Parent / Guardian Information Leaflet

St. MICHAEL’S WARD

Welcome to St. Michael's ward, where we hope your stay is pleasant and stress free. On St. Michael's ward we strive to work in partnership with family/child needs to deliver personalised care and the appropriate medical personnel. You are a valued member of your child's healthcare team and we encourage you to participate in your child's care where possible. Please inform staff on the individual needs/care that your child may require during hospitalisation.

Philosophy of Care

Constantly improving the health and wellbeing of children and adolescents in a safe environment. Driven by quality healthcare supported by excellence in knowledge, education and research.

Ward Information

St. Michaels ward is a 22 bedded medical/surgical ward for infants and children. Beds are allocated on a clinical needs basis, bed moves may be necessary. Your child may have to move rooms depending on their needs and the needs of other infants on the ward.

The Cystic Fibrosis Wing

The Cystic Fibrosis wing consists of 4 en-suite isolation rooms and a lounge/kitchen. The lounge/kitchen is strictly for parent use, patients are not permitted.

Our staff comprise of:

- Clinical Nurse Manager 2 - Green tunic
- Clinical Nurse Manager 1 – Green 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

Each patient has a named nurse allocated to them on a day/night shift. Your named nurse will also have other patients allocated to them.
Nurse Handover is twice a day, between 07.30 - 08.15am and 19.30 - 20.15pm.

If possible please do not ring the ward or interrupt staff during report times. There is a Nurse available on the ward during these times.

Parents / Guardians have 24 hour access to visit their child in OLCHC. Please discuss with your nurse the identity of other likely visitors. All other visitors may visit between the hours of 10.00 - 21.00hrs. Visitors are limited to two per cubicle. We encourage that where possible; a parent stays with their infant/child. For safety reasons, only one parent/guardian is permitted to remain in the infant/child's room overnight.

**Parent Facilities**

- You are asked to provide clothes, nappies and toiletries for your infant/child.
- Two electric breast pumps are available on loan to mothers during your infant's hospital stay.
- Formula feeds are available if required, please inform your nurse if your infant has any special dietary requirements. Formula cannot be poured down a cubicle sink; your nurse will dispose of any used formula.
- Parent’s kitchen:
  - is situated at the entrance of the ward where parents/guardians can store their own food. Please **label your food** with your child's **name and the date** and place in the fridge/press otherwise it will be discarded
  - It is cleaned first thing in the morning by household staff
- Parents/guardians toilet and shower at the end of the ward.

**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. St. Michaels ward HAS 9 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 effects you and your infant. 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 your room is tidy, all items are stored in the locker provided and clutter-free nothing can be stored on the floor. We do not have a facility to store items such as suitcases/buggies therefore, they must be taken home.
- A small number of buggies are available on the ward if parents wish to bring their infant for a walk, providing they are not nursed in isolation.

*St. Michaels Ward – Our Lady’s Children’s Hospital, Crumlin, Dublin 12*
• It is necessary that your child can be seen at all times; please do not cover the windows.

• Hot drinks are not allowed in the cubicles. Parent's kitchen provided to facilitate same.

• 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 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.

Doctor's Ward Rounds
Doctor's wards rounds are varied and unpredictable and for this reason nursing staff can not provide you with an accurate time that your infant/child will see his/her consultant on any given day. The consultant may ask you to repeat information, ask additional questions concerning your child's medical history and will discuss results of investigations at this time. The team consists of a consultant, doctors and a clinical nurse specialist.

The team may make recommendations or order additional tests/investigations. When tests/investigations happen is often beyond the control of the doctors and nurses. This can be frustrating to you and your family not knowing an exact date/timeframe that these test/investigations will occur.

The Dream Den on St. Michael's Ward
The dream den is an adolescent facility that caters for teenagers over 12 years (some restrictions may apply). The den consists of a PC, gaming consoles, an air hockey table, a 42 inch TV, DVD player, a selection of movies to choose from, multi-sensory room, a kitchen and diner area. A booking procedure is in place and can be booked by asking a member of staff, supervision is required. An adolescent evening runs on a weekly basis with movies, entertainment and refreshments, please ask a member of staff for information regarding same.

Play Specialist
The importance of play cannot be underestimated and on St. Michaels ward we use play as a therapeutic tool and is vital for recovery. The play specialist on St. Michael's ward 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-based observations. The playroom opening hours are as follows: Monday 12:00pm -19.30pm, Tuesday 10:00am -17.30pm, Wednesday 8.30am-16.00, Thursday 8.30am -16.00pm and Friday 8am -14.00pm. Play well volunteers run evening sessions to entertain your child with games, activities and arts and crafts Monday-Thursday from 19:00pm - 20.30pm, Wednesday 19.30pm - 21.00pm. So come along and join the fun!
Notice Board
There is a notice board located in the middle of the ward:
- Canteen opening times
- Church / Chaplaincy services & mass times
  - Chaplaincy available for prayers, blessings and sacraments
  - Chapel is located on the ground floor
- Parents/family accommodation contact numbers and charges
- Shop times
- Local numbers of shops, restaurants, take-away, taxis, pharmacy's and dentist.

Children's Meals
Breakfast round commences between 8.30am-9am, dinner @ 12.00pm, tea @ 4.00pm and supper @ 6.30pm. Snacks and drinks are available outside these times. If your child requires a special diet please inform your named nurse and this can be facilitated.

Children's Medications
For safety reasons, your child's medication must be given to your named nurse so that it can be locked away and returned to you on discharge. Please inform your nurse if your child requires medication at specific times for example; anti-epileptic medication to facilitate continuity whilst an in-patient on St. Michaels ward.

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

Parents Accommodation
For safety reasons, only one parent/guardian is permitted to remain in the infant/child's room overnight. The other parent/guardian may avail of parent accommodation on site which consists of 44 bedrooms double and single. Kitchen and laundry facilities are available. Parent's accommodation is located on the 2nd floor beside the entrance to Medical Tower 1 (stairwell near the canteen). Office opening hours Monday-Friday 9.00am - 7.00pm, Saturday, Sunday & Bank holidays 9.00am - 12.00pm / 4.00pm - 7.00pm. Contact number: 01 - 409 6622 or e-mail at parents.acc@olchc.ie

Family Accommodation
There is accommodation for parents and siblings of 'long term' infant/child available in ‘Ronald McDonald House’ and two other houses located beside the hospital. The Ronald McDonald house provides 20 ensuite family bedrooms (4 beds per room), 3 kitchens, dining room, TV room, laundry room, garden and children's play area. These rooms are allocated at a 'first come first served basis'. If there are no rooms available your name is put on a waiting list. Please be aware that if circumstances change and your infant/child has an infectious condition your accommodation situation may be reviewed. Contact number: 01-4560435 or e-mail at ronaldhouse@rmhc.ie. For more details please visit www.rmhc.ie
**School**

Learning in hospital is different to learning in school. OLCHC teachers can help your child keep on top of regular school work whilst an in-patient. Teaching may take place in school or in the ward. Your child's journey as learners should continue in hospital when possible.

**Internet**

Wi-Fi is available on St. Michael's ward for parents/guardians and patients. Parent/guardian supervision is required. A document stating consent/permission for usage of internet must be signed by parent/guardian. Please ask your nurse if you wish to avail of internet facility and the play specialist will organise same.

**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.

Inpatients whose stay in the hospital is **more than 10 days, qualify for a reduced car park rate**. Please ask your nurse or nurse manager to complete the application form.

**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. St. Michael's ward 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.

Hospital can be a confusing place for both children and their families, it can be helpful and reassuring to know what to expect.

Questions

Please feel free to ask any questions that you may have to your healthcare provider. We acknowledge this may be a stressful time for you and your family and sometimes it may prove difficult to remember or comprehend what you have been told by members of the multi-disciplinary team regarding your child and their condition. Please do not hesitate to ask and we will assist you with same. Thank you for taking the time to read this information leaflet. We hope it will be of help to you and make your visit/admission to St. Michaels ward, OLCHC more pleasant.

Contact Details

Main Hospital: (01) 409 6100

St. Michael's Ward: (01) 409 6405

Hospital Website: www.olchc.ie

Created by: Lisa O'Neill (Staff Nurse)
Our Lady’s Children’s Hospital, Crumlin, Dublin 12

….where children’s health comes first