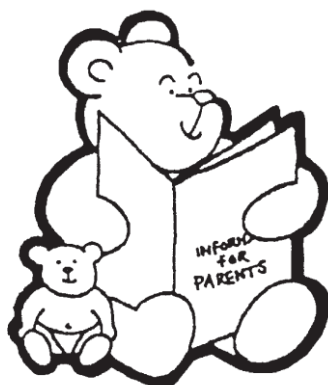


Welcome to Rainbow Children's Ward

Information for parents, relatives and carers



① For more information, please contact:
Emily Channings, Ward Manager,
Rainbow Children's Ward,
Scarborough Hospital, Woodlands Drive
Scarborough, North Yorkshire, YO12 6QL
Telephone: 01723 342336

Introduction

This leaflet has been designed to answer any questions you may have during your time with us. However, should you have any further questions then please do not hesitate to ask your nurse.

Can I stay with my child?

If your child needs to stay overnight on the ward one parent can stay with them, a camp bed will be provided. Two parents may stay overnight in exceptional circumstances, but this must be discussed with the nurse in charge or ward manager.

What are the visiting times?

Rainbow Ward has open visiting for within reason. Please be mindful of other patients on the ward when visiting especially if it is busy. Please also be aware that excess visitors may be asked to leave the ward at busy times to prevent overcrowding.

Can I phone the ward for information?

Yes. Parents can phone the ward day or night. We will only be able to give you general information about your child. Information will not be given to anybody else without prior notification from parents.

Will my child be safe on the ward?

Yes. The ward doors are always locked, and we have a video intercom system for visitors and staff to gain entry to the ward. Please buzz once for our attention and we will let you in. Please give the name of your child and yourself so we can let you in. Please do not allow other visitors to come through the door behind you until the nursing staff have identified who they are.

Who will look after my child?

We have lots of different staff members on the ward who all have different roles. There is a matron who oversees the paediatric wards in York and Scarborough. There is also a Rainbow based ward manager who is responsible for the ward.

- Consultant - the most senior doctor on the ward who has overall responsibility for your child's care.
- Registrar - an experienced doctor who specialises in children.
- Resident Doctors - doctors in training who usually rotate through different specialities.
- Nurses - nurses will provide direct care for your child on the ward. Nurses in navy blue are called 'Deputy Managers' and help the ward manager to co-ordinate the ward. Deputy managers are normally the nurse in charge and can be a point of contact if you need them.

- Health Care Support Workers - HCSWs also help provide direct care to your child and work alongside the nurses to run the ward.
- Play Team - our playworkers will help with distracting your child during procedures such as bloods or scans. They will also help to entertain your child on the ward by providing toys, games or activities to do.
- House Keepers - house keepers are responsible for keeping the ward stocked up.
- Domestics - domestics ensure the ward is kept clean and tidy.

Can I use my mobile?

Yes. However, can we request that phones are on silent, and any calls taken off the ward. This is for courtesy of patients that may be resting. Please be mindful of other patients and families when using video calling.

Filming of ward and staff is not allowed.

Facilities

There is a parent's room at the top of the ward which includes comfortable seats, a television, microwave, fridge and a tea and coffee station. Please feel free to use these facilities as you please. There is also a bathroom on the ward which includes a shower and bath.

Please ask the nursing staff for towels and shower gel and shampoo if required. Each bed space has a patient locker where medications can be securely locked away. There is also room to store items such as clothing or personal possessions.

Please be advised that the trust cannot accept responsibilities for any loss or damage to patient's cash, valuables or other property.

Medication

If your child takes regular medications, please bring it with them and give it to your nurse for safe storage. It will be returned on discharge.

Will my child have anything to keep them entertained?

Yes. We have a play worker who works part-time on the ward to ensure the children have plenty to keep them happy. We have a play area on the ward where arts and crafts take place; however, activities are also available at the bedside. We ensure all toys are cleaned between patients to reduce infection risk. We have free TV's, games consoles and DVD players to use as well.

What do I do about parking?

Free car parking is available for parents and carers. Please give the ward clerk or your nurse your car registration number before you leave.

If you have any concerns, queries, questions or suggestions on how we can improve our services then please speak to a member of staff to ask or speak to:

Emily Channings, Ward Manager,
Rainbow Children's Ward, Scarborough Hospital,
Woodlands Drive, Scarborough, North Yorkshire,
YO12 6QL

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:
Ward Manager, Rainbow Children's Ward, Scarborough Hospital, Woodlands Drive, Scarborough, North Yorkshire, YO12 6QL or telephone 01723 342336.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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