

Welcome to Starfish Ward

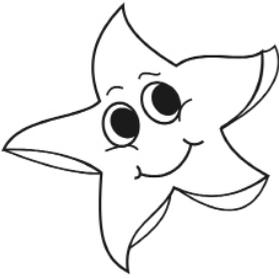
Information for parents



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 Starfish Ward

As we recognise the significant role that families play in promoting health and recovery it is our aim to provide family centered care at all times. 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.

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

Starfish Ward provides inpatient care for children and young people. The ward comprises of single rooms and 4 bedded bays; these are allocated on a medical need requirement, whilst also endeavoring to nurse boys/girls separately.

A named 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 ward:

- Ward sisters: Dark blue uniform
- Staff nurses: Royal Blue uniform
- Nursery nurses: Sky blue uniform
- Health care support worker: Grey uniform
- Play specialist: Purple uniform

- Domestic Staff: Blue and white strip
- Carillion Housekeepers: Black and white
- Ward Clerk: purple blouse/tunic



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

Security

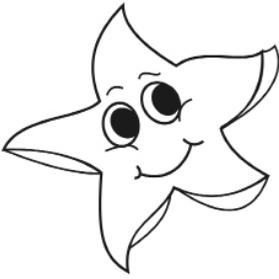
When entering the unit please do not let anybody else enter with you. They need to request entry via the call system. Please be patient whilst waiting for the main doors to be opened.

Car parking concessions and Visiting

Car parking is charged at the standard hospital rate. Carers and parents with their car, resident overnight, can have car parking charges discounted. If you qualify for a concession, a member of staff will complete a concession slip. If you feel you may be eligible for this but have not been offered, please ask.

Two visitors per bed are permitted between the hours of 08:00 and 20:00. Parents are encouraged to stay overnight, and a bed is provided for one parent or main carer.

Young people under the age of 16 can visit with adult supervision.



Children's Menu

Specific menus are available for all dietary needs. Breakfast is provided in the main corridor between 8.00am – 9.00am.

Lunch served at approximately 12:30pm

Dinner served at approximately 5:30pm

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

If you are a breastfeeding mother 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 and the restaurant and League of Friends shop on B level. Please read signs on the ward for opening times and directions.

Parents Room

Please feel free to use the available fridge, microwave and water boiler. Please provide your own tea/coffee and milk, although a small supply may be available for those just admitted.

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

Entertainment facilities

Starfish ward has a playroom and outside play area for younger children. Toys, games and activities can be provided.

The play specialists are available throughout the week; please see the playroom door for times.

There is a bedside TV which is free to use between 7:00am - 7:00pm. If you wish to use the TV outside of these times you can buy a TV card from reception or follow the payment instructions on the TV.



Older teenagers are able to have additional access from 7.00pm – 9.00pm at the discretion of the nurse in charge. Please ask if you are interested in this facility.

We have two starlight robots, which contain a games console and a DVD player with a variety of different games and DVD's for all age ranges.

Children's entertainment shows are held on the first Tuesday of each month at 2:00pm.

A teaching service is provided term time, Monday-Thursday 9:00am -3:00pm and Friday 9:00am - 12:00 midday. All national exams can be done whilst an inpatient if required.

Contacting us

Please call the hospital switchboard on 023 9228 6000 and ask for the following extension:

- Shipwreck Ward - 6391
- Starfish - 3341
- Child Assessment Unit - 3344
- Paediatric Outpatients - 3335/3336

NOTES:

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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

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The logo consists of the lowercase letters 'mp+i' in a white, sans-serif font, positioned on a solid black rectangular background.