

Welcome to Caroline Thorpe Ward

Tel: 01271 322704

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

Caroline Thorpe Ward is a children's ward situated on Level 2, Ladywell Unit at the North Devon District Hospital. We are the only children's ward in the hospital and all the nurses are experienced in looking after children. The ward is named after the late Caroline Thorpe, wife of former Liberal MP, Jeremy Thorpe.

Being in hospital can be a difficult and stressful time for children and their families. We want to minimise any distress caused to your child while they are here. To help with this, we encourage you to stay with your child during their admission and to be involved in their care as much as possible. We understand that this may not always be possible because of other family commitments.

This booklet will tell you about the ward and hospital facilities. If there is anything else you want to know, please don't be afraid to ask – even if our staff seem busy.

What to bring

For your child

- a supply of nappies if used
- a favourite cuddly toy or comforter
- any medicines/tablets your child is regularly taking including inhalers and spacer device
- specialist wheelchair/walking aids if used
- toothbrush and paste
- soap, flannel and towel
- brush/comb
- day clothes (if possible cool clothes as it is warm on the ward)

- night wear
- slippers/shoes
- favourite toy, books and games

For resident parents

- toiletries and shaving equipment
- towel
- day and night clothes
- small change for telephone, newspapers and shop items

Please do not bring

- computers
- expensive toys
- remote controlled toys
- jewellery jewellery or valuables

Coming into hospital

Please allow plenty of time to park when you arrive at the hospital and use the car parking areas for visitors. There are different price options for parking, so please check at the pay point. If you require any additional information about parking, please ask at the information desk at hospital main entrance.

On arrival, we will show you around the ward. You can identify your child's nurse by their badge. If you come into hospital during a weekday, we will introduce you to our Play Specialist, who can provide suitable activities for your child.

We will give your child 2 identity bracelets to wear throughout their stay. This will show their name and hospital number and is one of the many safeguards to make sure they receive the right treatment.

The nurse will weigh and measure the height of your child. We will also check their temperature, pulse and breathing and, if necessary, test their urine.

Your child's care

The clinical team

Each child is under the care of a consultant paediatrician. The attending consultant of the week works with a team of doctors who deal with the day to day treatments. If you would like to speak to the consultant, please ask one of the nurses or ward manager to make an appointment. Physiotherapists, the dietician and other specialists also visit the ward when needed.

All nursing care on the ward is overseen by a children's nurse. All staff wear identity badges saying who they are. All our nurses will support you in meeting your child's needs. We will also take into account the age and sex of your child when choosing a bed and when treating him or her.

Helping staff learn

One of the functions of the hospital is to train staff and help them gain experience. Student doctors, nurses or therapists may be working with the clinical team involved in your child's care. You may be asked if you mind students being present while your child is being examined or treated. If you object or would prefer a private conversation with your doctor, please feel free to say so. No one will be offended

Information about treatment

The doctors will discuss any proposed treatment, including risks involved and alternatives, before asking for your consent. If your child is to have an operation or anaesthetic, you will be asked to sign a consent form. Please ask the nurse or doctor to explain anything you are unsure of – even if it is for the second or third time. Remember we are here to help you.

Ward rounds

The attending consultant would normally start their daily ward round around 9.30am unless there are any emergencies that have to be dealt with first. Other specialties' doctors also try to see their patients in the morning.

Pain

Pain relief will be an important part of your child's care. Please say if you feel your child is not getting enough treatment for pain and we will review the prescription.

We prefer to carry out painful or uncomfortable procedures e.g. blood tests, with parents present. The nursing staff may need to hold your child to keep them still.

Visiting

We have open-visiting for parents. Other visitors are welcome to visit between 1pm and 7pm. Adults must supervise visiting children at all times.

Anyone who has been in contact with an infectious disease such as chicken pox, measles or diarrhoea/vomiting are requested not to visit. Thank you for your consideration.

Leaving the ward

Being in hospital with a child can be very tiring and emotionally draining. You will need a break from time to time. When you want to leave the ward, please tell the nurses where you are going and how long you will be. If you wish to take your child with you, please discuss this with the nursing staff. If your child is distressed while you are gone, we are always happy to console them.

Fire

In the event of a fire, please follow instruction of the nurse in charge.

If you discover a fire:

- 1) Shout for assistance at once and operate the nearest fire alarm call point
- 2) Move your child away from the danger area and wait for further instructions from the ward staff.

A – Z of facilities and services

Accommodation

As there is limited space, we can only allow one parent or carer to be resident. If you need help finding accommodation, please ask a nurse for a list of nearby Bed & Breakfast establishments.

Meals and refreshments

Babies

We provide limited pre-packed feeds and bottles. If your child has a special or favourite teat, please bring it with you. The nursing staff are happy to show you where you can prepare your baby's milk/food. As we do not stock all makes, you may need to bring in your own supply.

Children

We encourage quiet period during mealtimes. Therefore, the television provided at the bedside by Hospedia is not available between 12.15pm and 1.15pm, and between 5.15pm and 6pm.

We offer a choice of tasty meals designed to build up your child's strength and aid recovery. Each day we will ask you and your child to fill in a menu card for that day. Approximate mealtimes on Caroline Thorpe Ward are:

Breakfast	8am
Lunch	12.30pm
Supper	5.30pm

When you hear the mealtime bell, please clear the bed table and wash your hands.

Parents

Parents are welcome to make hot drinks in the parents' room situated just outside the ward. A donation of 50p per cup is greatly appreciated. Parents can purchase a voucher for a meal from the vending machine on Level 1 outside Bassett Ward. The voucher is then given to a member of staff on Caroline Thorpe Ward who will be able to sort out a hot meal. Any of your own food can be kept in the parents' fridge but please remember to put a label with your name and date it.

The restaurant on Level 0 is open to parents and visitors between 8am and 2:30pm, Monday to Friday for hot and cold meals, snacks and drinks. Children on Caroline Thorpe Ward are allowed (with permission of the nurse) to go to the restaurant as long as they are with their parent or carer. It is the responsibility of the parent/carer to ensure they are brought back safely to the ward.

Snacks and drinks are also available from the cafe which is situated on Level 2 of the main hospital. The opening times are:

Monday to Friday: 8am – 7pm
Saturday and Sunday: 10am – 7pm

Patient post

Letters are delivered to the ward once a day. To make sure post reaches your child, please ask relatives and friends to write your child's forename, surname and the name of the ward on all correspondence. If you go home, mail will be redirected.

Outgoing letters are collected from the ward each day or can be posted in the postbox in the main entrance foyer on Level 2. Stationery and stamps are available from the shop on Level 2.

The address of the hospital is: North Devon District Hospital, Raleigh Park, Barnstaple, Devon, EX31 4JB.

Playroom

The playroom is available for children of all ages with a variety of toys, books, activities for your child to enjoy. In the interest of safety, please tidy toys and games away when finished. If a member of staff is not in the playroom, children including siblings must be accompanied and supervised by an adult. If your child is in isolation due to infection, washable items can be taken into the room.

Spiritual care

The Chaplaincy Department provides spiritual and pastoral care for patients, visitors and staff – particularly at times of personal stress or trauma.

The Prayer Room is situated on Level 1 of the main hospital. To contact the Chaplaincy, phone the switchboard or extension 2362, or ask the nurse to do this for you.

School

If well enough, children of statutory school age may attend the ward school. Attendance will depend on how long your child will be in hospital and whether he or she is a regular patient. For all pupils, it is a clinical decision whether they should attend school.

Shop

Newspapers, magazines, confectionery, toiletries, toys and games are available from the shop in the main entrance foyer on Level 2. The shop is open Monday to Friday between 8am and 6pm, and Saturday and Sunday between 12 noon to 4pm.

Snack trolley

A snack trolley comes onto the ward every morning (Monday to Friday) with a selection of sandwiches, crisps, fruit and other snacks as well as newspapers.

Telephones

A pay phone is available at the main entrance of both Ladywell Unit and the main hospital.

We have a parent's telephone for incoming calls; the number is 01271 322432, available between 8am and 8pm. As it can be very busy on the ward, we ask parents to nominate one family member to call and pass information onto the others.

Television

Hospedia is available free of charge to all children between 9am and 8pm.

Teenagers can watch TV in the playroom after 8pm at the discretion of the nurse in charge.

Portable DVD players and a selection of films are available. Your child is welcome to bring in any favourite DVDs to watch on the ward, but remember to label them clearly with your child's name.

Your views

A suggestion box is available in the ward's main corridor. We are always pleased to share appreciative comments with our staff and will do our best to act on ideas for improvement.

If you are worried or dissatisfied with any aspect of your child's stay on Caroline Thorpe Ward, please tell your nurse or doctor. If you prefer, you can ask to speak to the ward manager or the person in charge. Don't wait until you get home before letting us know about your concerns. The sooner we know, the sooner we can try to help.

If you wish to make a complaint, please ask a member of staff.

Gifts and donations

Our staff are unable to accept personal gifts or gratuities, but we are happy to accept donations to the Caroline Thorpe Charitable Fund or Caroline Thorpe Adolescent Fund. For details, please ask a member of staff.

Going home

We believe children should be discharged from hospital as soon as suitable care can be safely provided at home or in the community. Discharge planning therefore often begins as soon as a child comes into hospital. Your nurse will coordinate this and will consult with you when arranging for your child to go home.

Before discharge if your child has a medical/surgical need, the nursing staff will, with your consent, refer your child to the Community Children's Nursing Team. The team provides home-based nursing care for children between the ages of 0 and 18 years and is available from Monday to Friday.

Medication

Once the doctor agrees your child is ready to go home, we will make arrangements with the Pharmacy to prepare any medication. This can take time and you may have to wait. We will do everything we can to get your prescription to you as soon as possible.

We will also give you written advice sheets for specific conditions.

Further treatment

If a follow-up outpatient appointment is necessary, we will either give you a date and time before you leave hospital, or will post an appointment to you at home. If you have been asked to see your family doctor, please contact your GP surgery direct.

Further information

If you need any more information about your child's stay, condition or treatment, please do not hesitate to ask

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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