Welcome to the Paediatric Ward

Paediatric admission

Dear parents and caregivers,

Welcome to the Paediatric Unit at Flinders Medical Centre.

We understand that having a child in hospital can be a stressful time for parents and families; therefore, we welcome parents and caregivers to stay with their child and assist with their care.

We have developed the following information which we hope you will find useful during your child's stay in the hospital.

Ward area

We have 33 beds, including:

- 13 single rooms
- 3 double rooms and
- 3 shared bays.

Room allocation is based on a medical need's priority.

Private health cover does not guarantee a single room as these are limited at FMC and are allocated to patients with known or suspected infections.

If you have any concerns regarding this issue, please speak to nursing staff.

Security

The unit is locked 24 hours a day. Access is via 'swipe' cards. You may obtain a swipe card for the length of your child's stay by leaving a $10 deposit with the staff and providing photo identification. On discharge this money will be refunded to you on returning the card.

If you do not wish to obtain a swipe card, access (entry and departure) is controlled electronically from the nurses' station, via intercom. You just need to press the button at the entrance and a staff member will attend to you as soon as possible. Please ensure the door is shut properly.

If other visitors are waiting to also come into the ward, please ask them to wait and call the nurses via the intercom. This helps us maintain patient safety at all times.

Goals of care – What matters to you?

Goals of care means we understand that caring for a child includes caring for the family by respecting the parent's knowledge about their child and their right to be involved in decision making and the caring process.

We would like to work in partnership with you to give the best care possible to your child. We encourage you to be actively involved in your child's care but also understand that sometimes you need a rest.

Do you need a support person? Would you like other services involved in your child's care? Do you need an interpreter? What can we do to best support your child's care?

Your allocated nurse will introduce himself/herself at the beginning of each shift. If you need any help or information, please ask.

Services available

During your admission you will be treated by a dedicated medical team, including interns, registered medical officers, registrars and a ward consultant. Your doctors will see your child daily and can be available to speak with family members during business hours. Each day, your child's care will be provided by a team of nursing staff who are specialised in the area of paediatrics.

Medical and nursing care is supported by various members of the allied health team, including:

- Pharmacy
- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Dietetics
- Social Work
- Chaplains
- Aboriginal Hospital Liaison Unit
- Interpreter services
- Arts in Health
- FMC Volunteer Service

If you would like to access one of these services, please speak with your direct care nurse.

"If you're worried, we're listening"

If you or your visitors notice a worrying change in your child's condition, you can approach your direct care nurse at any time.

If your concerns have not been answered, you are able to escalate this to medical staff at any time until an appropriate response has been given.

If you are still concerned and feel your condition has not been addressed despite these steps, you can initiate a patient Medical Emergency Call by dialling 33# on your bedside TV and stating *"patient medical emergency"*.

Behaviour

To create a friendly environment for patients, staff and visitors the paediatric unit has a code of behaviour to treat all patients fairly, courteously and with sensitivity.

Patients and visitors also have a responsibility to be courteous and respectful to other patients and their families, visitors and members of the health care team.

No acts of physical violence, intimidation or verbal abuse towards other patients, visitors or staff members will be tolerated. If unacceptable behaviour is displayed access to the ward will be discussed with you and your rights to visit the ward may be restricted.

Out of respect for patients, visitors and staff, we request that everyone be appropriately clothed at all times.
For your safety please always wear shoes or slippers.

What are my rights?

The Charter for South Australian Public Health Care Consumer includes information about:

- Accessing your personal records
- Your right to confidentiality
- How to participate in making decisions about your healthcare
- Consenting to treatment
- Health information
- Your responsibilities as a health care consumer

There is a brochure available on the unit – please see consumer board or ask ward staff for further information.

Escalation

If you have any concerns, questions or feedback, please feel free to raise them with your nurse.

The Nurse Unit Manager is also available Monday to Friday between 8.00am and 4.30pm, as well as a senior nurse on duty each shift. You are welcome to discuss any concerns or issues with them also.

Infection control

To help prevent cross infection to you and others, it is important to wash your hands regularly (please refer to hand hygiene information in patient information guide.

It is important that children DO NOT share toys in the hospital environment.

If your child has been diagnosed with an infectious illness, it is important that you keep them isolated as directed by the staff to ensure they do not infect other children.

Staff are responsible for cleaning their hands before and after attending your child. You should feel comfortable in speaking up if you notice that this is not happening

Parent's accommodation

A fold-up bed with bedding is supplied next to your child's cot or bed. It is important for us to easily get to the emergency equipment cupboard so please position your bed on the opposite side of the emergency equipment cupboard. In the morning, please ensure your bed is folded up and your linen is folded and kept for you to reuse.

The senior doctor or consultant on duty will see your child each morning.

Breakfast, coffee and tea making facilities are provided.
A microwave and bathroom facilities are offered.
You will need to supply your own lunch and dinner.

Only one person may stay overnight with the child, preferably a parent/caregiver. If that is not possible, then it may be another adult nominated by the parent i.e., another relative or sibling aged over 18 years. Please be aware that boyfriends/ girlfriends of inpatient are not allowed to stay overnight.

For the safety of all children, we will request photo identification of the person staying over.

Visitors

Visitors are more than welcome on 4E; however, we ask that if visitors are unwell, they delay their visit. All visitors are asked to clean their hands upon entering and exiting the ward with the alcohol gel provided

Visiting hours are preferred between 10am and 8pm. Please be aware that visitors may be asked to leave the room in order for your child's doctor or nurse to provide treatment or care. Please be respectful of other patients in the bay and keep noise to a minimum.

Parents must supervise all other children who are visiting the ward. Except for the admitted patient, no unaccompanied children under 18 are to be left on the ward, even for short periods of time

Mealtimes

Meals are served between the following times:

Breakfast 8:00am – 8.15am
Lunch 12.00pm – 12:15pm
Dinner 5pm -5.15pm.

Morning/afternoon tea and supper are also offered daily, please speak to your nurse for assistants. You will be visited each day by Menu Monitors who will take your meal requests for the following day. Please advise staff if you require a special diet or if you have any issues with your meal order.

Across the organisation there are several cafés and food vending machines which you and your friends and family are welcome to utilise. Please ask the ward staff for further information.

Parent's meals

Breast feeding mothers will have their meals provided if the child is less than 12 months of age. There are various food outlets in and around Flinders Medical Centre, please refer to the patient information guide.

A patient fridge is available for storage of perishable items. Please label all food and drinks with a patient label and current date and speak with your bedside nurse about accessing the fridge.

Hot drinks can be made in the ward kitchen. For safety reasons please use the cups with a lid which are provided.

For safety reasons and consideration to other parents, children are not allowed in the ward kitchen, please ask the nursing staff for assistance if needed.

Car parking

Subsidised car parking is available if you expect to incur weekly parking costs in excess of the subsidised parking fee ($25 per week currently + $20 deposit for the card which is refundable in full. For further information regarding parking options at Flinders Medical Centre please refer to the patient information guide.

Play facilities

There is a play room located within the wards school room.

Additional toys can be taken into patients room with them remaining till the end of your stay or cleaned by nursing staff if no longer required.

During school terms, hospital school SA is available for patients. Please speak to staff for further details

Entertainment

A bedside television with free to air channels and free movies is provided for your child during their admission. Please use headphones, if able, to reduce bedside noise for those around you.

Internet

Parents need to supervise what is watched by their child to ensure age-appropriate content.

Hygiene

Parents are to supply their child's toothbrush and toothpaste and pyjamas whilst they are in hospital. Please ask the staff for assistance if you need help with bathing your child.

Providing feedback

We are committed to providing the best possible care for you and your family and strive for continuous improvement. Your suggestions and feedback are always welcome. Feedback forms are available at the main desk, or you can speak with nursing staff at any time.

For more information

Paediatric Unit
Southern Adelaide Local Health Network
www.sahealth.sa.gov.au/SALHN

This document is available in an alternative format upon request.

Interpreter

https://creativecommons.org

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Health
Southern Adelaide
Local Health Network