



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

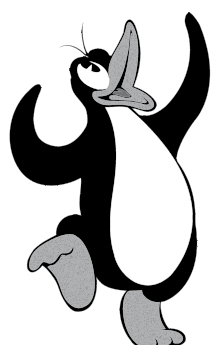
Welcome to Penguin ward

This information sheet explains about the facilities available on Penguin ward at Great Ormond Street Hospital (GOSH) and what to expect when your child comes to the ward. We practise 'family-centred care' which means that we encourage you to carry on carry for your child in the same way as you do at home, if you feel able, with the help of our staff.



Bed allocation

We do our utmost to protect the privacy and dignity of your child at all times during their stay at GOSH. Your child will be allocated a bed space according to how their physical, psychological and social needs are best met taking into consideration the needs of other children and young people on the ward at that time. Please tell us if your child has a preference for being with other children of their own age or gender and we will try to meet this request where possible. Please note that there are some circumstances where requests cannot be met, for instance, in high dependency or intensive care areas. Your child's safety will be our utmost priority at all times.



Facilities for parents and families

There is a telephone by each bed 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 and they can call you, but please ask them not to phone too late in the evening so the children are not disturbed. Please remember that mobile phones can only be used in designated areas of the hospital and not on the ward,

We have a kitchen on the ward with a microwave and drinks facilities. The ward does not provide parents' meals but there is a hospital shop and canteen within GOSH. In the local area there are plenty of cafes and supermarkets. Food can be stored in the ward fridge, but please make sure that you label it with your child's name and date you put it in the fridge. Before you go home, please remember to throw any unused food away.

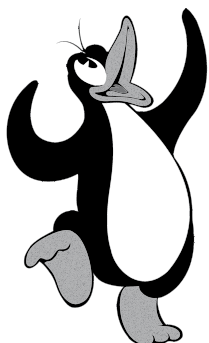


Our ward playroom is open everyday for toys, activities and crafts. For most of the day, the play worker supervises the room. However, you are still responsible for watching your children and keeping them safe, particularly when the play worker is with another child somewhere else. We also ask that you tidy up after children, especially during the evenings, at weekends and during holiday periods. If your child has to stay in bed, you can borrow toys, games and videos from the playroom, but please return them when your child has finished with them.

One parent is very welcome to stay with their child on the ward, but because the ward has limited space, we cannot accommodate a second parent. The accommodation office can supply some hospital accommodation and a list of local bed and breakfast hotels. The office is located in Weston House, across the road from the main hospital reception, or you can call them on 020 7813 8151. You will need to bring a deposit for the room key.

Room changing

It is sometimes necessary to move your child to a different room – we realise this may be disruptive to you all, and try to avoid it whenever possible. On many weekends, the ward will close on a Friday evening and join another ward until Monday morning.



What to bring

If your child is taking any prescription medicines, please bring enough for your stay and make sure that you have enough for when you go home. If your child is taking a special feed, you can bring this

as well, but only if the tin or bottle is unopened. We can, however, provide most brands of infant formulas. Please bring any special feeding equipment with you, such as bottles or teats. We also ask that you bring in nappies for your child during their stay. We have an emergency supply but there are also shops in the local area where you can buy them if necessary. You will also need a wash bag for you and your child.

It may also be an idea to bring your child's favourite blanket or toy.

Please do not bring any valuables with you, as we cannot accept responsibility for any loss or damage to these items. If you bring electrical items with you, we cannot accept responsibility for them and they will need to be checked by our electricians before you use them.

Visiting

Parents are welcome to visit at any time. Many children also appreciate quiet time, so do not feel guilty if you have to leave the ward for a while, as everyone needs a break sometimes. If you are going to leave the ward please let us know when you will be back and if possible provide us with a contact number.

Siblings and other visitors can visit until 8pm but preferably not in large numbers as space is limited on the ward. If any of your visitors have been in contact with coughs, colds, tummy bugs or infectious diseases like chickenpox or measles we would prefer that they would not come onto the ward.

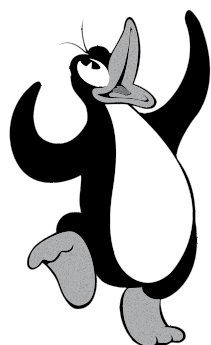
Hand washing is important to help us stop infections spreading. Please ask your visitors to wash their hands and make sure your



hands are clean too. Please remember that alcohol gel is available as well as soap and water, please use alcohol gel dispensers each time you leave or enter the ward.

Consideration for our staff and others

We know that there are times when families are frustrated, angry or upset, and we will help you find the right member of staff to discuss any concerns you have about your child's care. However, in common with all NHS organisations, we will not tolerate any kind of threatening or abusive behaviour, whether verbal, physical or psychological. Any conduct that is considered inappropriate or threatening to patients, families or staff will be dealt with via the GOSH Resolving conflict policy. This may involve asking the person to come to an agreement about their future conduct and in rare circumstances where this agreement is not kept, we will remove the person from the hospital.



If you have any questions or concerns when you get home, please ring Penguin ward

Useful numbers

GOSH switchboard – 020 7405 9200

Penguin ward – 020 7813 8556

Penguin Ward Administrator – 020 7813 5788

Safety on the ward

There are a few important things to be aware of while your child is staying on the ward:

- If your child is in a cot or bed with cot sides, they should never be left alone with the sides down. The nurses will show you how to operate the cot sides.
- On admission, we will give your child a name band. This should not be removed.
- Please make sure your child wears slippers or shoes when walking around the ward to prevent slips or falls.
- Please use a trolley to carry hot drinks from kitchen to your room, hot drinks are not allowed in the playroom.
- Parent swipe cards to access the main ward doors are available; a £5 refundable deposit is required.

Going home

Hospital transport to and from GOSH is only available for children who have a medical reason for it. Please make your own arrangements for transport home on discharge.

The nurse organising your child's discharge will contact your family doctor (GP) and other professionals so everyone is aware of your child's admission and knows about any ongoing care needed.

A follow up appointment will be sent to your home address.

Compiled by Penguin 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