



E1
**Ocean Ward
Information
Booklet**



HELPING YOU PREPARE FOR YOUR CHILD'S HOSPITAL STAY

OCEANWARD

SOUTHAMPTON'S CHILDREN AND YOUNG ADULT HEART SERVICES

Welcome to Ocean Ward



This booklet has been written to help you prepare for your **child's** hospital stay

If you would like to visit or speak to someone before your child's operation you are welcome to contact one of the liaison nurses. In return they will be able to answer any questions or arrange a visit. Contact details are displayed on the back page.

Includes:

Staff Support.....	2-3
About Ocean Ward.....	4
Parent Preparation.....	4
Admission, what to expect.....	5
Relevant Tests.....	5
Before the Operation.....	6
Doctor Ward Round.....	6
E1 Ward Routine.....	7
Facilities for Children.....	8
Facilities for Parents.....	9-12
Recovering After Birth.....	13
Suggestions and Comments.....	14
Contact Details.....	15



Staff Support



You may meet many different members of staff during your hospital stay. All staff should be wearing an identification badge which clearly states their name and job title. If they are not wearing one do not feel embarrassed to ask them who they are and check with your nurse.

Liaison Team

Senior nurses who can provide written information, diagrams of your child's heart, how to access further information and details of local and national support groups. Although your child's cardiologist will have spent time with you explaining the diagnosis and necessary treatment, many parents feel they would like further explanation and support.

Senior Ward Sister

The ward and nursing care is managed by the senior ward sister. Please do not hesitate to speak with the sister about your child or families stay on the ward.

Paediatric Nurses

A team of nurses who have experience in the care of children with heart conditions.

Play Specialists

Encourage play and help prepare children for operations and investigations.

Children's Social Worker

Can offer the following:

- Counselling and support
- Advice on benefits including Disability Living Allowance.
- Advice on transport to and from hospital

You can make an appointment with a social worker before you come into hospital. Please see **Useful Contact Details** insert for telephone numbers.

Dietitian

Aims to meet all babies and surgical patients on the ward. They are also available to discuss and advise you on any eating or feeding problems that your child may be experiencing.



Staff Support



Child Psychologist

Available to help and support any emotional or behavioural problems your child may be experiencing, in relation to their heart condition or treatment. Please ask your nurse to contact them if you wish to meet with the psychologist.

Nurse Practitioner

Children's nurses with specialist training to admit, discharge and order investigations for the care of your child.

Pharmacist

The ward pharmacist visits the ward daily, the pharmacist is happy to discuss your child's medication with you or to assist you in obtaining ongoing medication at your local pharmacy.

Physiotherapist

A team of children's physiotherapists will visit your child after surgery to help encourage mobility and advice on breathing exercises.

Consultants

Each week a consultant will be responsible for the care of the children on the ward.

The team of consultants work very closely together and are always fully aware of each other's patients. The consultants are assisted by registrars and senior house officers.

Consultant Cardiac Surgeon

Doctors trained in children's heart surgery.

Consultant Paediatric Cardiologists

Doctor's trained in children's heart disease.

Sisters Office



About Ocean Ward

E1 Ocean Ward cares for babies, children and young people up to the age of eighteen with heart or lung problems.

Having a child in hospital can be very stressful but we will try to make your child's stay on the ward as happy as possible.

Communication

You and your child will always be included in any decisions or treatment plans.

If an interpreter or a signer would be of help to you, please refer to **Useful Contact Details** insert in order to contact senior nurses prior to admission.

Parent Preparation

What to tell your child

Depending on the age of your child you should talk to them about going into hospital. Tell them as much about the operation as you think they can understand.

Books and videos about coming into hospital may be posted prior to admission for you and your child. Please refer to **Useful Contact Details** insert in order to request books/videos from liaison nurses.

Parents can sleep

There are fold-out beds for a parent to sleep next to their child. Other arrangements will be made if your child is in intensive care, high care or nursery.

Pack a special bag, with a few comfortable clothes, night wear, slippers, toothbrush, flannel, toys and favourite videos. Make sure they bring any comforter, however tatty!

Your family and friends are welcome to visit at any time.



Admission, what to expect



When you arrive at the ward there is an intercom system for safety, please press for assistance.

Usually children are admitted the day before the operation. The ward clerk will greet you and then take you to your child's bed. Your child's nurse will show you around the ward.

The nurse and doctor will discuss the operation with you and a Play specialists will be on duty to explain the operation to your child, with the help of picture books.

Relevant Tests

On arrival to the ward the nurse will take your child's temperature and pulse, all other tests will be arranged, these might include the following:

Echo

An ultrasound scan which can show the structure of the heart and how it is working.

CXR

A chest X-ray that shows the size and position of the heart and shows how air expands in the lungs.

ECG

An electrical tracing of the heart, which shows the hearts rhythm and heart rate. Sticky patches are put on the child's arms, legs and chest and then they are connected to a recording machine. The test is painless and takes about 5 minutes.

Blood test

These are carried out to check blood groups and to prepare blood, which may be needed during surgery. Blood can also be taken to test for infections and clotting, a **magic cream** is used to numb the area before the blood is taken.



Before the Operation



Usually the surgeon will meet you on the ward before the operation to discuss any questions you may have.

You will then be asked to sign the consent form. The parents or young person may sign if they are 16-18 years.

You will also meet with the Consultant Anaesthetist. They will tell you when your child needs to stop eating and drinking.

Usually this will be no food for six hours and no drinks for two hours before the operation.

Both parents may accompany their child to theatre with the ward nurse but only one parent may go through into the Anaesthetic room. Please discuss this with the anaesthetist.

If your child is having heart surgery you will meet the Intensive Care Nurse and have the opportunity to look around Intensive Care.

Your child may be nursed in High Care after their operation. If this is likely the bed space will be shown to you and your child before the operation.

Doctor Ward Round

The doctors on the ward round will see your child daily. A consultant or registrar and senior house officer will discuss your child's progress with you and answer any questions. If you are not here during the ward round a doctor will be happy to talk to you later.

If you wish to arrange a meeting with the ward consultant please speak to a member of nursing who can arrange this for you.

You can have a copy of the letters sent to your GP, please ask the ward clerk to arrange this.

Also if at any time you wish to look at the case notes please ask your nurse, who will be able to arrange a viewing with a senior doctor or senior nurse.

E1 Ward Routine



Day staff arrive - 7.45am

Nurses from night report to the day nurses

Breakfast - 7.45am

Cereal, toast and fruit juice
available for children and parents

Playroom activities - 8am

Nurse caring for you will be introduced

School - 9.15-11.30am

School on G level opens. This will be arranged for your child
by a play specialist if appropriate

Doctor Ward Round - 10am

Treatments and tests carried out, observations recorded,
medicines given, ward cleaned, bed linen changed

Lunch - 12 noon

Lunch trolley arrives, meals served to children

Observations - 2pm

Observations recorded, medicines given

Quiet time - 2pm-3pm

Lights dimmed, children are encouraged to rest

Tea - 5.30pm

Tea trolley arrives, meals served to children

Observations - 6pm

Observations recorded, medicines given,
menu cards completed for next day

Night staff arrive - 7.45pm

Nurses from day report to the night nurses

Prepare for bed - 8pm

Lights are dimmed

Observations - 10pm

Observations recorded, medicines given



Treatment Room

Facilities for Children



Children's Meals

Meals are supplied for all ages. If your child needs pureed food or a special diet please talk to your nurse. Snacks are always available in the ward kitchen and also pre-packed baby milk and jars.

Playroom

Monday to Friday activities are organised. Activities can also be arranged by the bedside if your child is not able to go to the playroom. We can also offer the use of a PlayStation and a laptop computer.

Bed Area

At each bed there is a TV/Video and a notice board for cards. A sticker chart will be given to help encourage your child.

Washing Facilities

As well as showers and a bathroom we do have a disabled toilet and shower if needed.

Nursery

If your child is below six months they may be cared for in the nursery. This area has cots and there is always a nurse present.

School

If your child goes to school a teacher will work with your child on the ward. If your child is well enough they will be able to go to the hospital school on G level. The hospital teacher will also speak to your child's own school.



Paediatric Cardiac High Care

When your child comes back from Intensive Care your child will be nursed in the High Care Ward. This area has a higher number of nurses and special equipment to care for your child. As your child gets better they can return to Dolphin Bay.



Facilities for Parents



Accommodation

On the ward we have fold-out beds, which are next to the children's bed, sheets and duvets are supplied. A lockable cupboard is available in Dolphin Bay for your luggage, please do not bring valuables to the ward.

Due to lack of space we do not always have enough room for both parents to stay on the ward. However **Rotary House** is a charity run house for relatives and is a five minutes walk away; Accommodation is free, £20 deposit is requested and returned if asked.

Mellor House is seven minutes walk away. The house is provided by the hospital trust and costs £7 per night each parent or £12 per night to other family members. We are able to help arrange local hotel accommodation for any members of extended family who wish to stay. Please ask the ward clerk or your nurse for details.



Washing Facilities

We have a bathroom and showers. All cubicles have en suite shower rooms. Hairdryers and towels can be supplied.

Meals and Refreshments

Drinks and light snacks are always available in the ward kitchen. Please help us to keep the kitchen tidy. A fridge/freezer and microwave are available, please label your food.

Fire Safety

Fire alarms are tested once a week on a Monday morning. You will hear intermittent alarms sounding for about 20 seconds. In the event of a real fire the alarms will sound continuously until the area has been made safe. An intermittent alarm means that there may be a fire in other areas near you. In both cases please follow the instructions of staff who have all been trained in fire safety. If you discover a fire please contact a member of staff or go to the nearest break glass point and raise the alarm.

Security and Safety

The hospital takes your safety very seriously and there are security staff present 24 hours a day.

Facilities for Parents



Hospital shops

Opening times

D and F Level West Wing

League of Friends tea shop

Weekdays only
10am-3.30pm

C Level

WHSmith

Mon-Fri 7.30am-9pm
Sat-Sun 9am-7pm

Florist

Mon-Fri 9am-8.30pm
Sat-Sun 10am-6pm

Burger King

Mon-Fri 8am-6pm
Sat-Sun 9am-6pm

Upper Crust

Mon-Fri 8am-8pm
Sat 9am-6pm
Sun 9am-5pm

League of Friends shop

Mon-Sun 8am-8pm

B Level

Canteen

Your nurse will give you a form to help reduce the costs

Breakfast

7.30am-11.30am

Lunch

11.30am-2pm

Supper

6pm-8pm

Late supper

11.30pm-1.30am

Facilities for Parents



Trolley Shop

A League of Friends trolley will visit the ward each morning. This sells newspapers, magazines, sweets, drinks and other items.

Smoking

Smoking is not permitted in any area in the hospital or in the hospital grounds.

Alcohol

It is the policy of the hospital that alcohol is not permitted.

Laundry

A washing machine, tumble dryer and iron are all available on the ward.

Post

Post is delivered to the ward twice a day. The ward address is displayed on the back page.

Cash Machines

A cash machine is available on C Level, centre block next to children's X-ray.

Shopping

Sainsburys supermarket is a fifteen minute walk. Shirley is the closest shopping area. Southampton City Centre is ten minutes by car.

Transport

Buses to Sainsburys and Shirley leave the front of the hospital approx. every twenty minutes, use bus numbers 17A, 5, 10, 10A. A taxi costs approx. £5.

Buses to City Centre also leave from the front of the hospital. Bus timetables are held at the main reception. A taxi to City Centre costs approx. £6.50. A free taxi phone is situated by the main reception desk.



Parents Room

Facilities for Parents

Chaplaincy

The chaplains are available to support you and your family whether you are religious or not. The chapel is open 24 hours a day. A room is also available for Muslim prayers. The Chaplains are happy to be called at any time to offer support in times of stress or just for a chat. Your local Chaplain is welcome to visit at any time. Details of services are available, please ask your nurse. All faiths are welcome.

Reclaim Travel Costs

You can reclaim your travel costs on admission and following discharge from hospital if you are on income support or working tax benefit/credit. Please take your payment book and travel cost receipt to Cashiers Office C Level open 9am-5pm Monday to Friday.

Parking

Parking on site is limited. Please use the main hospital car park. Disabled parking is available near the main entrance.

You can ask your nurse to issue you with a discount to take to the main reception to get a reduction in charges. If your stay on the ward is over six hours you can get a discount form from a nurse and you will only be charged £6.

Long stay car parking tickets are available from the Travelwise office. Please gain a note from your nurse before you visit Travelwise:

£6 - 1 week unlimited

£12 - 2 weeks unlimited

£24 - 1 month unlimited



Recovering After Birth

Accommodation

A twin bedded room is available in which you may be asked to share with another mother. En suite facilities and a hairdryer are available in your room. Toiletries can be supplied on the ward if you have arrived unprepared. If you would like your partner to stay with you please speak to your nurse and we will do our best to provide accommodation for you both.

Care of You

Your nurse will arrange for the community midwife to visit you on the ward, who will make sure you are recovering from the birth. The midwife will advise you about breast-feeding.

A breast feeding advise service is available at Princess Anne Hospital, Rm 22, Broadlands Ward, 10am-1pm, Monday to Friday. The breast feeding room on E1 is well equipped with bottles of milk and expressing equipment.

Your meals will be provided for you on the ward for 10 days following the birth of your baby, you may select your food, daily on a menu card.



Hairdressing

A hairdresser may be able to visit you on the ward between 10am and 3pm Tuesday to Friday. Please ask your nurse to ring ext 8552 for appointments.

Chaplaincy

The chaplains are happy to be called at any time. If you wish to discuss a baptism or christening please ask a nurse.

Registering Birth

Your baby should be registered by 6 weeks of age.

The registrars office is open Monday, Wednesday and Friday 9am-4pm at Princess Anne Hospital (opposite Southampton General Hospital).



Suggestions and Comments

It is important to us to know your views and opinions so that we can continue to improve the service we provide.

Your nurse will give you a comments form, please take the time to complete the short form and leave it with the ward clerk on discharge.

Complaints

Should any matter occur that you are not satisfied with please do not hesitate to share your concern with a liaison nurse or the senior ward sister.

If you wish to make a formal complaint you may contact the complaints team by telephone on:
Tel: 023 8079 6299

A member of the team will come to discuss your concerns with you, or you may wish to write to the Chief Executive.

An information leaflet that explains the complaint procedure is available please ask your nurse.

PALS

Patient Advice and Liaison Service can help to resolve patient issues and concerns informally. They also provide support and information.

PALS

Information Point

Main Entrance

Southampton General Hospital

Tel: 023 8079 8498.

**Available - Monday to Friday
9am-5pm**



Contact Details

E1 Ocean Ward
Southampton General Hospital
Tremona road
Southampton
SO16 6YD
Tel: 023 8079 6470

Liaison Nurses Tel: 023 8079 4659



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