

Children's and Young Persons' Pre-Assessment Clinic



Information for Parents / Carers

Pre-assessment Clinic

The purpose of this visit is to prepare you and your child/young person for their stay in hospital.

The clinic is held in The Cove Children's Clinic at the back of the hospital on the ground floor; follow the sea creatures from the front of the hospital to find it.

You will be seen by a children's nurse who will ask lots of questions and complete your child/young person's nursing paperwork.

Your child/young person will have the opportunity to be seen by the hospital play team who will use props and stories to help explain what will happen when they come into the hospital. You will be given a tour of the Children and Young Persons' Unit (Ward 10A and 10B) to help familiarise yourselves with your surroundings for admission day.

Please be aware that this can take time and you may be here for approximately two hours.

Welcome to Ward 10B, Children's and Young Persons' Unit

Ward 10B is an 8-bedded bay, with bathroom and play facilities. The Young Persons' Unit is situated through the back of ward 10B, and consists of three two-bedded, en-suite rooms. There is also an adolescent sitting room for their use. We have open visiting for parents/carers.

We encourage parents to stay with their children and will provide a fold up bed. If your young person is 16 years or over they will be nursed in the adolescent room. Parents are not able to stay in the room overnight due to the age, however, we can offer you a bed in another area.

Our ward-based nurses work 12 hour shifts (07:00 - 19:30 and 19:00 - 07:30). The ward nurses wear child friendly green tunic tops. The ward clerks and housekeeper all wear child friendly navy tunic tops. When you arrive on the ward you will be allocated one nurse per shift. However, we work as a team so feel free to approach any member of staff with any queries.

Ward 10 has a play room which is open to all patients. The play team wear light blue child- friendly tunic tops and will help you find something suitable to entertain or distract your child/young person. Feel free to visit the playroom throughout the day, and to bring toys/games etc. back to the bedside if you prefer. Please bring in your own portable computer games, DVDs etc. if you wish, clearly labelled with your child's name as we cannot be responsible for any losses.

Mobile phones can be used on Ward 10 but we ask that you please switch them to silent mode and avoid taking photographs to maintain privacy for other patients.

Theatre Journey

Prior to your child/young person's operation, they will be prepared by the ward nurses and the surgeon and anaesthetist may visit you to check that all is well. Depending on what type of operation is being done they may use a skin-marking pen to mark the site of the proposed operation.

Your child/young person will be offered a 'Welcome Drink' of water on arrival to the ward, the amount allowed will be based on their weight and is carefully measured so please DO NOT offer drinks yourself.

We encourage one adult to accompany your child/young person to the anaesthetic room. Please do not wait outside the recovery unit while your child/young person is in theatre, do use the facilities available for visitors throughout the hospital or those available for parents/carers on the ward.

Once your child/young person starts to wake up following their operation, the recovery staff will text you on the mobile phone number given to nursing staff. If you have no mobile phone number, they will call the ward. You can then make your way to the recovery unit where a nurse will meet you to bring you both back to the ward. On return to the ward, your child/young person will be closely monitored to ensure a safe recovery. When they are stable, a drink will be offered and then, if tolerated, a light meal/snack.

If your child/young person's operation was planned as a day case, their recovery will be monitored prior to a planned discharge. Aftercare instructions for all procedures will be given by your nurse before you leave.

Do's & Don'ts...

- DO take note of the fasting times.
- DO remember to bring washing materials and/or overnight essentials for you both.
- DO ensure that you have sufficient paracetamol/Calpol and ibuprofen for home use.
- DO NOT use chewing gum, drink milk or use toothpaste after the fasting times.
- DO NOT wear jewellery, piercings or any metal on hair bands, etc.
- DO NOT wear make-up, false nails or nail varnish on fingers or toes.

We hope that we have been able to help reduce your anxieties, and answered some of your questions. We wish you all a comfortable and informed stay on Ward 10B.

**If you have any further questions or your child is ill
24 hours prior to admission –
please contact Ward 10B on 01493 452638**

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

- Courtesy and respect
- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

- Attentively kind and helpful
- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

- Responsive communication
- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

- Effective and professional
- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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