Welcome to the Medical Day Unit, where we hope your stay is pleasant. On the Medical Day Unit we strive to work in partnership with family/child needs to deliver personalised care. We encourage you as the child's parent/guardian to participate in your child’s care where possible. Please inform staff on the individual needs/care that your child may require during your stay on the Medical Day Unit.

Philosophy of Care
Here on the Medical Day Unit we aim to work in Partnership with children and families to meet their needs. We recognise every child as a unique individual and plan each child’s care accordingly. We aim to provide evidence based quality care in a friendly environment. We acknowledge the impact chronic illness has on family life and endeavor to be flexible and accommodating in our approach in an environment of mutual respect and understanding.

Ward Information
The Medical Day Unit is a 12 bedded medical/surgical unit for infants and children. Beds are allocated on a clinical needs basis, bed moves may be necessary.

Our staff comprise of:
- Clinical Nurse Manager 2 - Green tunic
- Clinical Nurse Manager 1 – Aquamarine tunic
- Clinical Nurse Facilitator - White tunic with red trim
- Staff Nurse- Blue tunic
- Nursing Student - White tunic with blue trim
- Health Care Assistants - Purple tunic
- Household staff - Light green or navy tunic
- Ward clerk - Black trousers and black top
- Clinical Nurse Specialist – Pink tunic
- Play Specialist- Yellow tunic

Infection Control / Safety / Hygiene
- We ask that every time you enter and leave the ward and cubicle you wash your hands using soap and water or alcohol gel pumps provided. We also ask that you wash your hands in your cubicle before handling your infant/child and after nappy care etc.
• Please do not hesitate to ask any member of hospital staff if they have washed their hands or used hand gel prior to handling your infant/child.

• Sometimes it is necessary for an infant/child to be nursed in isolation. In the Medical Day Unit we have 5 rooms to facilitate this requirement if needed. If there is an isolation sign on your infant/child's cubicle please discuss with your nurse how this affects you and your infant. Children in isolation must keep doors closed at all times. Information leaflets are available for certain isolation conditions, please ask your nurse regarding same.

• Your cubicle/bed space is cleaned daily by household staff. To ensure they can clean the cubicle properly, please ensure it is kept tidy.

• Hot drinks are not allowed in the Medical Day Unit. Cot sides must be pulled up to ensure the safety of your infant. If leaving your child unattended, please inform your nurse.

• Please ensure your infant/child's name band is not removed, a staff member will replace it if it is removed or falls off.

Confidentiality
We respect your infant/child's privacy and dignity. In order to maintain confidentiality we can not discuss or relay information to relatives via phone or verbally on the ward setting.

Play Specialist
The importance of play cannot be underestimated and on the Medical Day Unit we use play as a therapeutic tool and is vital for recovery. The play specialist on the Surgical Day Unit is available Monday-Friday to explain treatments and procedures, distraction play and pre & post procedural play. If your child understands what is happening, they are more likely to be co-operative. It allows your child to ask questions, explore coping strategies and aims to alleviate fears and phobias through play. Play well volunteers run morning sessions to entertain your child with games, activities and arts and crafts Thursday from 10:00pm - 12.30pm, Friday 10.00pm - 12.00pm. So come along and join the fun!

Children’s Meals
Children will be offered a light snack and a drink while an inpatient on the unit. If your child requires a special diet please inform nursing staff and this can be facilitated. Formula feeds are also available if required. Please inform nursing staff if you require facilities for breast feeding.

Smoking
OLCHC is a smoke free hospital, smoking is prohibited on hospital grounds.

Catering Facilities
• The Canteen is available Monday-Friday between 08.00-14.00pm. There are also 2 coffee shops in OLCHC.

• The Jelly Bean (beside the outpatient department) is opened between the hours of 07:30-17:00pm Monday - Friday.

• Oasis Café (beside the canteen) is opened between the hours of 07:30-22:00pm Monday - Friday and 08:00-22:00pm Saturday. Sunday 08.00-21.00pm and Bank holidays 08.00-18.00pm.
- Vending machines are also located throughout the hospital for snacks and drinks, located beside the main canteen and near the A&E department.

**ATM** is located beside the Out Patients Department across from the coffee shop.

**Car Parking**
There is a hospital car park on your left before the Emergency Department/Main entrance. There is a daily charge rate.

**Security**
The security office is located at the main entrance of the hospital. All lost property should be given to the officer on duty. The hospital cannot accept responsibility for lost or stolen personal property. Please do not leave valuables unattended in cubicles. The Medical Day Unit will not tolerate parents/visitors on the ward who use abusive/aggressive language or behaviour or, who are under the influence of drugs or alcohol. Please be aware that you will be asked to leave the premises and security will be notified.

**Pharmacy**
There is an independent pharmacy adjacent to the hospital on Errigal road. Medical card prescriptions are also accepted here. See ward notice board for local numbers.

**Citizens Advice Bureau**
This provides information on public services and entitlements in Ireland. It is located outside the hospital canteen. Opening times: Tuesday and Thursday: 09.00-13.30pm.

**Compliments / Suggestions / Complaints**
We welcome your views on the service we provide to our infants/children and families. All feedback is welcome we strive to improve the care we provide. We acknowledge that at times patients, parents/guardians and families can become upset, worried and frustrated when attending hospital. Please address any concerns that you may have to your named nurse and/or your Clinical Nurse Manager.

If your concerns cannot be dealt with at ward level the staff of the Patient Advocacy and Corporate Services (PACS) Department are available to meet with you.

Developed by Medical Day Unit

Date issued: September 2016

Date of review: September 2018

Disclaimer & Copyright ©2016, Our Lady’s Children’s Hospital Crumlin, Dublin 12. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the copyright holder. Every effort has been made to ensure that the information provided is accurate and in accord with standards accepted at the time of printing.