

Welcome to the Children's Cardiac Ward

East Midlands Congenital Heart Centre

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Information for Patients, Parents & Carers

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Introduction

We understand that coming into hospital can be an anxious and worrying time. We know that you may have questions about your child's condition, the treatment they will receive and your stay in hospital. Please ask a member of the ward team if you have any questions or any other concerns that you may have.

We specialise in the care of children aged between 0 to 18 years with a variety of heart (cardiac) conditions. Some patients who are admitted to our ward are due to have heart surgery. Some patients come to us for cardiac catheter procedures.

We also have day case patients coming to our ward for an increase to their medication; these patients need regular observation from our nursing team to make sure they cope with these changes.

Facilities available on the ward

The ward has 17 beds with a mixture of side rooms and beds within a bay. There are a small number of rooms available for parents, but unfortunately there are only a limited number of these, so there may be times when these are not available to everybody. However, there are also beds next to the children's beds and in the cubicles for a parent to stay.

There is a kitchen for parents to use and facilities available off the ward for washing clothes.

We have a play room for our younger patients. We also have a room with a TV, Playstation, etc. for teenage patients.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Rules to follow on the ward (ward etiquette)

- Please check with the nurse in charge for any current visiting restrictions (e.g. during a pandemic) at the present time.
- Currently, all visitors/ parents need to wear a face mask in our hospitals, including while at bed spaces or in cubicles and when moving around the ward.
- All visitors must follow the hospital's hand hygiene policy. Hand sanitiser dispensers and hand washing facilities are available throughout the ward.
- Please tell us of any changes to your contact details as soon as you are admitted i.e. address or phone numbers.
- Please keep personal belongings to a minimum at the bed spaces. Please also keep buggy's, bouncy chairs and bags to a minimum. We ask that bed spaces and cots are kept clear of clutter at all times. In emergency situations, medical staff may be delayed in treating your child if the bed space is not clear and safe.
- Parents will need to provide their own milk, nappies and wipes. However, the ward is able to provide nappies and toiletries in emergency situations.
- If you are provided with a parent's room, please respect this and the facilities provided by keeping it clean.
- The Heart Link Children's Charity provides tea, coffee and sugar for all parents which can be found in the kitchen, free of charge. We ask parents to provide their own milk. There is a fridge and freezer where parents are welcome to store food. We ask that you label your items clearly with a name and date. Stored items are checked regularly and anything out of date will be thrown away.

Mealtimes

Catering staff will come round and take your food order. The food available can be viewed on a menu, from which children can choose from. Children with special dietary requirements can order from a specially designed menu (vegetarian, halal, soft diet, MCT diet).

Breakfast is available until 10am. We offer a range of fresh fruit, cereals, toast, yoghurts and drinks. Lunch is served from 12pm and dinner is served from 5pm.

Parents and children are not allowed in the staff kitchen on the ward.

We also provide meals, snacks and drinks for breastfeeding mothers.

Due to current visitor restrictions in hospital restaurants, parents will also have food provided, however this may change when our restaurants resume food services for visitors.

Useful information

Please see the 'Your Stay - bedside information' by the bed, for further useful information.

Information on restaurants, cafes, shops and cash machines can be found here:

<https://www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/>

If needed, there is a Morrison's supermarket on Welford Road which is in walking distance from the hospital.

Information on getting to our hospital(s) - maps, travel, Hospital Hopper bus service, car parks, parking charges - can be found here: <https://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/>

Support for those who are breastfeeding

Meals and drinks are provided for those who are breastfeeding a child.

We have electronic breast pumps and cold water sterilisers to use during your stay. The ward has Breastfeeding Link Nurses and support staff to help you. If you need any support during your stay with us, please ask a member of staff.

Getting support from a Children's Cardiac Specialist Nurse

We have a number of Children's Cardiac Specialist Nurses who are based at Leicester Royal Infirmary. They work with patients across Leicestershire and the Trent region, which reaches from Kettering in Northamptonshire, to Boston in Lincolnshire.

They can help with a variety of things from support your child may need at school to bereavement. Ask the nurse looking after you if you would like to speak to a specialist nurse.

Getting support from our Play Specialists

We have 2 play specialists working on our ward. Their role is to prepare children for procedures in order to put them at ease and calm their nerves.

They can provide excellent distraction techniques for younger children when blood is taken or during other invasive procedures. They can also provide toys and games to keep children busy in hospital and take their mind off their stay.

Support for parents/ carers

- **Clinical psychologists** - we have clinical psychologists from the Psychology Service who can provide specialist assessment and treatment for children, parents and carers.

- **Community midwives** – we are unable to take over any care for a parent after giving birth (postnatal care), but there are community midwives that will visit you in hospital. Please ask your child's nurse if you need advice or care from a midwife.
- Should you need urgent medical care there is an Emergency Department and a walk-in centre at Leicester Royal Infirmary.

Our charities

We are very lucky to have 2 fantastic charities 'Heart Link' and 'Keep The Beat' supporting us and other children's services at Leicester's Hospitals. They have been going for many years and their fundraising has helped to provide much needed medical equipment, facilities and supplies.

Further information about the charity's can be found on the ward or from their websites:

- Heart Link: www.heartlink-glenfield.org.uk/
- Keep the Beat: www.keepthebeat.co.uk/

Giving us your feedback

Please take the time to complete a patient satisfaction survey which you will find on our ward and hand it to a member of staff before you leave.

Your feedback helps us to see how we are doing as a ward, monitor any concerns raised, and make decisions on any necessary changes that we can make to improve our service.

Contact details

Children's Cardiac Ward - Ward 1, Leicester Royal Infirmary: 0116 258 3961 / 0116 258 3730

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk



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Leicester's Hospitals is a research active trust so you may find research happening on your ward or in your clinic. To find out about the benefits of research and become involved yourself, speak to your clinician or nurse, call 0116 258 8351 or visit www.leicestersresearch.nhs.uk/patient-and-public-involvement