

Paediatric Day Cases

Welcome to the Paediatric Unit at Chelsea and Westminster Hospital. We know that a child's operation is a stressful experience for the whole family.

We aim to minimise that stress by providing the best possible care in a specialist unit staffed by healthcare professionals. By working together we aim to provide an overall spectrum of care ensuring the shortest possible stay for your child.

We hope this information leaflet will be useful. Please read it carefully. Do not hesitate to ask staff any questions you may have.

Notes

Membership and Patient Advice & Liaison Service (M-PALS)

If you require information, support or advice about our services, you can contact the M-PALS office on the ground floor of the hospital just behind the main reception.

Alternatively, you can feedback your comments/suggestions on one of our comment cards, available at the M-PALS office or on a feedback form on our website www.chelwest.nhs.uk.

We value your opinion and invite you to provide us with feedback of the service you received via the Patient Experience Tracker (PET). Please ask your nurse for more information.

T: 020 3315 6727
E: m-pals@chelwest.nhs.uk



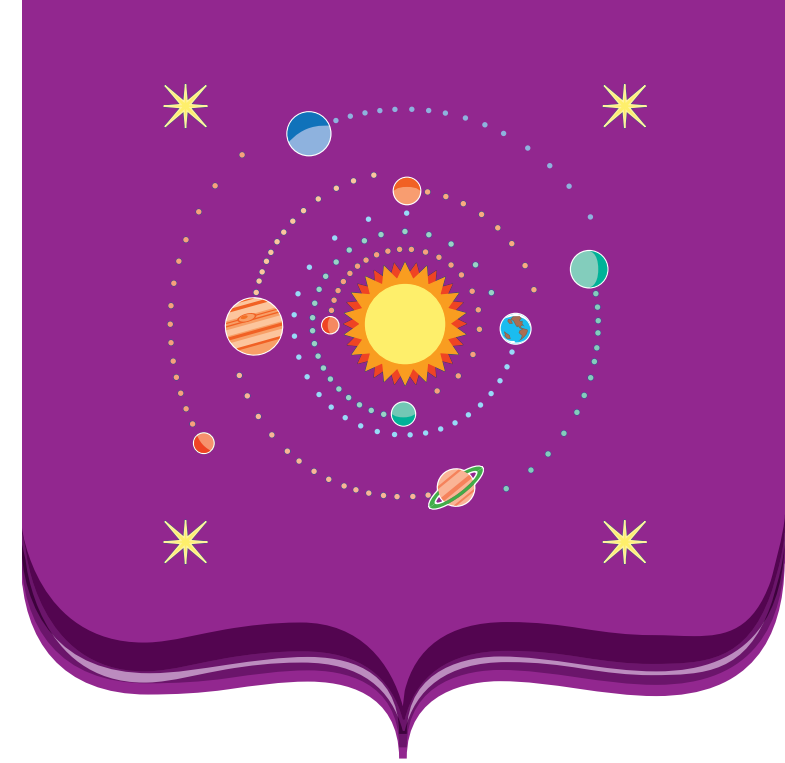
Paediatric Unit
Chelsea and Westminster Hospital
369 Fulham Road
London
SW10 9NH

T: 020 8746 8000
W: www.chelwest.nhs.uk

November 2010

العربية • বাংলা • Español • فارسی
Lietuviškai • Polska • Português
Русский • Soomaali • Իրեր

 **020 3315 6727**



Paediatric Day Cases

Information for parents

Choose
Chelsea and Westminster

Chelsea and Westminster Hospital 
NHS Foundation Trust

Day cases

A day case means that your child will come into hospital on the day of their operation or procedure and will be able to go home on the same day. When you arrive at the hospital, come up to the first floor, by lift or escalator.

When having a day case procedure your child will be admitted to one of the following wards:

- **Saturn Ward, Mercury Ward, Neptune Ward, or Jupiter Ward (Adolescent Unit)**
- **The main day case area is Saturn Ward**

Our young patients are encouraged to spend time in the play room until they go through to the operating theatre or have their operation/procedure.

In our play room, we have toys, books, and activities for children of all ages. Children must be supervised at all times. Staff will introduce themselves to you and we all wear name badges which show our name and job title.

Day of admission

If your child becomes unwell and develops a temperature before their admission date, please inform us so that we can advise you. If your child's visit is cancelled because they are unwell you will be sent another date to come in as soon as possible. Remember: you may have fasting instructions for your child. You must follow those instructions or the operation cannot proceed.

Please also contact us if your child has been in contact recently with someone with an infectious illness, such as chicken pox.

You can contact us on 020 3315 8018/020 3315 2791 or call the hospital switchboard on 020 8746 8000 and you can bleep a pre-assessment nurse on 3054 or bleep the bed manager on 0217.

Things to bring with you

- **Medication that your child is taking**—give this to the nursing staff when you arrive on the ward.
- **A favourite toy or comforter**, or a quiet game to help distract your child during the day.

- **An empty beaker or feeding bottle** so that they can be given something to drink **AFTER** the procedure.
- **Your child's Health Record Book**, ie the Red Book.
- **The name of your GP and health visitor. We also need their full address and contact telephone numbers.** A report on a child under five is sent to the health visitor and a report on every child is sent to their GP.
- **The name of your child's school and its full postal address.** A report on every child of school age is sent to the school nurse.
- **Your income support book.** You will need this if you require financial assistance towards the cost of your travel. Money can be reclaimed from the cashiers situated on the lower ground floor between lift banks C and D, opposite the hospital restaurant.
- **Loose fitting clothes for the journey home** if you think your child will need them.

Valuables

Please **DO NOT** bring any valuables with you. The hospital does not accept liability for any loss or damage to your personal property. If your child wears jewellery, this should be removed and left at home. Please also remove any nail polish.

Other children/relatives

Please **DO NOT** bring other family members into hospital with you. We are happy to welcome parents, but there is simply no space for other family members.

Facilities & policies

Eating facilities

During the day you may want a cup of tea, a soft drink or a meal. There are a number of options. There is a restaurant on the lower ground floor of the hospital—take lift bank C, and then go right and right again.

There is a coffee shop on the ground floor behind lift bank B. There are also coffee shops and restaurants along the Fulham Road.

We ask parents **NOT** to eat or drink on the ward.

After your child's operation/procedure they will be able to have something to eat and drink, but please **WAIT** until you have spoken to a nurse before offering them anything.

Parking facilities

Parents of children being treated at this hospital have a special reduced rate if they wish to use the hospital car park. The car park is situated in the basement.

Please inform the nurse when you are collecting your car. The nurse will then ring the front desk so that you can claim the reduced rate.

Mobile phones

Please **SWITCH OFF** mobile phones on the ward. You can use your mobile phone in the atrium.

No smoking policy

Chelsea and Westminster Hospital operates a strict no smoking policy. Please do not smoke in or around the hospital building.

Going home

The nurse and doctor caring for your child will decide when he/she can go home. This is usually about **2 HOURS** after your child has returned to the ward. The time of discharge will vary from child to child, according to their recovery.

You may be given written instructions advising you of any potential problems and who to contact if you have any additional questions once you arrive home. You will also be advised if you need to bring your child to any follow up appointments.

What to expect at home

Your child may feel tired for the rest of the day. That is to be expected. They may have some discomfort and/or a slight temperature.

An appropriate dose of medication should help minimise pain or make him/her comfortable. Follow the instructions on the medication.

If they are more awake they should still be encouraged to occupy themselves with a quiet activity, eg reading or watching television.

There is no need to force your child to eat, but do encourage them to take some liquid.