

Welcome to Shipwreck Ward

Information for parents

Telephone 023 9228 6391



Specialist Support

If you require this leaflet in another language, large print or another format, please contact the Health Information Centre Tel: (023) 9228 6757, who will advise you.





Welcome to Shipwreck Ward

It is our aim to provide family centred care at all times, as we recognise the significant role that families play in promoting health and recovery. We believe that children and young people are all unique and that their rights and needs are paramount.

Privacy and dignity will be maintained throughout and staff will remain diligent when dealing with matters regarding confidentiality.

Shipwreck ward provides inpatient care for children up to 16 years of age who require surgery under a vast range of specialities. The ward comprises of single rooms and 4 bedded bays; these are allocated on a per medical need requirement, whilst also endeavouring to nurse boys and girls separately.

A nurse will be allocated to help you care for your child and they will provide continuity and individualised care.

Hospital admission can be a very stressful and anxious time, but we will do our best to make you and your child as comfortable as possible.

Our Staff

Many health professionals will be involved in your child's care throughout their stay.

Staff on the Wards

Ward sisters:	Dark blue uniform
Staff nurses:	Royal blue uniform
Nursery nurses:	Pale blue uniform
Play Specialist:	Purple uniform
Ward clerks:	Turquoise tunic or blouse
Domestic staff:	Blue and white stripe
Housekeeper:	Black and white

Occasionally we have paediatric student nurses on placement on Shipwreck ward, we will always seek permission from the child /young person and their parent before a student accompanies and assists the nurse looking after your child.



Many doctors will be visible on the ward but due to the nature of care only certain ones will be responsible for caring for your child.

Security

You will need to enter the unit in one of two ways: Monday to Friday during the day you will need to speak to the person in the office adjacent to the doors to the unit. In the evening, night, week ends and bank holidays you will need to use the call system on the left of the doors. Please be patient whilst waiting for the doors to be opened.

When entering please do not let anyone else enter with you they will need to request entry separately.

Car parking concessions and visiting

Car parking is charged at the standard hospital rate. Carers and parents who are resident with a car overnight can have car parking charges discounted. If you are here as a day case you will not be able to have a discount pass. If you qualify for a concession a member of staff will complete a concession slip for you. Only one is permitted per family. If you feel you may be eligible for this but have not been offered, please ask.



Children's menus

Specific menus are available for all dietary needs.

Breakfast served at approximately 7.45am

Lunch served at approximately 12.30pm

Dinner served at approximately 5.30pm

A member of staff will ask your child for their choice of breakfast, lunch and dinner during the day. We try to protect meal times to ensure that meals are undisturbed.

If you are a breastfeeding mother of a child who is an inpatient you are entitled to breakfast, lunch and dinner so please make the staff aware of this.

Food is available for visitors from the hospital shop and costa coffee on A level, the main restaurant and league of friends shop on B level. Please see signs on the ward for opening times and directions.

Parents room

Please feel free to use the available fridge, microwave and water boiler.

We ask that you provide your own tea / coffee, sugar and milk although a small supply may be available for those who are admitted as an emergency.

We ask that the parents room is always left clean and tidy after use

Entertainment facilities

Shipwreck ward has a playroom and an outside play area. Toys, games and activities can be provided.

Our play specialist, Anne, is available throughout the week, please see the playroom door for times.

There is a bedside television which is free to use between 7am - 7pm.

Teenagers are able to have additional free access until 9pm at the discretion of the nurse in charge. If you wish to use the television outside of these time you can buy a TV card from main reception or follow the payment instructions on the TV.



Pod shows, sponsored by Garfield Weston Foundation, are held on the first Tuesday of each month at 2pm.

A teaching service is provided, for children who maybe in hospital for longer than 5 days, during term time:

Monday—Thursday 9am - 3pm and Friday 9am - 12pm.

All national exams can be done during admission if necessary.

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To reduce the risk of infection please use the hand sanitizer on entering and leaving the ward as well as regular hand washing throughout your stay.

To contact the paediatric department please call the hospital switchboard on 023 9228 6000 and ask for the following extension

Shipwreck ward	ext: 6391
Starfish	ext: 3341
Child assessment unit	ext: 3344
Paediatric outpatients	ext: 3335/3336

The Patient Advice and Liaison service (PALS) provides advice, help and support to patients, families, carers and visitors. Interpretation services are available on request. Please ask the ward sister or enquire with PALS based at the main reception.

Information we hold about you and your rights under the Data Protection Act

Please refer to the booklet 'Your Healthcare Information – Your Rights! Our Responsibilities!' for further guidance.

How to comment on your treatment

We aim to provide the best possible service and staff will be happy to answer your questions. However, if you have any concerns you can also contact the Patient Experience Service on 0800 917 6039 or E-mail portsmouthhospitals.patientexperience@porthosp.nhs.uk