



**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Patient information service
Bristol Royal Hospital for Children

Welcome to Dolphin Ward (E600)



Your consultant is

.....
The team you are under is
.....

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Welcome to Dolphin Ward

We hope that the following information will be useful to you during your stay on the ward. The information covered here is very general, so please ask one of the ward staff if you are unsure about anything.

Dolphin Ward (E600) is on level 6 (the blue floor) of the Bristol Royal Hospital for Children.

We are a specialist cardiac ward and cardiac high dependency unit (HDU). Children of all ages are admitted to our ward.

There is a mixture of cubicle rooms and four-bedded bays for patients. In all bedspaces your child's heart can be monitored; this information is displayed at the nurses' station.

HDU is a step down from the paediatric intensive care unit (PICU). If HDU is busy, you may have your step down period on PICU.

We welcome and encourage parents to carry out as much of their child's care as they wish and, where possible, to try and maintain their child's normal routine. However, please ask your child's nurse for help if you need it.



What to bring

If you know that your child is going to be staying in hospital overnight, it is a good idea to bring some or all of the following:

- change of clothes
- nightwear
- nappies and cream
- slippers
- toiletries such as toothbrush and toothpaste
- hairbrush or comb
- favourite toy, magazines and books
- any medication your child normally takes (this will be kept in the ward drug trolley)
- feeding bottles (we provide sterilising bags)
- special feeds or milk
- parent held child health record (red book) as we sometimes need to refer to it/ write in it.

Please try not to bring in excess items – this will clutter the bedspace, which needs to be kept clean and tidy at all times to allow access to your child.



Admission

Please call the ward prior to travel to check that a bed is still available. Contact information can be found at the back of this leaflet. If your bed is not ready when you arrive, we will where possible still continue with the admission process, but you may be asked to wait in the parent room, or go ahead with some investigations before the bed is allocated.

The admission process takes time and will involve several individuals and potential investigations. Please be patient as this may have to be done over a couple of hours.

A nurse or other member of the team will welcome you to the ward, and you will then have the opportunity to ask any questions about your child's specific needs. The hospital passport is available to complete online before admission for any child with additional learning needs or disabilities – **www.uhbw.nhs.uk/hospital-passport**. If your child is unwell prior to admission, please notify the ward, as the admission may need to be rearranged for when your child is better.



What to expect

Patients on the ward may be having surgery or cardiac catheterisation, or they may have been admitted for monitoring or investigations. Further information is available in specific information leaflets for surgery and catheterisation. Please ask your nurse if you have not yet received them.

Visiting

You are welcome to be with your child at all times. Friends and family may visit after the doctors' ward rounds at approximately 10am. Siblings are also welcome to visit, but we ask for no more than two visitors to a bedspace at a time. There is a parents' room where visitors can wait. To help us settle the children, please limit the visitors to just parents after 8pm.

Please note that at times there may be short notice changes made to the visitation rules for the ward/ hospital. Please respect these changes. These are often beyond our control, but are for the safety of staff and patients.

The door to the unit is controlled by an intercom system, and anyone visiting will have to press the buzzer to gain access. This creates a secure environment for all children on the ward. Please

ensure that the door is locked behind you when you leave, and do not allow anyone you do not recognise to gain entry. We may not always be available to answer the door immediately, so please be patient. We will know you are there, but we may be caring for a child at the time.

To reduce infection, please use alcohol gel when entering and leaving the ward.

If any of your family or visitors are unwell, we ask them not to visit to protect the children on the ward. Please check with the doctors and nurses to determine what is best.

If any visitor has diarrhoea and vomiting, they must not visit the ward until 72 hours after their symptoms have ended.

Please check with staff if you have any questions about visitors.

Quiet time

Quiet time is between 1pm and 2pm, during which we encourage children and their families to have some protected rest time, free from procedures and non-urgent investigations.



Accommodation

We aim to provide accommodation for parents who wish to stay with their child, but this is not always possible.

We have one pull-down bed by your child's bed for one parent to stay on the ward. Parent beds are not available on PICU or in the high dependency unit. At this time, we encourage parents to get rest away from the ward.

In order to help the housekeeping staff to keep the ward environment clean and tidy, we ask you to have the pull-down bed put away by 8am. There is a small locker at each bedside. Please try to keep luggage to a minimum.

Parent bathrooms and showers are available on the ward. If you have any concerns about cleanliness during your stay, please speak to your nurse.

Parent accommodation can be requested, and is supported by The Grand Appeal, and Ronald McDonald charities. Please let us know on admission if you wish to apply for a room. This facility is provided free of charge, but there is likely to be a waiting list, and we are unable to guarantee that a room will be available. Rooms cannot be pre-booked, and priority will be given to families whose children are in PICU or HDU.

We are unable to accommodate siblings overnight on the ward during your admission. However, there may be some family rooms available within the accommodation, which cannot be guaranteed but can be requested.

Meals and refreshments

There is a variety of pre-packed baby milks available. The hospital also has a Special Feeds Unit where staff will make up any special feeds that your child may require.

For older children there are cereals, bread, sandwiches, yoghurts, crisps and fruit available. Breakfast, lunch and supper are provided for your child each day. The housekeeper will order food in the morning and will ask patients for their menu choices. We encourage children and their families to be involved in this. The menu aims to meet most people's needs, and vegetarian dishes are available every day, but if you need help with making suitable choices, please speak to the housekeeper.

There is a snack trolley on the ward where you can help yourself to food and drink for your child. This is usually kept outside of the ward kitchen. Unfortunately parents are not allowed into the kitchen. Please ask the nursing staff for any assistance.

There is a parents' rest room next to the ward for you to use while you are staying with us. This is shared with Penguin Ward. Tea and coffee is provided, but you will need to bring in your own milk for drinks. Powdered milk is provided. Hot drinks **must not** be brought back onto the ward – this is for safety reasons.

You can store your own food in the cupboards or fridge-freezer for Dolphin Ward. Please label your food and take unused items with you when you leave.

A microwave and basic crockery and cutlery are provided. Your assistance in keeping the room tidy and comfortable for everyone's use is greatly appreciated. We ask that parents consume food in this dining room rather than on the ward, as there are children on the ward who are not able to eat or drink, and it can cause some distress.

There is also a small shop on level 2 (main entrance) where hot drinks and small selection of hot food is served. This is open

from 8.30am to 6pm, Monday to Friday, and from 10am to 4pm on Saturday and Sunday.

In the BRI (adjacent to the children's hospital) there are some shopping outlets and coffee shops that are open every day, including WH Smith, Boots, Marks and Spencer Simply Food, and Costa Coffee.

There is a Tesco Express within walking distance (about 10 minutes) if you wish to buy food.

Bristol's central shopping area (Broadmead), with all of the usual high street names, is a 10 minute walk from the hospital should you need additional clothing, toiletries etc. during your hospital stay.

There are also some leaflets on the notice board near the parents' rest room on the ward detailing local places to eat, or takeaways that deliver to the hospital. Although we do not endorse any of them in particular, some visitors have used them.

Breastfeeding

We support breastfeeding. We also have some breast pumps which can be borrowed, on loan, for use in the parent accommodation.

If you would like some support or advice on breastfeeding, please speak to your child's nurse.

We offer breastfeeding mothers three meals a day until their child is six months old. This is a limited menu, offering breakfast, one hot meal, and a sandwich option.

If you would like to access this service, please speak to the housekeeper.



Play

We have a well equipped playroom that we share with Penguin Ward. There is a full-time play specialist available during the week. Children (including brothers and sisters) must be accompanied by an adult while in the playroom. The playroom includes games and activities suitable for older children and teenagers, including DVDs and games consoles.

There is also an indoor and outdoor play centre on level 5 for children who are well enough to leave the ward, and for siblings. Again, an adult must accompany all children.

If you bring in any of your child's toys, please ensure that you do not misplace them, as we cannot accept responsibility for losses.



People you may see on the ward

Staff who wear uniform

Ward sister or charge nurse

You will recognise them by their navy uniform. They are in overall charge of the ward and can help if you have any questions your nurse cannot answer.

Matron

Matrons look after a group of wards and help support the nursing team. You can ask to speak to them if you wish. They wear grey tunics/dresses with red piping.

Senior staff nurses

These nurses will often be in charge of the shift. They wear a grey striped uniform with dark blue epaulettes.

Staff nurses

These nurses will provide the majority of your child's care. They wear a grey striped uniform with light blue epaulettes. At each shift, a new nurse will be allocated to your child and will introduce themselves, so that you always know your first point of contact for your child's care.

Healthcare Support Workers (HCSW)

HCSWs provide support to the nursing team. They wear a grey striped uniform with brown epaulettes.

Cardiac nurse specialists

Our specialist nurses are available every day (Monday to Friday, 8am to 4pm). They are available to discuss your child's care pathway with you and can provide information about your child's cardiac condition and onward journey. The team can also refer you other members of the team, such as the family support workers (who can assist with emotional and practical support), play specialists, the cardiac psychology team etc. If you would like to talk to them more urgently, please ask the nurse looking after your child. The CNS team wear a purple uniform.

Student nurses

You may meet nurses on placements on the ward who are in training. They wear a light blue uniform.

Cardiac Research Nurses

The cardiac research nurse team is a small team of experienced cardiac nurses who deliver clinical research studies involving cardiac patients and their families. You may see them at outpatient clinic, on dolphin ward, PICU, theatre and catheter lab. They will talk to all patients and their families about any research studies which they are eligible to take part in and organise any appointments, tests or samples involved in the study. All research is voluntary and the research nurses will give you all the information you need to make a decision about whether you want to take part or not. They wear blue uniforms.

Physiologist

If your child needs an echocardiogram (echo) or an electrocardiogram (ECG), the physiologist will carry this out. They wear navy blue tunic with red piping.

Housekeepers

Our housekeeper makes sure that all patients have food and clean linen. They also support the ward in ordering supplies. They wear a yellow tunic.

Hotel services assistants (HSA)

This team makes sure the ward is clean and tidy. They wear green or purple and white striped tunics.

Play therapists

Our play team wear polo shirts. They are available Monday to Friday, 9am to 4pm, to assist with procedure distraction and entertainment at the bedside, in the ward playroom, and in the play centre.

Clinical skills facilitators

This is a team of senior nurses who work alongside staff on the ward to teach and support them clinically. They wear a green uniform.

Staff who don't wear uniform

Doctors

Doctors' ward rounds usually start between 9am and 10am, starting with HDU. One of the consultants will see the children most mornings. This is the time that plans for your child's care are made, so you may wish to be present at this time. It is also your opportunity to ask any questions you may have.

There is a team of doctors who will support the clinical care of children whilst on the ward.

Ward clerk

They will welcome you to the ward and make sure we have your correct details. Please ask them if you need help with any of the practical aspects of your stay, such as where to find parent facilities.

Dietitians

This team is on the ward most weekdays to support special nutrition needs. Please let the nurse looking after your child know if you would like to speak to them.

Clinical psychologist

This team offers emotional support for children and their families, throughout their time in paediatric cardiology services, from

diagnosis to supporting adolescents as they make the transition to adult cardiac services. Please ask a member of the nursing or medical team if you would like to see them, or before admission you can contact them on the phone number on page 19.

Ward pharmacist

The pharmacy team regularly visit the ward and may come to talk to you about the medications your child is taking.

Anaesthetist

The anaesthetist will come and speak to you prior to theatre or cardiac catheterisation. This is generally the evening before your child's procedure or early on the morning of the procedure.

Surgeons

The cardiac surgeon will come and speak to you on the ward, and sign the consent form, usually on the evening before surgery.

For children having a cardiac catheter the cardiologist will do consent on the day of the procedure.

Speech and language therapists

This team will be able to help if your child has specific problems with feeding and swallowing after their surgery or cardiac procedure. You can also talk to them if you have any concerns about your child's communication or speech and language development. Please ask a member of the nursing staff or one of the doctors if you think your child needs to see them.

Discharge

When your child is ready to go home, we will want to make sure that all the local services have the information they need to ensure your child is safe. We may need to contact local hospitals' nursing and medical teams, GPs, and community services before providing a comprehensive discharge letter. In addition to this, a prescription for your child's medications will also need to be prepared. These are important steps prior to discharge, and so

they may take several hours to complete.

The letters will normally advise you of any follow-up appointments. We will also provide you with an information leaflet about your child's procedure and aftercare advice with contact numbers.

If you are worried about your child's health, or would like advice when you are at home, there are a number of ways you can obtain this:

- you can contact the **cardiac nurse specialist** team between 8am and 4pm Monday to Friday to talk about any medical issues or further support that you need.
- the **psychology** team can be contacted Monday to Friday 9am to 5pm if you have concerns about how your child is coping.
- you can contact **Dolphin Ward** after 4pm and before 8am to talk about medical issues you are worried about in the initial 48 hours after discharge.
- your **GP** and **health visitor** will also be able to help with medical issues and general support.
- in cases of emergency, you can **ring 999** or take your child to the **nearest emergency department**.

You can find the telephone numbers for the above services on page 19 of this booklet.

Discharge Lounge

You may be asked to wait for medications in a different area within the hospital, in order to enable the ward to continue to admit patients.

Additional information

Financial support

There are various sources of financial support that may be available to help with the cost of car parking and travel to the hospital to visit your child. We also have a family support worker who can offer additional support for longer stay patients. Please ask your child's nurse if you would like to discuss the help that is available.

Interpreter services

Should you require any assistance such as a foreign language or sign language interpreter, please let us know so that we can arrange this for you.

Religious support

The hospital has a multi-faith prayer room located on level 4, which is always open. The hospital chaplaincy team can be contacted during the day, and an out-of-hours/on call service is available. This team is non-denominational and available for all faiths.

Mobile phones

Mobile phones may be used on the ward. However, we would ask you to keep them on silent for receiving calls and messages. Please do not receive calls late at night on the ward. Remember to bring your charger with you.

Access to UHBW Wi-Fi

You can access Wi-Fi once you are in the hospital.

Hospital car park passes

Staff can request a hospital parking permit for you online. Please see the ward clerk or your nurse for more information.

Electrical items

Please be aware that we cannot accept responsibility for expensive items brought into the hospital such as smartphones, laptops, tablets, or other electrical items. You are welcome to use these items, but please be aware that staff may need to check that they are safe.

Support for you

If you feel you need help to manage your hospital stay, please let us know. If you would prefer to speak to someone in confidence, please call our LIAISE team on **0117 342 8065** and they will be able to talk through the options available to you. They are available Monday to Friday.

The LIAISE team offers support and advice to all of the families using Bristol Royal Hospital for Children. They can offer support with a range of enquiries, such as advice on services in the local area, how hospital services operate and what you can expect from them, and help to find the answers to more complex concerns and questions.

LIAISE includes the family support worker, who can offer you advice and emotional support during your longer hospital admissions. It also includes the young person's involvement worker, who can support your child in expressing their thoughts about their care experience, as an inpatient or as an outpatient.



Useful contact numbers

Dolphin Ward **0117 342 8332**

0117 342 8679

Cardiac nurse specialists **0117 342 8286**
(8am to 4pm, answerphone out of hours)

Cardiology outpatients **0117 342 7954**

Cardiac surgery admissions **0117 342 8440**

Cardiac surgical bookings **0117 342 8977**

Cardiology bookings coordinator **0117 342 9281**

Cardiology secretaries

Alison Travers: **0117 342 8855**
(Dr Alison Hayes, Dr Catherine Armstrong)

Hazel Barrington: **0117 342 8853**
(Dr Andrew Tometzki, Dr Patricia Caldas, Dr Camilla Snook, Dr Davide Marini)

Helen Walters: **0117 342 8856**
(Dr Francisco Gonzalez Bartalay, Dr Sri Narayan, Dr Demetri Taliotis)

Lynn Cook: **0117 342 8852**
(Dr Graham Stuart, Dr Cecilia Gonzalez, Dr Georgia Spentzou)

LIAISE family support service **0117 342 8065**

Clinical psychologist **0117 342 8168**

For more information, visit our hospital web pages:
www.uhbw.nhs.uk/paediatric-cardiac-services

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit: www.uhbw.nhs.uk

Help us prevent the spread of infection in hospital. Please make sure your hands are clean. Wash and dry them thoroughly/use the gel provided. If you have been unwell in the last 48 hours please consider whether your visit is essential.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **NHS Smokefree on 0300 123 1044.**

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. **Drinkline on 0300 123 1110.**

For access all patient leaflets and information please go to the following address:
<http://foi.avon.nhs.uk/>

Bristol switchboard: 0117 923 0000

Weston switchboard: 01934 636 363

www.uhbw.nhs.uk



For an interpreter or signer please contact the telephone number on your appointment letter.



For this leaflet in large print or PDF format, please email patientleaflets@uhbw.nhs.uk.

