



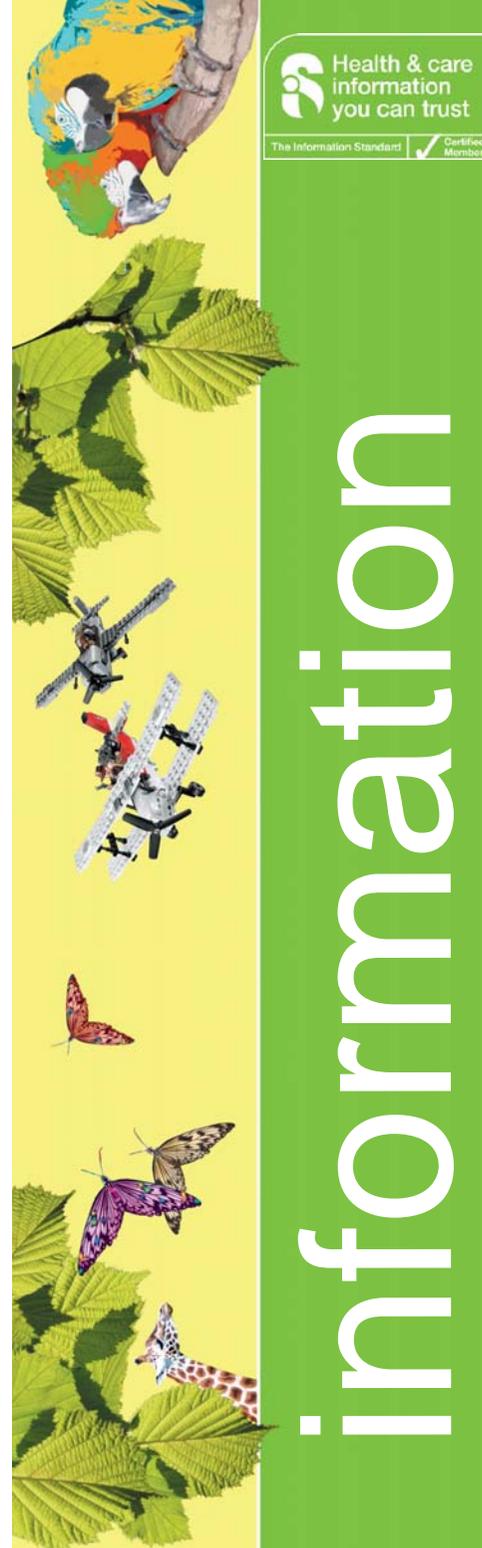
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If you need this information in another language or medium (audio, large print, etc) please contact the Customer Care Team on 0800 374 208 email: customer-care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital

We ask for information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the Data Protection Act 1998.

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Welcome to Sarum Ward

Sarum Ward
01722 336262
ext 2560 or 2561

www.salisbury.nhs.uk

Sarum is the children's ward within Salisbury District Hospital and is situated on level 4 of the main hospital.

We would like to make your time in hospital as comfortable as possible. This booklet includes information about the ward to help your child's stay run smoothly.

Please ask if there is anything else that you would like to know.



Medicines

When ready for discharge you may need medicines to take home. Whenever possible these will be dispensed by our ward pharmacist. However, occasionally these medicines will need to be dispensed from the pharmacy. This can sometimes cause delays so please be patient.

The pharmacist also visits the ward each morning to check each child's prescription chart.

If you have any questions or concerns about medications please ask as they are always happy to help.

Feedback

We appreciate your feedback to help us improve and maintain our standards. If you have any queries please speak to a member of staff who will help you.

Parking

Car parking charges are displayed on boards in all the public car parks as well as around the ward. The main car park for visitors, car park 8, is a barrier-controlled 'Pay-on-Foot' car park.

Season tickets are available at a cost of £10 per week, valid for 7 consecutive days. Please ask a member of staff for a request form. Take the completed form to the Cashier's Office, Finance Department, SDH Central or to the Transport Desk, Main Reception, SDH North.

TRANSPORT DESK (closed on Bank Holidays)

9.30am – 4.00pm Monday – Thursday

9.30am – 3.30pm Friday

CASHIER'S DESK (closed on Bank Holidays)

9.30am – 3.30pm Monday – Friday

Visitors

Parents, siblings and guardians may visit at any time. For other visitors Sarum Ward is open from 2pm – 5pm and 6pm – 8pm to allow the ward to quieten down so that parents can settle their child to sleep and for periods of rest.

Other children are welcome to visit. However, young infants can only visit at the discretion of the nursing staff. Please limit the number of visitors at any one time.

School

During school term-time a teacher is available weekday mornings.

Ward rounds on Sarum ward tend to happen in the mornings. During the ward round you will have an opportunity to ask the team looking after your child about the plans for their care.

Here are some questions that parents often find helpful to ask during ward rounds.

- Do you know the name of the doctor you are seeing and the name of the consultant under whose care your child is?
- Explanation as to what happened to your child and why?
- What is the length of stay likely to be?
- What is the plan from here? Can your child play outside?
- Any concerns about eating and drinking? (Check if your child can eat and drink.)
- Discharge date, any information about drugs at discharge?
- What type of support do you need in the ward and after discharge?

Do you have any other questions about your child's condition or care?

What is the normal ward routine?

At the start of each shift your child's nurse will introduce themselves to you and will write their name on the name board. If you have any worries or concerns at this time please let your nurse know. We understand that this will be an unfamiliar environment for you and we are here to help. Please ask if you need help with washing/bathing your child.

Each morning your child should be seen by a doctor.

We liaise with other agencies involved in your child's care as a matter of routine, such as the health visitor, but if there is any other person/agency that you feel should be informed please tell us.

It is always helpful if you can bring your child's health record (red book) with you and ask a member of staff to complete it before discharge.

Your child's first name and nurse will be entered onto the name board at the nurse's station. If you are not happy with this arrangement please tell your nurse.

The ward

Sarum is a 16 bedded ward which cares for children between the ages of 0 – 16 years. Your child will be admitted to the care of the appropriate consultant and will be seen by them or a member of their team every day.

The nursing team on Sarum Ward consists of a senior sister, sisters, staff nurses and healthcare assistants. On each shift a nurse will be allocated to care for your child. If your child's nurse is unable to give you the help or information required, please ask to see the sister or nurse in charge. There is a photo board at the entrance to the ward showing all permanent staff.

The ward consists of 10 rooms and open bays. If your child is in isolation we ask you to make sure that you understand and comply with the precautions posted outside of the cubicle. It is your responsibility to make sure that your child remains inside the cubicle at all times.



There are 3 restaurants/cafes in the hospital.

Springs – Level 2 – open 8.30am – 7.30pm every day. Hot meals are available every day but not between 2pm – 4pm.

Costa Coffee – Level 3 – next to the main entrance – open 9am – 4pm Monday – Friday for snacks.

Hedgerows – Central corridor – open 8:30am – 3:30pm Monday – Friday for snacks.

Meal vouchers are available for hot food on request which entitle you to staff prices at any of the above locations.

There are a few small shops at the main entrance selling various essentials.

Is your child having an operation?

You and your child might like to watch this short film before you come to hospital it will help to explain some of the things that will happen on your visit www.starsappeal.org/sarum-childrens-ward

What facilities are available for parents?

We encourage you to have an active role in your child's care. We therefore welcome a parent to be resident on the ward but, due to restrictions of space and fire safety, we can only accommodate one adult per child. There are sleeping facilities for one parent and bedding is available. For health and safety reasons please keep the floor of your cubicle/bed space as clear as possible.

It is the parent's responsibility to follow the instructions on the parent's bed and to make sure that the bed is put away by 8.30am. Please do not let your children sleep in this bed.

Any electrical equipment brought in to use in the hospital must be checked before use. Please ask for more information about this.

No liability will be taken by the hospital for personal property. A bedside locker may be available.

Situated just off of the ward is the parents' coffee room, which has a kettle, toaster, microwave and fridge. We provide tea, coffee, milk, and sugar but parents must provide their own food. Hot drinks may only be taken onto the ward if they are in a thermos cup with a lid. Please don't let your child go into the coffee room.

Is there anything I should bring with me to hospital?

Please bring with you:

- admission letter
- any current medication / inhalers
- clothes
- nightwear, dressing gown slippers
- toiletries / nappies
- baby formula milk / bottles / teats / dummy
- thermos cup / flask (we have a limited supply)
- your child's favourite toy / games
- money for meals (for parents) / newspapers
- any of your own food from home (please label with date and name)
- your child's Health Record Book (red book)
- Clean pyjamas/nightwear for going to theatre if your child is having surgery
- A pillow and sleeping bag/bed linen for parents to use.

When you arrive

Sarum Ward operates a security system which ensures that people may only enter the ward with staff approval. Please press the buzzer outside and wait for a member of staff to reply. Please be patient for a member of staff is not always available immediately. Once you are on the ward please report to the reception desk or the nurse's station, which is located further down the ward.

Children's meal times

We encourage children to use the dining room.

Breakfast is offered between 7.30am and 8.30am

Breakfast cereals, bread, juice and jams are all kept in the ward kitchen and are available at anytime for children. Parents may prepare their own child's breakfast if they would like it any earlier or later.

Lunch 12 midday

Each morning the healthcare support worker will ask your child what they would like for lunch. Your child can choose from the menu. We encourage children to have a piece of fresh fruit with each meal. Fresh fruit, ice cream, yoghurt, fruit juice and squash are available in the kitchen.

Supper 5pm

Each afternoon your child will be asked to chose their meal from the menu. There are fewer hot meals available in the evening. However, the ward carries a small selection of tinned soups and baked beans. Parents are also welcome to bring in food for themselves and their child. Please make sure that you label any items that need to be placed in the fridge with your child's name and the date.

Hospedia

All bed areas have access to the Hospedia bedside system which includes a telephone, TV, radio, games and internet access. The TV, radio and games are all free until 7pm, after this time it costs £1 for 2 hours. Headphones must be used after 7pm. To use the system you need a card which can be bought from the Hospedia

machines located throughout the hospital, or using a credit/debit card via the Hospedia operator. The operator will give you your own personal telephone number for family or friends to contact you. Call charges are displayed at each unit.

Mobile phones may be used on the ward for calls and texts only, but must be kept on silent mode at all times.

What play facilities are available?

There is a play room and play deck available on the ward and children may use it at any time provided they are supervised. The playroom is divided to provide a separate area for children aged 11 – 16 years. The play specialist will make sure your child has



appropriate activities available and also provide distraction during any procedures. Toys from home may be brought in but must be labelled. Any electrical items (games) must be checked by a hospital electrician before being used on the ward.