



Welcome to Squirrel Ward

Squirrel Ward, Level 5, Variety Club Building

Telephone: 020 7829 8814 or 020 7829 8818

Our philosophy: On Squirrel Ward we believe the child should be treated as an individual and their care should reflect this, promoting at all times a family centred approach. We uphold the hospital view of the child first and always. We believe all children and parents/carers should be greeted and treated in a friendly and professional manner at all times. Staff on Squirrel Ward will strive to improve the quality, efficiency and effectiveness of service provision for the children and families.

About the ward

Squirrel Ward looks after a large age range of children, undergoing urological or general surgical procedures. Our patients can come as a result of a planned procedure or referrals for emergency treatment with one of our specialist consultants. We specialise in neonatal care, looking after pre-term infants from 32 weeks all the way up to adolescents at 17 years old.

Squirrel Ward has 22 beds – 14 of which are in single cubicles, four are in a four-bedded bay. We also have a four-bedded High Dependency Unit within the ward for children needing closer monitoring and nursing care.

Bed allocation is worked out on a priority basis, and therefore it is not possible to request a cubicle. Cubicles have to be used for patients who need isolating or additional privacy for some of our sensitive procedures.



Post-operatively, your child may need to stay in one of our high-dependency bays for a while, so we may have to move you from the room you used before the operation. We realise that this can be disruptive and try to keep this to a minimum. Your child's safety will be our utmost priority at all times.

Squirrel Ward accepts emergency patients and on rare occasions, we may need to re-allocate beds to accommodate an emergency admission. We understand that this too can be unsettling but please be aware that this is out of our control.

Visiting

While your child is an inpatient, both parents will have 24 hour access to the ward, although we can only accommodate one parent staying. In the cubicles, there is a parent bed and a reclining chair for you to use in the bay. If your child is in the HDU bay, we cannot



allow you to stay at the bedside but will provide accommodation elsewhere in the hospital or local area for you.

Visiting hours for other family members and friends are from 10am to 7.30pm. We ask that visitors are respectful of other patients and families who are on the ward so keep groups of visitors to a minimum. Additional visitors can wait in the Lagoon Restaurant on Level 2 (Ground Floor) until a convenient time.

Facilities

On the ward, there is a parents' beverage bay with facilities for storing and re-heating food. Please see the poster on the fridge door about foods that can and cannot be stored in the beverage bay. A breast feeding room is available for mums to use, equipped with breast pumps and bottles. Breast feeding support can also be made available for you if you need this.

There are many professionals that work within our unit that may also be of benefit to you during your stay. These include a social worker, psychologist, chaplain, multi faith representatives and midwives amongst others. If your child's stay is prolonged for one reason or another or they have spent some time on ITU we offer a complex care meeting with one of our Deputy Ward Managers where you are able to bring up any concerns, and we can try to help solve these issues for you. Or we can help voice your questions to the surgical team.



Children's corner

We want to make your stay on Squirrel Ward as pleasant as it can be, and try to make you feel as comfortable as possible. Please bring your favourite toy with you – ask your parents to label it with your name so it doesn't get lost – we'd love to see it! You can also bring your pillow from home so you're comfy at bedtime too.

Squirrel Ward has children of all ages and lots of friendly nurses and doctors who are always available to help you. We are also very lucky to have a play specialist based on the ward who can help to fill up your time with fun things to do. Once you are well enough to get out of your bed, we have a lovely large play room equipped with drawing, puzzles, pretend play, and video games. These are all available for you to use during your stay.

We have a music man who comes along once a week to sing songs and play instruments with some of the children too. Also once a week radio lollipop come in the evening to do activities and chat. You may even be able to get yourself on the radio!!

School teachers also visit the ward daily so that there is no need for you to fall behind. If you are doing something specifically at school they would be happy to help with this, or they can bring computers and set work individually aimed at your needs.



If English is not your first language and you require additional help with understanding what you are being told, please let us know. We will be able to arrange for either a face to face interpreter to meet with you or, at short notice, can arrange an interpreter over the phone.

If you have any concerns, worries or questions during your stay, please speak with one of our team.

Notes

