

Welcome to Great Ormond Street Hospital

Information for families



Great Ormond Street Hospital
for Children NHS Foundation Trust

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Welcome to Great Ormond Street Hospital. We want you and your family to feel as comfortable as possible whilst you are with us. We also want you to have access to all the information and support that you may need during your stay, or day visit.

We know that you may be feeling stressed or anxious about your trip to hospital, and that is of course understandable, so we hope that the information in this booklet will help you to feel more assured about what to expect, and who you can go to for help.

The “Our Always Values” at GOSH show how our staff are welcoming, expert, helpful, and act as one team. We will work in partnership with you to provide excellent care, sharing the information you need about the care of your child in order to provide the support you need.

We are committed to continually improving our services so we truly appreciate feedback from our patients and their families of those aspects of your experience that have both been positive – so we can do more of those – and those where we need to improve. So please feel free to share with us your experiences of visiting, or staying, at GOSH. You can do this by completing a Friends and Family Test, or by talking to the staff in the Pals Office in Main Reception.



Juliette Greenwood
Chief Nurse

Welcome to your ward

We have over 30 wards at Great Ormond Street Hospital (GOSH) each one looking after children and young people of all ages with similar medical conditions or who have had similar procedures. Our wards vary in size from five beds to over 20 beds and are located in several areas of the hospital.

While every ward is different, in general the following information applies. Please note that our intensive care units and psychiatric ward have different routines and stricter rules around visiting so please check with the nurse-in-charge if unsure.

Information about each ward is available on our website at www.gosh.nhs.uk/parents-and-visitors/coming-to-hospital/ward-and-admissions-information or scan the QR code to access it directly.



Admission

When your child is admitted to the ward, a member of staff will show you the facilities available for you and your child. A nurse will complete some admission paperwork with you and take some baseline observations, such as height, weight and temperature. After this, one of the doctors will visit to give your child a check-up and explain the plan for their stay.

GOSH Guides

Navigating around GOSH can be a daunting experience, as there are 12 different buildings connected by a maze of corridors! We are always redeveloping and improving the hospital, so areas may be blocked off while this is happening.

Our specially trained volunteers will welcome you to GOSH as you arrive in main reception and help you find your destination. Look out for the GOSH Guides in their bright yellow shirts with 'Here to Help' on the back. They are here to make your journey an easier one.



Staying with your child

Some parents stay on the ward with their children, though some wards do not have the space to offer this arrangement. Depending on the ward, you may need to sleep on a fold-out bed or armchair. If this is not suitable, we will arrange for you to stay elsewhere in the hospital or in the surrounding area.

During your visit, we can always accommodate one parent, but both parents will be accommodated only if your child is on one of the intensive care units. On occasions, when our family accommodation is fully booked, we will pay for you to stay in specific local hotels, with whom we have an arrangement for accommodating families.

Family accommodation at GOSH is free and all bed linen (except towels) is provided, but we will ask you for a returnable deposit. Please contact us at least one week before your child's stay to arrange accommodation. You can telephone us on **020 7813 8151** or **020 7829 7871** or email accommodation@gosh.nhs.uk

Named nurse

On the ward, our nurses work in two shifts – day shift from 7.45am to 7.45pm and night shift from 7.45pm to 7.45am. Your child will be allocated a nurse for each shift and they will introduce themselves to you at the start of each shift. There is a whiteboard by each bed where we will write your child's name, the name of their nurse for the current shift and the name of the doctor who is in charge overall for their care for this admission.

Named doctor

A consultant doctor is responsible for your child's medical care during the admission. The nurse looking after your child will confirm who this is and their name will be written on the whiteboard or information screen.

Ward rounds

At least once a day, there is a ward round where the doctors and nurses looking after your child review their progress and make plans for the rest of the day. In most cases, we encourage you to stay with your child during the ward round so you can ask any questions. Parents have told us that it can be helpful to write down questions as they occur, during your visit, so that you are prepared for the ward round.

If you want to talk to your child's doctor outside of these times, please ask your nurse to contact them. The doctor will visit you as soon as possible but there may be a delay if they are in clinic or theatre or away from the hospital. The nurse will be able to advise you.

Infection control

Infection prevention and control is very important to us as children and young people who are unwell can be more prone to infections. The infection control team at GOSH monitor all infections in the hospital and are responsible for the prevention and control of outbreaks. Before or on admission, we screen all children to see if they carry germs that are resistant to common antibiotics, such as MRSA (Meticillin Resistant Staphylococcus Aureus). The test is done by taking a swab from the nose and throat as well as a sending a faeces (poo) sample for testing.

We also need your help to identify and control infection. If your child has been in contact with someone who has an infectious disease such as chicken pox, shingles or measles or has developed a rash before admission, please telephone the ward, before you arrive. Staff will discuss your concerns and advise you whether it would be better to postpone your child's admission until they are well. This is really important for both your child and the health of other children on the wards.

If your child acquires or develops an infection while staying in hospital, we will admit them to a cubicle until their infection has cleared. Depending on the type of infection, staff may need to wear gloves, aprons or face masks when looking after your child. If you or a visitor develops an infection, we ask that you do not visit until you are well.

During your child's stay at GOSH, please help us control the spread of infection by washing your hands before and after visiting your child and by asking all staff and visitors to do the same. Please keep the area within your child's room and around the bed tidy and free from clutter to help our domestic staff clean regularly.

If you have any concerns or questions about infection prevention or control, please speak to the ward sister or nurse in charge.

Play facilities

Each ward has a supervised play area where your child, if well enough, can play games, take part in arts and crafts and watch films, supported by a play worker. Play specialists can also help your child prepare for a procedure through play activities. If your child is unable to go to the play area, you are welcome to borrow toys for them to use in bed, but please wipe them down with an alcohol wipe before putting them back in the play area. During evenings and weekends, play areas tend not to be staffed, so please supervise your child and their brothers and sisters at all times and keep the area tidy for everyone else on the ward.

Food

Breakfast for patients is provided on the ward – we have a range of cereals available. Lunch and supper for patients are cooked in our kitchen and delivered to the wards. We will show your child a menu for the following day so that they can choose what to have for lunch and supper. There is always a vegetarian option as well as a Halal meal, with a choice of hot or cold food. Kosher food can also be ordered. Meals are served in the ward kitchen and we ask that parents do not use the kitchen during these times. For safety reasons children are not allowed in the kitchen at any time.

If your child has a special food or dietary requirement or staff are concerned about their nutrition, they will be referred to a dietitian. We have a Special Feeds Unit and Diet Kitchen where we can prepare specific food suitable for your child.

Visiting

Parents and carers are welcome at all times, as are brothers and sisters. Friends and other relatives should visit between 10am and 8pm. Some wards do restrict the number of visitors able to be present at any one time, so please ask the nurse-in-charge for details. Visitors with colds, coughs or other infectious diseases should not visit until they are well.

Discharge summary

When your child is ready to go home (or in some cases, the day after), you should expect to receive a discharge summary. Before you leave, please check that we have your correct contact details.

The discharge summary acts as a record of what happened during your child's hospital stay, what medications have been prescribed and details of any follow-up appointments or treatment required at GOSH. Your family doctor (GP) and referring hospital will also receive a copy of the discharge summary to inform them that your child has gone home and to explain any care or support you need.

If you have not received your child's discharge summary within five days of discharge, please contact your child's ward.



Facilities for children and young people at GOSH



GOSH looks after children and young people from birth to the age of 18. There is plenty to do for all age groups – here are a few suggestions. Further information is available on our website at www.gosh.nhs.uk/parents-and-visitors/advice-for-when-you-stay/hospital-facilities-and-services or by scanning the QR code.

Hospital School

The school caters for all school age children (Year 1 to Year 13) who are inpatients or staying in patient accommodation.

Some children are also taught on the wards though priority is given to recurrent or long-stay inpatients. Children, who are well enough, are encouraged to come to the school to work with others of their own age, as part of a group.

If your child is likely to be in hospital for more than a few days it is advisable to bring details of any schoolwork (coursework or homework). For more information or advice, please contact the Hospital School on 020 7813 8269, or visit the School pages at www.gosh.nhs.uk/the-childrens-hospital-school



Activity Centre

The Activity Centre is for inpatients, outpatients and siblings of all ages (0-19 years old) and open daily but closed at lunchtimes (12.30pm to 2pm during term-time and 12.30pm to 1.30pm during school holidays). It is full of excellent resources including art activities, toys, games and consoles with trained staff available to help your child take part in fun activities and learn new things. It is an educational and recreational facility that parents can drop into with their children at any time. The Activity Centre follows the Early Years Foundation Stage Curriculum for children within nursery and reception age group.

Bedside entertainment

Many of our wards have a television system for providing entertainment by your child's bed. This includes television channels and internet access. If you have any questions about this, please ask your nurse.

Internet access

As well as our bedside television system, inpatient children and young people and their families can use our free Wi-Fi network to access the internet. The Wi-Fi network at GOSH has three levels of access:

- **GO-kids** – for children aged 12 years and under – this is the ‘default’ setting for the system and has the strictest content filtering
- **GO-teens** – for young people aged between 12 and 16 years
- **GO-wifi** – for anyone aged over 16 years

Internet access is provided via the London Grid for Learning – an educational network – so content filters are in place to protect children and young people from accessing inappropriate content. Every page visited is logged so that we can contact you if we have any concerns. If you have any problems with internet access, please talk to ward staff in the first instance.

Volunteer Services

The Volunteer Services team provide volunteers on the wards to carry out a wide variety of roles at GOSH, including emotional and practical support for children, young people and families. All volunteers who work at GOSH are carefully selected, vetted and trained to undertake their roles with regular support, while providing support for families, in addition to the staff.

Volunteer Services also manage events and activities such as Saturday Club and Crocodile Club (see page 10), Easter, Summer and Halloween parties and external services such as Radio Lollipop, Scouts and Guides and Spread a Smile entertainers. If you have any questions about volunteers at GOSH, please talk to your ward sister or call Volunteer Services on **020 7813 8294** or email volunteer@gosh.nhs.uk

Radio Lollipop

Radio Lollipop, our play based interactive radio service, is available on Monday and Wednesday evenings between 6.15pm and 8.15pm and Sunday afternoons from 4pm to 6pm on channel 9 on ward televisions. During non-broadcast times, a 24/7 radio service is available. The service is provided by volunteers who also visit the wards during the broadcasts providing creative activities for patients and families. You can call the studio on **extension 6784** to make music requests and take part in a variety of competitions.

Scout and Guide Group

This is open to anyone aged six or older and meets every Tuesday evening from 6.30pm to 8pm in the Activity Centre.

We offer an evening away from the ward for both patients and other young family members. Each week we have a range of fun activities on a different theme, and create the opportunity to make friends with



other children from the hospital. For more details, look out for the Scout and Guide Leaders when they visit the wards on Tuesday evenings. You can find more information on their website: www.17thholborn.org.uk

GO Create!

GO Create! is GOSH's arts programme. Activities range from visual art and design to music and dance. Our aim is to enhance the hospital experience and environment, reflecting the diversity of our patients, visitors and staff. Events include weekly art and music workshops and public performances fortnightly in the Lagoon. We also commission site specific artworks and programme temporary exhibitions. For more information see www.gosh.nhs.uk/gocreate



Coram's Fields

There is a large play area about five minutes' walk from the hospital called Coram's Fields. It is open every day from 9am until dusk. There are lots of play equipment there, activities during school holidays and even farm animals. More information about special events is available on their website at www.coramsfields.org



Special events

Throughout the year, Volunteer Services arrange parties and events for patients and families in the Lagoon Restaurant. Look out for posters advertising events on wards and in central locations.

Film show

We have a free film show in Weston House on the first Monday of the month showing the latest films. The early showing at 6.15pm is for children and the later one at 8pm for young people and adults. Details of which films are showing are displayed around the hospital.

Saturday Club in the Activity Centre

Every Saturday from 1pm to 5pm, in the Activity Centre, volunteers, coordinated by a member of staff from Volunteer Services, run the Saturday Club. The club offers fun and interactive sessions involving arts, crafts, games and sports to provide children and young people (and brothers and sisters) the opportunity to escape their clinical environments. Saturday Club is suitable for all ages, with an 'over 10' space for young people to relax and enjoy each other's company playing games.

Crocodile Club

This arts, crafts and games club runs every Monday and Thursday from 12 noon to 2.30pm in the Lagoon Restaurant. It is called the Crocodile Club because Mr Snap the crocodile mascot attends most days to say hello to children and young people taking part. There are fun themes every session – mostly for younger children.

Facilities for parents, families and visitors

We want to make your experience of staying with your child at GOSH as stress-free as possible. There are lots of services and facilities available – if you want to know more, please ask at the Pals Office.

Patient Advice and Liaison Service (Pals)

The Pals office is in the main reception area. There you can talk through any concerns or worries and ask for advice, find health information and liaise with staff around the hospital. They are open from 10am to 5pm Mondays to Fridays. You can contact Pals on [extension 7862](tel:02077047862), email them at pals@gosh.nhs.uk or scan the QR code above.



Food and drink

The Lagoon is on Level 2 (Ground Floor) of the Morgan Stanley Clinical Building and is the dining room for visitors and hospital staff. It is open for hot meals, snacks and hot and cold drinks seven days a week, with menus that change daily. Every day, one Halal and one vegetarian option is included in the menu and Kosher food is available to order. If you have any food allergies, please ask to see our Allergens information folder before you order.

At the south end of the restaurant, there is a coffee shop serving a range of hot drinks and snacks. The Lagoon is open from 8am to 7.30pm on weekdays and 11.30am to 7.30pm at weekends. Coffee Bar, within The Lagoon, is open from 7.30am to 5.30pm on weekdays and 8am until 12 midday at weekends.

There are also a variety of shops in the local area near GOSH. Pals Office have copies of our Around GOSH information sheet with more details.



Family File

We realise that life can be complicated when you have a child with complex needs. To help you keep track of changes to treatment or know who is involved in your child's care, we have designed the Family File. It's a handy place to record information about your child and a place to keep all relevant information together. It should make it easier for you to find key pieces of information and share them with your child's health care team at GOSH and at home.

The Family File is available on our website at www.gosh.nhs.uk/parents-and-visitors/coming-hospital/family-file or scan the QR code.



Cash points

There is a cash point in the main entrance to the hospital, which accepts most types of bankcards and does not charge a fee. There are plenty of other cash points in the local area. Please ask at the Pals office for directions.

Laundrette

Laundrette facilities for families are available in the hospital. Please see the map in main reception. There are other laundrettes in the area where you can leave a service wash or organise dry cleaning. Details are available from the Pals Office.

Midwifery clinics

If you have just had a baby and your child is an inpatient at GOSH, you can visit our postnatal clinic, which is held three afternoons a week. The midwives can also advise on antenatal care if you are pregnant while your child is an inpatient. Ask your nurse to contact our Neonatal Nurse Advisors for further information.

Breastfeeding

Most wards have suitable facilities where you can breastfeed. If you prefer to express your breast milk, we can arrange access to a breast pump. We also provide food vouchers to all mothers breastfeeding babies under six months old, whether or not your baby is a patient at GOSH. If you have any questions about breastfeeding or would like some advice, please ask a member of staff to contact our Neonatal Nursing Advisors.

Shop

The hospital shop in the Lagoon is open from 8am to 6pm on weekdays and from 9am to 4pm on Saturday and sells a range of products including newspapers, magazines, sweet and savoury snacks and drinks. It also sells toiletries, cards, games, toys and GOSH logo branded products.

There is also a wide variety of shops in the local area – ask at the Pals Office for a copy of our Around GOSH information sheet for further details.



Religious support and services

The multi-faith chaplaincy team offers 24/7 access to appropriate and timely spiritual, religious and pastoral care to staff, families, and children of all faiths or none. As well as their 24-hour on-call service, chaplains visit wards and departments on request. If you would like to see a chaplain, please ask ward staff or ask at the main reception desk.

St Christopher's Chapel on level 2 (Ground Floor) of the Variety Club Building is always open. Services are held in the Chapel each weekday to which all are welcome. Details of Sunday services at local churches are displayed on the Chaplaincy notice board.

We also have a Multifaith room and a Shabbat Room for Jewish families – please ask the Chaplaincy department for details. You can contact us on [extension 8232](tel:02078238232).

Social workers

Our social workers are employed by the London Borough of Camden and a specialist charity, but are based and managed at GOSH. We work in multi-disciplinary teams, attached to and working closely with medical units. Our aim is to make things less stressful for you and your child while you are at GOSH.

Citizens Advice Bureau

We are on hand in the Hospital to help with your benefit, debt, housing and other social welfare problems. If you would like their help please ask a staff member to arrange an appointment.'

General information about GOSH

As GOSH is a very busy place, we all need to follow some guidelines to keep everyone safe and secure.

Privacy and dignity

We do everything we can 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 while 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.

As part of our progress towards protecting your child's dignity, we have introduced a new type of theatre gown. This provides unrestricted access for our nurses and doctors while keeping your child covered up and comfortable at all times.

Security and fire

All members of staff must wear an identity badge at all times. If someone not wearing an identity badge approaches you or your child at any time, please check with a member of staff.

If you are at all worried, please call security on [extension 5999](#). Our security guards are on duty in the hospital 24 hours a day, seven days a week. They are here to protect all our staff, patients and visitors and do regular patrols of all the buildings. Remember if you see anything out of the ordinary, ask a member of staff to contact security.

Try not to bring valuable items to the hospital, as we cannot accept responsibility for the loss of or damage to any personal belongings.

All parts of the hospital site are protected by a very sensitive fire alarm system. If you are on the ward when the fire alarm sounds continuously, please remain calm and follow the instructions from the nurse in charge. If you are elsewhere in the hospital, please remain where you are and follow the instructions from a member of staff. Do not return to the ward until the area is declared safe by the hospital fire team.

Smoking is not allowed anywhere on GOSH property, which includes inside any of the buildings or areas nearby including entrances. Please do not smoke in our main entrance or near hospital buildings, as we will ask you to move elsewhere.

Mobile phones

Please be considerate when using your mobile phone, switching it off during consultations and keeping them on silent when in a clinical area.

Cameras and taking photos

You can take photos of your child in hospital but please be mindful of others who may appear in the photo and make sure you have their permission first. Please do not take photos in theatres, the radiology department and during treatment.

Mutual respect and responsibility

We know that there may be times when families are likely to feel frustrated, angry or upset. During these situations, we will listen and help you find the right person to discuss any concerns you may have about your child's care or your experience as a family member.

We are keen to offer appropriate support and care and have an open and collaborative approach to looking after your child and you. In doing so, we will not tolerate any kind of threatening behaviour – verbal, physical or psychological – towards staff, patients or other family members. Our Resolving conflict policy sets out how we will deal with such situations, should they arise. Copies are available from the Pals Office. This may involve formally asking family members to agree to a set of behaviours we can expect from each other. In rare circumstances where this agreement is not kept, we will ask that the person to leave or arrange for them to be removed from hospital premises.

Although this is a children's hospital, you will still be responsible for the behaviour of your child and the safety and behaviour of their brothers or sisters coming to visit and may need to arrange appropriate supervision, depending on their age.

Personal information

Your doctor and the team of healthcare professionals caring for your child keeps a record of their health, any treatment and care provided and your family background. This helps the team care for your child now and in the future. When your child first becomes a patient at GOSH, we will send you some forms to complete and require you to fill them in as completely as possible. On the form, you will be asked to provide your child's NHS number which is a 10 digit number assigned to your child at birth. This number helps identify your child and should be included in letters from your family doctor (GP).

Once your child is registered as a patient of GOSH, we will regularly ask you to check the information we hold about your child to make sure all details are up to date and accurate. Having incomplete or incorrect details about you and your child can cause problems if we need to contact you urgently about an appointment or admission. You may be asked for your mobile phone number so we can text you appointment reminders or your email address so we can communicate with you by secure email. If you would rather not receive communications in these ways, please tell us.



You have the right to stop us from using your child's information in ways you do not feel happy about, so please let us know if you have concerns. You also have the right to access your child's medical notes to see the information that we hold, so please tell us if you want to and we can make it available for you. Further details are in our *Information held about your child* leaflet.

Teaching

GOSH is a teaching hospital so we may ask your permission for doctors, nurses and other professionals in training to be present when your child is being treated. They may also care for your child although always under supervision from a trained member of staff. If you are not comfortable about this, please talk to the department or ward manager. It will not affect your child's care in any way.

Research at GOSH

GOSH is a leading research hospital offering pioneering new research and treatments for childhood diseases and conditions. The research we carry out at GOSH is only possible because our children, young people and families volunteer to become involved. All our research projects are checked by an independent panel of experts (a Research Ethics Committee) to make sure the research is necessary, of a high standard and will be carried out with the necessary safety checks.

We are keen to highlight to you research studies that may be relevant to your child so

you may be approached by a member of staff during your visit to discuss research. If you are interested in studies that may be available to you, ask your clinical team about the research taking place. Staff will be happy to answer any questions and the decision to take part is entirely up to you. Whatever you decide, we respect that decision and it will not affect your child's care at GOSH.

For more general information about research, you can look at our website at www.gosh.nhs.uk/research-and-innovation.

Press and publicity

GOSH is often in the news and there can be film crews and photographers working in the hospital to document various aspects of our work. We always seek permission from families and patients before they are involved in such projects. It is entirely up to you and your child whether you take part. If you have any questions or concerns, please ask to speak to the ward manager and a press officer to learn more.

Raising concerns and offering feedback

We are always listening to feedback with a view to using these to improve our services for both patients and families. If you have any suggestions, comments, concerns or complaints, please let us know by:

- Speaking to the nurse in charge or head of department – every ward and department has a poster giving their names

- Contacting the Patient Advice and Liaison Service (Pals) Office, for confidential advice and support on [020 7829 7862](tel:02078297862) or by emailing pals@gosh.nhs.uk
- Making a formal complaint through our Complaints Department on [020 7813 8402](tel:02078138402) or by emailing complaints@gosh.nhs.uk
- Taking part in the Friends and Family Test which offers an opportunity for you to provide feedback on the care and treatment your child receives at GOSH. We use the information gathered to improve services. When your child is discharged, or within the 48 hours that follow, you will be asked to answer the following question: 'How likely are you to recommend our ward to friends and family if they needed similar care or treatment?'

Remember: making comments or raising concerns with us will not affect your child's care in any way, now or in the future.

We regard any comments, compliments, concerns and complaints about our services as an opportunity to learn in order to help us make improvements.

For up to date information about your child's ward, medical condition, travelling to GOSH and much more, please visit our website at www.gosh.nhs.uk



Useful telephone numbers

GOSH switchboard – 020 7405 9200

Appointments line for outpatient appointments – 020 7829 8880

Pals (Patient Advice and Liaison Service) Office – 020 7829 7862

Accommodation – 020 7813 8151 or 020 7829 7871

Transport Office – 020 7829 8152

Complaints department – 020 7829 8501

Other numbers you need:

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Compiled by the Child and Family Information Group with assistance
from members of the Patient and Public Involvement and Engagement Committee

**If you have already received this leaflet or no longer want it, please drop it
into the Pals Office when you visit so we can pass it on to another family.**

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