very busy on the ward at times so if you are not let into the ward straight away please be patient as we may be busy caring for your child.

There are few important things to remember during your time on Fox Ward.

- If your child is in a cot or bed with cot sides, he or she should never be left alone with the sides down. If you are not sure how to use the cot sides please ask one of the team.
- At night, please leave the small night light on in your room and the curtains ajar enough for staff to easily observe your child.
- We will give your child a name band when he or she arrives on the ward, and this needs to be kept on at all times. If you notice that it has fallen off, please inform your nurse so we can put on a new one.
- Please make sure that you bring in slippers or shoes for your child to prevent any slips or falls on the ward.
- Due to limited space we ask you to please keep the bed space you are allocated tidy. The oxygen and suction at the bedside must be accessible to staff at all times.
- There are kitchen facilities on the ward but we ask that for their own safety children stay out of this area at all



times and that you move elsewhere when food is being served at meal times.

- Please do not bring valuables to hospital that you are not able to keep with you as we cannot take responsibility for any loss of or damage to personal property.

**If you have any questions,
please ask a member of staff or
telephone us on 020 7829 8820**

Notes

Compiled by Fox Ward in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Trust, Great Ormond Street, London WC1N 3JH

www.goshfamilies.nhs.uk

www.childrenfirst.nhs.uk