

Variety Children's Hospital

hand in hand with families


Welcome to the Variety Children's Hospital at King's

Information for children, young people,
parents and guardians





I bring my sister Milli. She's good at piggybacks!
Charlie, 7



I was made to feel so welcome by the staff. I am grateful for their care and kindness.
Ruby, 16

All about Variety Children's Hospital at King's

Welcome to the Variety Children's Hospital at King's. We provide care to children and young people with a wide variety of conditions. We have four inpatient wards, a children's critical care centre, a neonatal intensive care unit, a day care unit and a busy outpatient department. This leaflet gives you information about what to expect during your child's stay with us. If you have any questions, please do not hesitate to ask a member of our team who will be happy to help.

What can I bring in?


Please bring in the following essential items for your child's hospital stay:

- nightwear and toiletries for you and your child
- nappies and wipes – we have a limited number of nappies for emergencies and do not normally supply them
- any electronic devices such as phones or tablets (with headphones)
- your child's favourite toy or comforter
- enough clothes for a few days, including indoor footwear
- any medication that your child may be taking – although we are happy for you to continue giving your child their medication, it must be handed to a nurse to be safely locked away
- UK currency or other means of payment – we only provide meals for one relative so you may need money to buy food and drinks for other relatives

You are responsible for all your property, the Trust will not accept liability for any property damage or loss.



I like to bring my favourite book or my phone
Turnelo, 13



I bring my twin sister Ruby. She's always there to look out for me.
Luke, 7

What is provided?

- Breakfast cereals for patients. These are stored in the kitchen areas and will be delivered to you by our host/hostess team and nurses.
- We will give your child three meals a day (including breakfast) and offer them fruit juices and snacks throughout the day.
- All meals for one resident parent, carer or guardian.
- Disposable bottles and teats, sterilising units and tablets.
- Milk feeds for infants and children.
- Breast pump and meals for mothers who are breast feeding.
- Laundry facilities in some ward areas.

Accommodation

One parent, carer or guardian is welcome to stay overnight on the children's wards, using one of the guest beds we provide. Please ensure your bed is folded away by 8.30am to allow cleaning and keep your personal belongings to a minimum. We can provide meals for one parent throughout their stay. Unfortunately, siblings are not allowed to stay overnight on the wards.

Ronald McDonald House Charities and the Rhys Daniels Trust provide accommodation for families, but we cannot guarantee this and there is often a waiting list. Please ask a member of our team to contact the family support worker to check if accommodation is available for you during your child's stay with us.



*I bring Dad
with me.
Malim, 10*



*One thing that is
important for me to bring
into hospital is my
chessboard and pieces.
Ben, 17*

Visiting

Parents are welcome to come in to see their child at any time. Other visitors are asked to come between 2pm and 8pm. Only two visitors are allowed at each bed. If you want to bring children to visit, please ask the nurse in charge, and they must be supervised by an adult at all times.

Please think of others when using mobile phones or electronic devices in clinical areas. Between 10pm and 8am, you must use them in

the Parents' Room (if it is available on the ward) or in the corridor outside the ward. We encourage the use of headphones or earphones to reduce noise levels.

Please note: there will be times when we have to change our visiting policy for the safety of patients, visitors and staff. Staff on the wards will let you know if this is the case, and we thank you for your co-operation.

Ward rounds

There are ward rounds every day at different times for each children's ward. As we are a large teaching hospital, students and other observers will often take part in ward rounds. This means there may be a large group of people present talking about your child's care. The consultant will explain things to you such as your child's treatment and progress during the ward round. The nursing team can arrange for you to have longer and more detailed discussions with the consultant and/or clinical nurse specialist (CNS), if needed.



Comforting items create
a soothing haven in the
hospital.
Gunasri Gayatri Narula, 13

Me and my dad
bring our best
jokes to keep my
sister happy.
Beaux, 3



Food and drink

We will give you a menu for your child each day. We also have a menu that caters for patients that have food allergies. Please request this if required. One of our team will come round in the morning to take orders for their lunch and dinner. We have protected mealtimes for all our patients from midday to 1pm for lunch and 5pm to 6pm for dinner. This means that wherever possible we will not disturb your child during this time.

The Hambleden Wing has several shops, cafes and vending machines where you and your relatives can buy snacks, drinks and meals. There are also lots of shops and food outlets close to the hospital.

Infection control

We can all play an important part in reducing the spread of infections. Please help us by making sure you:

- wash your hands when entering and leaving the ward areas—after washing, please rub the alcohol gel provided into your hands
- fold your bed away by 8.30am so we can clean the area
- keep work surfaces clean and clear
- wash your own cutlery and crockery
- put everything away in the correct place
- label personal items in the fridge or freezer, ensure they are within their use-by date and are not stored in plastic carrier bags—we will dispose of out-of-date items
- put soiled nappies in the sluice in the orange plastic bags provided
- do not bring flowers onto the ward and tell your relatives that they are not allowed
- leave communal areas such as bathrooms, toilets, kitchens and play areas as you and your child would expect to find them
- ask your relatives and visitors to wash their hands when visiting you and your child.



Safety

You can only enter and exit the ward by using a swipe card and this entrance is monitored by CCTV. Tell the nurse in charge if you notice that anything is out of order or needs attention. Please take care of your personal belongings

because we cannot be held responsible for them. To protect everyone's privacy and confidentiality, you are not allowed to take photos or make video recordings on Trust premises without prior permission.

Our facilities

Children's play area

Every ward has a children's play area run by our specialist Play Team from Monday to Friday, 9am to 5pm. You must supervise your child if they use the play area outside of these hours. Please help us by tidying up once you have finished.

If you would like to make a donation to our play areas (toys, books and anything that you would like to share or donate), please contact our Play and Youth Team leader on **020 3299 5958**.

Acceptable behaviour standards

We expect our patients, their carers and visitors to treat our staff and everyone in the hospital with respect. Everyone is entitled to stay in an environment where they feel safe and free from aggression. There are processes in place to address concerns raised regarding behaviour.

Kind, Respectful, Team are our core values as staff. Please share any concerns you may have so that we can address any issues experienced during your hospital stay.



Hospital School

This is on the same floor as the wards. It opens during term time from 9.30am to midday and from 1.30pm to 3.30pm. All school age children are seen either in the classroom at prearranged times if they are well enough, or at bedside.

TVs and electronic devices

Most wards have TVs and DVD players. We cannot take responsibility for electronic devices (for example, phones, tablets and games consoles). After 8pm, all electronic devices must be used with headphones or earphones to cause minimum disruption to other patients in the area. Games consoles are available. Please ask the play specialist or ward staff for these.

Patient Entertainment System

The system is available to all patients, visitors and staff and provides access to live TV, magazines, games, and more, via any internet enabled device.

It is accessed via the Trust's free NHS Wi-Fi only. Inpatients without a device can borrow tablets on our wards. Please ask ward staff for these.

Noise at night

We care for children 24 hours a day, so our wards can be very busy – and noisy – even at night. We try to keep noise to a minimum, but your sleep may be disturbed by emergency admissions, crying babies and equipment alarms. If you find the level of noise a problem, please speak to a member of the nursing team, who can supply you with ear plugs to help you get a good night's sleep.



I bring food for the squirrels so I can pop out and hand feed them in Ruskin Park.
Connor, 14



My DS comes with me as it's helping me build up strength in my arms again.
CHILL, 14

Going home

Medication: before your child is discharged, one of our medical team will prescribe any medications they need, and these will be explained to you. If your child's stay is short and their medication is ordered on the morning of discharge, there may be a delay in receiving them. The nurse should keep you updated with the progress.

GP letter: we will give you a letter for your GP which explains your child's treatment. If you have any questions or concerns, please do not hesitate to talk to the members of our team caring for your child.

More information: Please speak to your child's nurse if you would like more information to help them recover well when they get home.

There may also be a specialist nurse available who can come to the ward to talk to you. If you have any questions about the care your child received in hospital, contact the ward on the number on page 12 of this booklet.

Follow-up appointments:

We will arrange a follow-up appointment for your child if they need one. You should get an appointment letter in the post within 14 days. If you do not, please contact the Paediatric Outpatient Department using the number on page 13 of this booklet. You may also get a text message to remind you about the appointment.

I've brought
Penguin with
me today.
Taofeek, 7



I don't go
anywhere
without my
blue ball.
Joseph, 20 months



I bring my
favourite
blue pencil.
Ilyola, 3



Transport

Please arrange your own transport. We do not provide transport home from hospital or to hospital for appointments unless your child has a specific clinical need. Ask the ward receptionist for further information about hospital transport or search 'Patient transport' on

www.kch.nhs.uk

Parking

There is no general public car parking at King's College Hospital. We advise you to use public transport and/or taxi wherever possible.



I bring Sleepy
because he
smells nice.
He, 5



My brothers Adam
and Andrew always
come to visit me.
Together we're
'The A-team'.
Alex, 5 months



Our wards

Your child will stay on one of our four inpatient wards

Princess Elizabeth Ward and Lion Ward

These are busy wards caring for children who need general, orthopaedic, dental, maxillofacial, neurological, neurosurgical and spinal surgery.

Rays of Sunshine Ward

This is part of the Paediatric Liver Centre at King's, the largest liver unit in the UK. It also cares for children with gastrointestinal conditions.

Toni & Guy Ward

This cares for children with a wide range of medical conditions, from respiratory conditions such as asthma and bronchiolitis to diabetes and sickle cell disease. It also treats children with cancer, in partnership with Great Ormond Street and Royal Marsden hospitals.

Paediatric Short Stay Unit

This is a small ward for children who need to stay in hospital for less than 48 hours.

Paediatric Ambulatory Services (outpatient care)

As well as our inpatient wards, we also have the Philip Isaacs Day Treatment Ward, a mixed children's day treatment ward, and a busy Paediatrics Outpatient Department.

There may be occasions when the medical and nursing team need to transfer your child to a different bed or ward. This may be unsettling but there are circumstances when a transfer is necessary, such as preparing for discharge or due to the needs of your child or another child.



I bring music
– I'm listening
to Will Smith.
James, 6

I bring my snuggly
because it helps
me go to sleep.
Archie, 7 months

I bring Casper with
me and he's even
had an x-ray!
Sandie, 7

Matron

There is a matron for all the inpatient wards who you will see during your child's stay. They work Monday to Friday, 9am to 5pm. If you want to see the matron outside of these hours, please ask a member of staff who will contact the matron on your behalf. If you are unhappy with any aspect of your child's stay, please speak to the nurse in charge or the ward manager.

Therapists

During your child's hospital stay they may need a special diet or help to get up and about or to use specialist equipment. So, they may be seen by a variety of healthcare professionals such as dietitians, physiotherapists, speech and language therapists and, occupational therapists.

Learning disability and/or autism

There is a specialist nurse for children who have a learning disability and/or autism. If needed, the team can support you through your hospital journey to ensure the necessary reasonable adjustments are in place. A hospital passport will be provided to be filled in by you for your child's specific needs. Simple adjustments to care can make a big difference in health outcomes. Please ask us if you want a referral to this service.

Wellbeing

The multi-disciplinary team is there to support the wellbeing of children and families during their stay in hospital. Sometimes stays in hospital can become particularly distressing or stressful. Each ward has access to specialist psychologists who can meet with children and families. Please speak to your nurse or consultant about a referral.

Spider bear has
super powers
so has to come
with me.
Henry, 4



Paul comes with
me so we can
talk about football.
Laurie, 8



Chaplaincy

If you feel that you would like to talk to someone in confidence, King's chaplaincy team is here for you. They can offer you and your child support, whatever your faith or belief, religious or non-religious.

You can contact the chaplaincy team by calling extension **33522** from within the hospital or **020 3299 3522** from outside.

Ward contact numbers

Toni and Guy Ward	020 3299 3102
Lion Ward	020 3299 3145
Princess Elizabeth Ward	020 3299 3312
Rays of Sunshine Ward	020 3299 3577
Paediatric Short Stay Unit	020 3299 5503
Paediatric Outpatient Department	020 3299 3560



King's College Hospital Charity

Charitable donations make a huge difference to the work of our hospital. All funds are managed by King's College Hospital Charity (Registered Charity No: 1165593). It makes a difference by funding projects in the hospital that improve every aspect of health, including helping to prevent children from becoming ill and those that improve diagnosis, treatment and care across a range of conditions. If you would like to make a donation go to <https://supportkings.org.uk/> stating the ward you wish to donate to.

I bring my mobile
to be connected to
the outside world.
Charlotte, 16



I bring
my mum.
Vinnie, 2



Jimmy comes
everywhere
with me.
Sarah, 11



After your discharge

Outpatient appointments: 020 3299 3560

General imaging (including x-rays, fluoroscopy, and ultrasound, MRI and CT scans): 020 3299 3111

Phlebotomy (blood test) 020 3299 3560

Discharge queries: Please call the relevant ward

For any medical questions (for example, wound care or medication information): Please call the relevant ward

Other important contact numbers

Please use this space to write any other important contact details.



My name is:

My admission dates:

My consultant's name is:

My questions

Please let us know how we did

We want to do everything we can to ensure your child's stay in hospital is as pleasant as possible, so please fill in our How Are You Doing? Survey (via the QR code) to help us to improve our services.





PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **kch-tr.palsdh@nhs.net**

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net

