

# Information for inpatients and their parents / carers The Children's Hospital



Children's Hospital  
John Radcliffe Hospital  
Headley way  
Headington  
Oxford OX3 9DU

Main switchboard 01865 741166  
**[www.oxfordradcliffe.nhs.uk](http://www.oxfordradcliffe.nhs.uk)**

This booklet gives you information about the Children's Hospital, Oxford, your child's stay and services provided. It should be read together with the booklet *Information for inpatients, John Radcliffe Hospital*.

You can find more information on our website  
**[www.oxfordradcliffe.nhs.uk/children](http://www.oxfordradcliffe.nhs.uk/children)**

To obtain a copy of this information  
leaflet in large print please call  
01865 231471 or email  
[media.office@orh.nhs.uk](mailto:media.office@orh.nhs.uk)

# Welcome to the Children's Hospital, Oxford

Children's services in Oxford are based at the Children's Hospital on the John Radcliffe site. This brings them all together in a purpose-built environment.

The hospital is devoted to the care of sick children aged newborn to 16, with the resources of a large teaching hospital on site. Facilities from the atrium to the clinics and wards have been designed specifically for the welfare of children, teenagers and families. The generosity of supporters has allowed us to provide school rooms, play areas and family facilities, as well as medical equipment, above and beyond a normal NHS hospital.

## Key locations and contact numbers

### **Level LG2 (ground floor)**

Main entrance and reception, shop and coffee bar

### **Level LG1**

Children's Outpatients Department: 01865 234036

Community Paediatrics Department

League of Friends café

### **Level 0**

Bellhouse-Drayson Ward (cardiorespiratory, gastroenterology and acute medicine) Bellhouse: 01865 231237; Drayson: 01865 231247

Melanie's Ward (medical and surgical): 01865 234054

Kamran's Ward (haematology and oncology): 01865 234068

### **Level 1**

Children's Day Care Ward (medicine and surgery): 01865 234148

Robin's Ward (neurosciences and specialist surgery): 01865 231254

Tom's Ward (general surgery and neonatal surgery): 01865 234109

### **Level 2**

Ronald MacDonald House and Café Blue

Link corridor to Level 2, main hospital

## Transport and parking

**Public transport.** Buses stop outside the Children's Hospital for Oxford city centre and Water Eaton Park & Ride. If your child has had an anaesthetic or sedation please do not travel home on public transport; arrange a lift or taxi.

**Parking.** There is a 15 minute drop-off area outside the Children's Hospital and parking bays for disabled badge holders. Otherwise parking is 'Pay on Foot' in car parks under the Children's Hospital and nearby. Parking is limited and there may be queues. If your child is an inpatient for over 24 hours you may buy a one-week parking permit at a reduced rate: ask your nurse for more details.

## Admission and discharge

**Admission.** If your child has been in contact with chicken pox in the two weeks prior to admission please inform your nurse on arrival. On admission children are allocated beds according to the timetable of booked procedures. Your child may have to wait for a bed while other patients are discharged. Single rooms are available for patients who need to be isolated due to risk of infection. Please bring with you: clothes, towels, toys and activities and if necessary, nappies and formula milk. If your child requires a powdered feed please bring an unopened tin of powder with you. Wards stock some ready-to-feed bottles.

**Your involvement in care.** To maintain your child's routine with the person they know best, we encourage you to do as much as you feel happy to do for your child while they are in hospital. Sometimes this will include learning new skills so that when you get home you feel confident about caring for them. Please take the opportunity to discuss, with your nurse, the care activities you would like to take on.

**Discharge.** As soon as it looks likely that your child can go home we will discuss arrangements with you. Once the decision has been made, please get ready to leave the ward as soon as possible, organising transport and any additional resources you need. We will provide you with the medicines your child needs, however these may take some time to obtain from Pharmacy. If your child is able he / she will be asked to vacate the bed and wait in the playroom. To reduce the wait, please buy paracetamol or ibuprofen in advance if your child has had a procedure likely to cause pain.

## Accommodation and visiting

**Parents' / carers' accommodation.** Most beds have a sofa bed alongside so a parent can stay. There is also family accommodation in Ronald MacDonald House, which has 18 en-suite bedrooms and communal bathroom, laundry room, two kitchens and lounges. Families who live furthest from the hospital, or whose child is expected to stay for an extended period, have to be considered first, as demand is high. If you would like a room ask your nurse when you arrive. Please remember that we cannot actually guarantee a room, even if you have asked. If all the rooms are taken we will add you to our waiting list. If you are using a room, please do let us know as soon as you are able to return home so that it can be offered to another family in need. You may be asked to move out if your circumstances change. **Please don't leave a room unused or empty** while other families are waiting. We do have to ask for a £20 key deposit for your room – this is fully refundable after your stay.

If you do not need a room because you are sleeping on the ward, but would like to make use of the washing facilities, you can use the 'Ronald McDonald House Day Pass' which is available from your child's nurse.

**Visiting.** Parents and carers are encouraged to visit at any time they wish. Other visitors are welcome during the day and early evening. Normally one parent or carer may stay with a child.

## Facilities

### **Café Blue restaurant and 24 hour vending facilities**

Level 2, Children's Hospital. Monday to Friday: 8.00am - 2.00pm

### **League of Friends cafeteria**

Level 1, Children's Hospital. Monday to Friday: 9.30am - 4.00pm

### **Atrium Café and vending facilities**

LG2 (ground floor)

Monday to Friday: 7.00am - 6.00pm, Saturday and Sunday: 9.00am - 4.00pm

### **Amigo shop**

LG2 (ground floor), Children's Hospital

Drinks, snacks, books, magazines, cards, toys, toiletries and general items

Monday to Friday: 7.00am - 8.00pm, Saturday and Sunday: 10.00am - 6.00pm

Each floor has a parents' sitting room for adults only, with a small kitchen area and fridge. Please label any food with your child's name and the date. Food not labelled will be thrown away. To prevent accidents please don't bring hot drinks onto the ward as they could spill and scald a child.

**Play and recreation.** Each ward has a play room or day room, and each floor has access to an enclosed open air play area. Play specialists (in red polo shirts) are available to support your child. There is a free television service at the bedside and wards have DVD players and DVDs. If your child is of school age and feels well enough, teachers from the Hospital School will be able to help them keep up with classmates through instruction at the bedside or in one of our dedicated classrooms.

## Children's rights

The Oxford Radcliffe Hospitals NHS Trust aims to uphold the rights of children and young people in accordance with the 1989 UN Convention on the Rights of the Child. We sometimes need the support of families to achieve this. For example:

- young people will be asked to sign a consent form for treatment alongside their next of kin if we feel they understand sufficiently what is happening to them and the implications
- if young patients do not speak English as a first language an interpreter may be provided so that they may give us their views directly. This is intended to support families and promote effective care.

**YiPpEe.** The Young People's Executive (YiPpEe) is a group of children and young people who work and meet with our staff to share their views about what children and young people in hospital want and need. YiPpEe members are children and young people who have either been in hospital themselves, or have a brother, sister or friend who has been in hospital. YiPpEe like to hear from all patients and their families: patient feedback sheets, booklets and forms are available in all areas of the Children's Hospital, please ask if you cannot find them.

If you would like to get involved in YiPpEe then ask one of the play specialists or write to: YiPpEe c/o Play Office, Level O, Children's Hospital, Headington, Oxford OX3 9DU.

## Safety and privacy

All Oxford Radcliffe Hospitals staff wear photographic ID badges with their name and role. Ward doors are locked at all times; please ring the intercom and identify yourself to come in. **Please do not allow other people to follow you through the door**, and please do not be offended if you are asked for identification. Keep any valuables on you at all times. Let the nurse know when you arrive and leave so that they know when you are not there and can give your child closer supervision. Please raise cot rails to the top to prevent your child from falling.

**Safeguarding children.** We are committed to keeping children and vulnerable adults safe. Our staff have a duty to refer any concerns if they believe there is a risk of significant harm. Information will be shared with the multi-professional, inter-agency team within the Children's Hospital. This team may include therapists, school teachers, nurses, social workers, psychologists and medical staff. The Oxfordshire Safeguarding Children procedure can be found at [www.oscb.org.uk](http://www.oscb.org.uk)

**Infection control and hygiene.** We take pride in providing a clean area: please let your nurse know if you have any concerns about cleanliness. Please gel or wash your hands before entering the ward. If you are unwell please consider whether it is essential for you to visit: for the safety of patients other visitors who are unwell must not visit. All staff wash their hands before touching your child or their equipment. Please challenge any member of staff who appears not to be doing this.

**Mobile phones.** Please keep mobile phones on silent mode in the hospital. You may make and receive text messages, but please use the designated areas for all calls. There is poor reception in the hospital. If you have a camera **please do not take pictures or videos of staff or children other than your own.** Staff members have been instructed to enforce this, so please do not be offended if you are questioned. Some pieces of equipment may be affected by mobile phones; these are clearly labelled. Please bear in mind that other patients nearby may be using such equipment.

## Feedback

We welcome all feedback. You may be asked to take part in a survey or complete a questionnaire before you go home. If you are dissatisfied with anything which cannot be resolved by the ward team, please contact the Matron for the area, or call PALS on 01865 221473 / 740868.

For more information visit [www.oxfordradcliffe.nhs.uk](http://www.oxfordradcliffe.nhs.uk)

## Charitable giving

Half of the £30 million cost of the Children's Hospital was paid for by charitable donations, which provided a range of facilities and equipment beyond the ability of the NHS to fund alone. This included parent beds and sitting rooms, play areas, sensory rooms and classrooms.

The Fund for Children at ORH continues to provide equipment and enhance the patient environment through the generosity of individuals, companies, schools and civic organisations.

Contributions to this fund, and fundraising done as part of the Oxford Mail OX5RUN and CHOX Abseil each year, have paid for a variety of projects, including high-tech incubators, sensory panels to provide distraction and lessen anxiety, toys and ensuites in single rooms for children about to undergo gut surgery. If you or your colleagues and friends would like to get involved or make a gift, please:

- visit [www.orhcharitablefunds.nhs.uk](http://www.orhcharitablefunds.nhs.uk)
- call 01865 743445 or
- email [penny.hambridge@orh.nhs.uk](mailto:penny.hambridge@orh.nhs.uk).

## Oxford Radcliffe Hospitals schools programme: ORHeroes!



Our schools programme visits schools and helps young people become involved in fundraising for our hospitals.

We can give talks or presentations and provide resources and incentives.

- call Marianne on 01865 231523
- email [ORHero@orh.nhs.uk](mailto:ORHero@orh.nhs.uk)