

## References

If you require a full list of references for this leaflet please email [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

The Trust endeavours to ensure that the information given here is accurate and impartial.



If you require this information in another language, large print, audio (CD or tape) or braille please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

# Day surgery and In-patient information for children and their carers

Lincoln County Hospital

Rainforest Ward: 01522 573786  
Safari Day Unit: 01522 573172

[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

## Appointment details

Name \_\_\_\_\_

Date of birth \_\_\_\_\_

Consultant \_\_\_\_\_

Ward \_\_\_\_\_

Date of admission \_\_\_\_\_

Time to arrive on the ward \_\_\_\_\_

**This is not the time for your child's procedure however.**

**Fasting times – please ring the ward and fill out instructions given to you below.**

No drinks after \_\_\_\_\_

No food after \_\_\_\_\_

Please read this booklet carefully as it contains important information about your child's admission. You are welcome to telephone the ward to arrange a visit or to discuss your child's time in hospital.

Please ring **01522 573060** if you are unable to keep this appointment. If you cancel more than two appointments you may be removed from the waiting list.

## Aim of the booklet

This booklet will help you understand what will happen when your child comes into hospital. This information is a guide for families and carers.

## **IF YOU ARE CONCERNED IT IS IMPORTANT YOUR CHILD IS SEEN BY A DOCTOR OR A NURSE**

Following discharge from the ward for the first 24 hours please call:

**Safari ward                      01522 573172**

**Rainforest ward                01522 573786**

**After 24 hours please contact your GP**

**There is a Children's Community Nursing Team and your nurse will be able to tell you if your child requires this service**

### **Outpatient appointment**

You will not usually be given an appointment. You will be told before leaving the ward if the doctor needs to see you again.

**All appointments are sent by post.**

Feedback is always welcome if you have any comments on this leaflet please talk to a member of the ward team or inform us in writing.

*Authors: Tracy Lingard (Junior Sister) and Julie Jones (Advanced Paediatric Nurse Practitioner)*

- When you get to theatre you will be taken to the special area called Forward Waiting.
- Then the nurse will take you to a special room where the doctor will send you off to sleep.
- If you have a mask, the doctor will gently put it over your nose and mouth. He will ask you to breathe in the special gas which sends you off to sleep.
- The doctor will take off the see through plasters that the nurse put over the special cream.
- The doctor then puts a small tube called a cannula into your hand. The cannula looks like a butterfly which the doctor uses to put the sleepy medicine into your hand.
- After the operation you will wake up in a special room called Recovery.
- The nurse looking after you will ring and tell your ward nurse you are ready. The nurse and mummy/daddy/carer will come and collect you. You will have a ride on a trolley back to the ward.
- The nurse will keep coming to see you and when she thinks you are ready she will bring you something to eat and drink.
- When the nurses and doctors are happy with you and you are feeling better you can go home.

Coming into hospital can be a worrying time for young people, their families and their carers. We hope the following information is useful and we will make every effort to ensure your child's stay is as comfortable, relaxed and pleasant as possible.

## Quality and diversity

We promote equality and challenge discrimination, recognising and meeting the individual needs of each child.

## Children with special needs

If your child has any special needs (including behavioural, communication or mobility) please contact the ward prior to admission. It might be helpful to bring with you any aids your child may need.

## Fasting

Your child's operation will be done generally under general anaesthetic. (This is when your child is asleep). This means that he/she will be required to have **no food or drink for a period of time before the anaesthetic**. This includes sweets and chewing gum. Common words or phrases you may hear which mean the same, are “**being starved,**” “**fasting**” or “**nil by mouth**”.

**Please follow the fasting instructions for your child, as discussed with the nurse when you ring the ward. We recommend that you ring the admitting ward approximately 2 days before the admission date.**

## Entering and leaving the ward

A security system is in place for the safety of your child.

**Please do not let anyone onto the ward who is not with you!**

## Day case surgery - Safari day unit

Safari day unit is specifically for day case surgery, for those children whose operation does not normally require an overnight stay.

If your child is having their tonsils/adenoids removed please follow the day case criteria below.

### Criteria for children having tonsillectomy/adenoidectomy as a day case.

Parents must be aware that to take your child home after removal of tonsils and/or adenoids you must :

- Live no more than half an hours drive away from the hospital.
- Be able to escort your child home with another adult in the car other than the driver.
- Have a car sat on the drive and a driver in the household in case you need to bring your child back to hospital.
- Ensure you have someone to look after any other siblings at home should you need to return to hospital.
- Have access to a telephone.
- Be able to speak English.

If you are unable to meet the above criteria or your child's surgery is planned for the afternoon then your child will stay on Rainforest ward overnight.

- A nurse will come and talk to you and ask you some questions. The nurse will also put a bracelet around your wrist. This bracelet is so that all the people looking after you know who you are.
- The nurse will also want to take your temperature with a thermometer. It tells the nurse how hot or cold you are. The thermometer makes a beeping noise when it is ready.
- The nurse will also want to take your blood pressure. It tells the nurse how fit your are.
- The doctor needs to know how heavy you are, so the nurse will ask you to sit on the scales.
- The nurse will tell you all about being in hospital. She will tell you about the ways of going off to sleep. This will either be by the use of a mask or a cannula.
- If you are going to sleep with a cannula, the nurse will put some special cream on your hand.
- After the nurse has finished talking, you can play with the toys, watch television or play on the games consoles.
- Sometimes while you are waiting you may see a doctor. They are sometimes dressed in funny clothes that look like pyjamas.
- When it is time for you to go for your operation the nurse will come and find you. You can sometimes wear your own clothes or pyjamas/nightdress but if not you will wear a gown.
- You can take your favourite toy, but the nurse may want to put a bracelet on it so everyone knows that this toy is yours.

## Friends and Family Test

We want to hear about your visit to our hospital both as a parent/guardian and also from children aged 4 to 14 to make sure everything went well or if there's anything we can improve on.

We'll be sending parents/guardians a text 48 hours after the child's discharge with a link to an online survey link to ask you a simple question:

*Would you say this is a good department for your family and friends to be looked after in if they needed similar care or treatment as you?*

We would be grateful if you could give your views as a parent/guardian and then ask your child to complete a survey appropriate to their age group.

If you don't wish to take part, you can simply reply STOP when they receive the message. Responses are FREE.  
For more information about the Friends and Family Test, please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily) or speak to a member of staff.

## Information for your child

### Your stay in hospital

- Your doctor has arranged for you to come and have an operation. You will either be on Safari Day Unit or Rainforest ward.
- You need to report to the reception desk.
- Someone from the ward will welcome you and show you to your bed.

However, sometimes children occasionally require admission overnight in which case your child would be transferred to Rainforest ward.

## Rainforest ward admission

If your child is planned to stay overnight or longer then they will be asked to come to Rainforest ward.

## Hospedia

Hospedia is communication and entertainment at the bedside. This service is to enable your child to watch TV free of charge until 9pm. After that time TV is unavailable to all children. This is only available on Rainforest ward.

## Preparing for admission and other things to remember before coming to hospital

If jewellery, make-up or nail varnish are worn, they will need to be removed prior to theatre. If your child is adolescent and smokes, please try to discourage him/her from smoking for 24 hours before the operation.

## What shall I tell my child about coming into hospital?

Most children are less anxious about coming to hospital if they know what to expect. We feel that you, as parents or carers, are the best people to prepare your child and we are here to guide and help you answer your child's questions honestly.

Tell your child in a simple but truthful way about what to expect using pictures, leaflets or storybooks. There may also be several books in the local library.

If your child is between 6 and 12 years old then “Hospital” by Althea Braithwaite, as well as “Going to the hospital” by Anne Civardi and Stephen Cartwright are good to read through before coming into hospital.

You can also contact our Play Specialists for advice by telephoning the ward. The number is on the front of this booklet.

## **What should you bring when coming into hospital**

Medicines - please bring with you any medicines your child may be taking.

Comforters (favourite toy) - bring any comforters that your child may need.

Pyjamas/nightie, dressing gown and slippers - your child may be asked to walk to theatre and therefore will need a dressing gown and slippers. Please do not bring a onesie to wear.

You may also wish to bring a thermal mug with a lid for hot drinks to enable you to have a hot drink at your child’s bedside.

Cash - it is always useful to have some loose change for the phone and car park.

## **What not to bring**

Do not bring any electrical goods that need plugging in e.g. phone chargers, DVD players, computer games. All electrical equipment needs checking by the hospital electrician before use.

Mobile/cellular phone - in order to protect patients privacy and dignity mobile phones are only allowed to be used in designated areas. The nurse will advise you.

carer. Staff are not able to give detailed information over the phone.

## **Partnership in care**

Please feel free to discuss your stay on the ward with a member of staff. We welcome feedback about the service which we offer to children and their families/carers. You can also feedback using the form on the Trust website [www.ulh.nhs.uk](http://www.ulh.nhs.uk)

## **Transport information**

### **Car**

For those visitors travelling by car the hospital is clearly signposted from the centre of Lincoln.

### **Ambulance**

If, because of medical need, an ambulance is required, please ask your GP to make the arrangements.

### **Public transport**

Information on local bus routes is available from main reception.

Lincoln has a railway station. Train times available on request.

### **Taxi**

There is a free phone, direct to a taxi company in the main entrance of the hospital.

## **Parking information**

Families visiting the children’s ward will only have to pay a maximum of £4.00 per day for parking. Please see nursing staff on the ward for a reduced payment exemption permit. (Only one exemption permit can be given per family per day).

The Timeout Coffee and food bars are located in:

The Main Entrance - opening times Monday to Friday, 8.30am to 7pm, Saturday and Sunday 12 noon to 7pm.

The Out Patients Reception opening time - Monday to Friday only, 8.30am to 4.30pm.

The Maternity Antenatal Reception and Oncology Reception - opening times Monday to Friday only, 9am to 4pm.

## **Security/safety**

All members of staff wear an identity badge showing their name, photograph and job title. If you meet a person not wearing a badge you can ask them to introduce themselves. If you see anything or anyone acting suspiciously then please inform a member of staff immediately. Closed circuit TV cameras are located throughout the hospital.

Safeguarding your child whilst in hospital is our priority.

## **Fire alarms**

The fire alarms are tested throughout the hospital every Wednesday morning. You may hear them ring several times. In the event of a fire, a member of staff will instruct you as to what you should do.

## **Smoking**

United Lincolnshire Hospitals NHS Trust is a no smoking organisation. There are designated smoking areas within the grounds of the hospital.

## **Confidentiality**

It is the policy of this hospital that all patient information is confidential. Staff will only give information to your child's parent/

## **Consent to treatment and examination**

In order that the hospital can treat your child we have to have the consent of either the patient themselves, if able and age permitting, or if not, a person who has parental responsibility for the child.

The admitting nurse will check your details and provide your child with a name band. The nurse will assess your child and explain the plan for the day. If you have not already seen the anaesthetist, he/she will examine your child to make sure they are fit to have an anaesthetic.

Pregnancy urine tests may be performed on all girls who have started menstruating, on the day of operation, in line with the ULHT Pregnancy Testing Policy.

Children usually walk to the theatre area. If your child has had a premedication then they will be given a ride on a trolley as this can make them feel quite sleepy. Both parents/carers may accompany their child to forward waiting and one parent/carer can go with the child while the anaesthetic is given. Your child will be taken to the recovery area following their operation. As soon as your child is awake the nursing staff in the recovery area will contact the ward. A registered nurse will bring your child back to the ward. Children may be upset when they wake up. This is not uncommon after anaesthesia and does not necessarily mean they are in pain. Children usually settle after a short while.

## **Play**

Play staff are available for your child during daytime hours during the week and Saturday mornings. Play areas are available within the ward areas. Children must be supervised at all times by an adult.

It may not always be possible for visiting children to join in with all activities.

## Hand hygiene

Protecting patients from infection is everyone's responsibility, including staff and everyone entering the wards. We need to control the risks from a number of different infections. All staff have received training in infection control, including the need for good standards of hand hygiene. Whenever you come to visit your child we ask you to use the hand gel prior to entering and on leaving the ward.

## Staying over night with your child

A parent/carer is welcome to stay overnight with their child, however, due to limited space we can only accommodate one parent except in exceptional circumstances. A folding bed can be provided to make your stay as comfortable as possible.

**All breast feeding mothers will be offered meals provided by the ward. All parents who are resident overnight are offered toast for breakfast.**

If you are receiving income support and are resident with your child, you may be eligible for help with meal costs from the hospital restaurant (please ask a member of staff). Meal vouchers are issued from the ward for one meal a day and only for one person.

## Visiting

Parents and carers are very welcome to stay with their child at all times. For other relatives and friends visiting times are 1.00pm to 8.00pm. Family and friends are welcome, as long as there are no more than 3 people at your child's bedside. This is because the ward can get crowded and this can affect safety. Visiting children under the age of 16 years are welcome but will need to be supervised at all times by an adult. We ask all visitors to use the chairs provided and not to sit on the empty beds as this increases the risk of cross infection.

## Educational needs

A school teacher can be contacted if necessary.

## Parents/carers room

There is an area on the ward where parents are able to make a drink. A small seated area provides a place to drink and eat. For safety reasons hot drinks are not allowed on the ward and children are not allowed into the parents coffee room. There is also a cold water machine available.

## Children's meals

Children are offered a choice of food. Please feel free to talk to a staff member if you have a special request or you would like to discuss your child's diet whilst in hospital.

## Meals and facilities for parents/carers

The hospital has a shop which sells sandwiches, drinks, snacks and groceries as well as a no-fee cash machine, National Lottery, books, magazines, toiletries, stationery, wrapping paper, greetings cards, postage stamps, music, toys and gifts. Open Monday to Friday 8am to 8pm, Saturday 9am to 7.30pm and Sunday 9am to 6pm.

The County Restaurant is located on level 3 of the main hospital. The opening times are as follows: breakfast service 8am to 11am; salad bar 10am to 1.45pm; lunch service 11.45am to 1.45pm; Restaurant closes at 2.30pm.

Food/snacks and beverage vending machines are located on the maternity wing ground floor, Main reception and near Physiotherapy and within the A&E department. Coca-cola machines are located at different locations around the hospital site.