

Parent / Guardian Information Leaflet Facilities and Services in OLCHC

Philosophy of Care

The Nursing team in OLCHC are committed to working together to provide your child and family with the highest standard of care possible. In order to achieve this, we aim to promote child centered care. During your stay, we will assist you in making informed decisions for your child, so we can work together to act in your child's best interests. As a team, we provide a warm and friendly environment which we hope will make you and your child's stay as comfortable as possible.

Ward Information

Our staff comprise of:

- Clinical Nurse Managers 3 - Not in uniform but wear name badge identifying name & grade
- Clinical Nurse Managers 2 - Green tunic with or without cartoon characters & navy trousers
- Clinical Nurse Managers 1 - Green tunic with or without cartoon characters.
- Clinical Nurse Facilitator - Navy tunic with red trim
- Staff Nurses - Blue tunic with or without cartoon characters.
- Nursing Student - White tunic with blue trim
- Health Care Assistants - Purple tunic
- Household Staff - Light green or navy tunic
- Ward Clerk - Black trousers & black top
- Clinical Nurse Specialist - Pink 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 her.

Nurse Handover is twice a day, between 07.30-08.00hrs and 19.30-20.00hrs. 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.

Parent Facilities

- You are asked to provide clothes, nappies and toiletries for your infant/child.
- Some wards have a room where mums can express breast milk. Breast milk can be given to your infant / child's Nurse to store in fridge/freezer.
- Electric breast pumps are available on loan to mothers during your infant / child's hospital stay.
- Formula feeds are available if required, please inform your nurse if your infant/child has any special dietary requirements. Formula cannot be poured down a cubicle sink; your nurse will dispose of any used formula.
- Parent's kitchen may be available on the ward, if so

- Please **label your food** with your infant/child's **name and the date** it was placed in the fridge/press, otherwise it will be discarded.
- The room is kept locked when not in use.
- Please keep this room tidy and wash any dishes after use.
- Cleaning and sterilization of bottles can be done by parents using the sterilizer available. Bottle brushes are available in the hospital shop.
- Showering facilities are available in Parents Accommodation and the floor below parent's accommodation.
- If you require the breastfeeding, room keys are available on the ward

Infection Control / Safety / Hygiene

- We ask that every time you enter and leave the cubicle and ward, that 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 baby 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 baby.
- If there is isolation sign on your infant/child's cubicle, please discuss with your nurse how this affects you and your infant/child. Information leaflets are available for certain isolation conditions, please ask your nurse regarding same.
- Your cubicle is cleaned daily by household staff. To ensure they can clean the cubicle properly, please ensure your room is tidy and all items are stored in the locker provided, 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 / wheelchairs are available on the ward if parents wish to bring their baby for a walk, providing they are not nursed in isolation.
- It is necessary that infant / child's can be seen at all times; please do not cover the windows or cot sides.
- Hot drinks are not allowed in the cubicles or corridors.
- Cot sides must be pulled up to ensure the safety of your infant / child.
- Please ensure your infant / child's name band is not removed, a staff member will replace it if is removed or falls off. If name band comes off, please inform a staff member and they will replace it.

Notice Board

There is a notice board with the following details:

- Canteen opening times.
- Coffee shop and Canteen opening times.
- Church / Chaplaincy services & mass times.
- Parents / family accommodation contact numbers and charges.
- Shop times.

Smoking

Smoking is not permitted on campus, this includes toilets, garden areas and at the front door.

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. Parent's accommodation is located on the 2nd floor beside the entrance to Medical Tower 1 (stairs to the right).

Parents Accommodation – Information on requiring these houses

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. 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 as the accommodation must be infection free.

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

Catering Facilities

The Canteen is available Mon-Fri between 08.30 - 14.00hrs. There are also 2 coffee shops in OLCHC.

The Jelly Bean (beside the outpatient department) is opened between the hours of 07:30 - 17:00 Mon - Fri.

Oasis Café (beside the canteen) is opened between the hours of 07:30 - 22:00 Mon - Fri and 09:00 - 22:00 Sat and Sun.

Vending machines are also located throughout the hospital for snacks and cold drinks.

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 for the application form for this.

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. Staff 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.

Citizens Advice Bureau

This provides information on public services and entitlements in Ireland. It is located outside the hospital canteen. Opening times Tues and Thurs: 09.00-13.30

Compliments / Suggestions / Complaints

We welcome your views on the service we provide to our infant / child's and families. All feedback is welcome. 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 is available to meet with you. Social Workers are available, if needed.

Contact Details

Main Hospital: (01) 409 6100

Hospital Website: www.olchc.ie

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