

Royal Brompton Hospital

Paediatric critical care

Information for parents and carers





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This leaflet gives you general information about paediatric critical care. It does not replace the need for personal advice from a healthcare professional. Please ask us if you have any questions.

Welcome to paediatric critical care at Royal Brompton Hospital. In this booklet you will find information about our paediatric intensive care unit (PICU) and paediatric high dependency unit (PHDU).



Finding PICU and PHDU

The main entrance is on Level 2, which is at street level, off Sydney Street. From the main entrance, walk past reception on your left and continue down the corridor, turn right and the lifts will be on your left. Both PICU and PHDU are on Level 4.

When you come out of the lifts on Level 4, turn left. PICU is along the corridor on the left. Please ring the bell to the right of the door and tell us which child you are visiting so that we can let you in.

Once inside, PICU has 3 bays numbered 1 to 3, and 4 side rooms. PHDU is the first patient bay on the right of the corridor.

After entering, please remove your jacket or coat and wash your hands. There are facilities to hang your coats in this area. Please remove any valuables from your coat pockets.

When leaving PICU or PHDU, return to Level 2 to exit onto Sydney Street.



Hand washing

While you are in hospital you will notice all staff washing their hands or using alcohol gel. This is to prevent the spread of germs and infection. We ask that family members and visitors do the same.

Please wash your hands thoroughly at the sink on your right as you enter using the hot water and soap provided. Work-up a lather or foam and wash for about 30 seconds.

Hand gel is also available at the sinks and at the doors to patient bays and cubicles.

Your PICU multidisciplinary team (MDT)

When children are ill they need to be cared for by doctors and nurses, and other healthcare professionals with expertise in different medical areas. We call this your child's multidisciplinary team (MDT).

PICU doctors, nurses and a consultant are responsible for the care of your child 24 hours a day.

A senior nurse is in charge of each shift. The children have their own nurse who cares for them at the bedside. They are called bedside nurses and may be helped by a trainee nurse. However, as your child gets better, they may be looked after by a nurse who is also caring for another child.

Bedside nurses are supported by other nurses called "runners".

Healthcare assistants (HCAs) also provide support by carrying out tasks, such as filling up medical trolleys.

Your child may also be seen by members of the cardiology (heart), respiratory (lung), or surgical teams.

Your child's medicines will be reviewed daily by a pharmacist.

Physiotherapists, dietitians, speech therapists and occupational therapists may also help in your child's care.

Other specialist staff may also be involved in the care of your child, such as doctors who specialise in:

- anaesthesia (medicine, such as sedation and painkillers)
- radiology (X-rays and scans)
- gastroenterology (stomach)
- endocrinology (glands)
- neurology (brains and nerves)
- nephrology (kidney)

You, your child and family will be offered support by members of the family liaison service, play specialists, nursery nurses, hospital school, psychology, social support and welfare teams. All these people are part of the MDT.

Ward rounds

The consultants and doctors on the unit carry out a regular routine check of the children 3 times a day. The medical needs of each of the children are discussed at these times.

As it may be possible to overhear confidential medical conversations about other children, we ask parents to leave their child's bedside between 7am and 8am during the morning bedside ward round.

Daily routines

7.30am Specialist consultant ward round

7.45am Nursing handover



8.30am PICU consultant patient management meeting

2.00pm PICU consultant ward round

7.45pm to 8.15pm Nursing handover

8.30pm PICU consultant ward round

Team simulation training

On Mondays, between 3pm and 5pm, some of the paediatric doctors and nurses participate in our SPRinT (simulated paediatric resuscitation team training) courses on PICU.

This helps to improve patient safety by allowing staff to practice dealing with critical situations on training mannequins (dolls), followed by a team discussion.

During these times, you may hear emergency alarms and see people rushing about, just as they would in a real emergency. We hope that this does not upset you and your family during this already stressful time.

Communication

The nurses and doctors will give you regular updates. You can book a meeting with the PICU consultant by asking the nurse in charge or the ward clerk.

For the families of children needing a longer stay on PICU we usually offer a weekly meeting to discuss their child's progress. These meetings can include discussions with the multidisciplinary team.

If you have any other issues, please talk to the bedside nurse, runners, nurse in charge or the ward clerk.

Research

Research is carried out to discover better ways of treating children. You may be asked for permission to allow your child to be included in a research study. The research will be explained in detail.

You do not have to say yes and your decision will not affect your child's care.

Your child's needs

Your child needs your support while staying on PICU. However, it is important that you also take time to rest, eat and drink, and sleep. By looking after yourself, you are able to support your child.

Tell us about your child

We want to make your child feel as comfortable as possible in hospital. To do that, it helps if we know some things about your child. Please tell us about your child's:

- character
- nickname
- likes
- dislikes

We would also like to know about family members who are important in your child's life.

Sleeping and pain relief

Our anaesthetists, doctors and nurses will do their best to minimise any pain your child may feel.

Even when children are asleep, they may hear and recognise familiar voices and sounds.



A child on a ventilator

You can read, talk to and touch your child. You can also play favourite music or DVDs or specially recorded messages. Please bring in a favourite toy or comforter so we can put it near your child.

Breathing

If your child needs help with breathing, we will give your child medicine to go to sleep (so that there is no discomfort).

We will then pass a breathing tube through your child's nose or mouth to the lungs.

Once the tube is in place, it is connected to a ventilator (breathing machine). The ventilator will stay in place until your child can breathe properly without help.

Suctioning

To keep the breathing tube clear your child's nurse may need to remove any mucus (secretions) that has collected using a suctioning tube.

A physiotherapist may also help remove any mucus by tapping and moving your child's chest from side to side.

Monitoring and alarms

We use monitors (medical equipment) to continually check on your child's condition. Each monitor has an alarm which makes a sound if your child's condition changes. It is important that you do not touch or silence the alarms. If an alarm goes off on a monitor, the nurses will check on your child.

Visiting

You can be with your child whenever you want to, except during the morning doctors' ward round, between 7am and 8am.

Sometimes we may need to perform clinical procedures in patient areas. We may ask visitors to leave for a short time when this happens.

We ask that you limit the number of visitors at the bedside to a maximum of 2, and you are present if other family members or friends come to visit.

Your child's siblings are welcome. They should visit one at a time and be supervised by a responsible adult.

After 8pm, parents should be the only visitors. There may be exceptions in special circumstances.

You are welcome to phone the unit at any time, but please be aware that answering calls takes the nurses away from their job of caring for the children.



Anyone who has an infection, including coughs, colds, diarrhoea and being sick (vomiting), should not visit. Children in PICU can easily pick up infections and become even sicker.

Please speak to the nurse in charge if you have any questions.

Mobile phones

Please keep your phones on silent when visiting as the noise can disturb children. If you need to make or answer a call, then please do so outside PICU or PHDU or in the parents' room.

The doctors and nurse in charge carry mobile phones to assist in the care of your child.

We ask you not to take photographs of the staff or visitors, unless they have agreed to be photographed. We also ask that you do not photograph any children other than your own.

Clothes and toys

Wherever possible, we will dress your child. You are welcome to bring in clothes, but please label them clearly. We cannot take responsibility for personal possessions while your child is in hospital.

We encourage the use of toys in the PICU and have a small selection available. You can also bring your child's own toys into hospital, especially anything that is a particular favourite.

However, please make sure any toys you bring into hospital are regularly cleaned. Cleaning reduces the risk of your child picking up an infection.

New mothers

When a newborn baby is admitted the child's mother can visit, if well enough, and a wheelchair will be available to get to and from the unit. The mother may stay on PICU or PHDU only after the team in maternity services have agreed.

Midwives

If you need to see a midwife, please ask a member of staff. We will arrange for one of the community midwives from Chelsea and Westminster Hospital to visit you. However, if the problem is urgent, you may need to be seen at Chelsea and Westminster Hospital.

Breastfeeding

If you are breastfeeding, it is important to keep up your supply of breast milk, even if your child may not be able to breast or bottle feed.

You can express your breast milk and it can be frozen and stored, so that it is ready for use whenever your baby needs it.

Electric or hand breast pumps are available in the breastfeeding room on Rose ward.

Sterile bottles are available, please make sure you label the bottles with your name and the date. Then give the bottles to a member of staff to place in the milk fridge.

If you have any problems, please speak to any member of staff who will arrange for a member of the breastfeeding and expressing team to help you. All our nursery nurses and some nurses are trained breastfeeding advisors. One is usually available on each shift.

They can show you how to set up and use an expressing machine, different ways to express, and give you information about storing your breastmilk.

If you start to build up a lot of milk, we may ask you to take some home to store in your own freezer as we have limited storage space.

It is very important to remember to eat and drink well while you are expressing your breast milk.



To help, we offer free meals to breastfeeding mothers. You will be asked to fill in a daily menu with your meal choices.

Breakfast is available from the PICU breakfast trolley. Lunch and evening meals are served from the playroom on Rose ward. Your bedside nurse can show you where this is.

Meals are served at around these times:

- 8am – breakfast
- 12.30pm – lunch
- 5.30pm – evening meal

Family liaison service

The family liaison service is a non-medical team which provides support to children and their families.

The team will make sure your whole family feels supported from your child's admission to hospital until your child goes home.

The family liaison team is responsible for organising many things. For example, parent accommodation, parking, and liaising with the wider teams including professionals in the community, such as health visitors.

If you want to contact the team, ask the nurse in charge or the ward clerk.

The play team

Our play team consists of qualified health play specialists and play assistants. They are specially trained to use play to help children cope with any distressing experiences they may have while in hospital, such as blood tests or operations.

The team use play to:

- prepare children for procedures and help them to understand what will happen
- and distract children's attention from treatments and procedures while they are happening



Members of our play team

The psychology team

Having a child on PICU can be very stressful, not just for the patient and parents, but for other members of the family, such as brothers, sisters and grandparents.

If you would like to talk to someone about this, we can arrange for you to see a member of our psychology team, who can offer support and advice.



Religious services

The hospital chaplains offer support to families of all religions and can be contacted at any time. The chapel and multifaith room can be found on Level 2.

Phones

For incoming calls, you may use the direct phone lines to the unit (see Contact us on page 17). If friends or relatives call, we will take a message but we ask that these calls are kept to a minimum.

Hospital staff cannot give information about a child to anyone except that child's parents or guardians.

Facilities

Accommodation

You are welcome to visit your child in PICU whenever you like. However, you will not be able to sleep in your child's bedspace.

We do not let any parents or carers sleep in children's bedspaces. This is because we need space around beds to give children any care they may need.

A limited amount of parent accommodation is available in our parents' units. This accommodation is offered free of charge. Accommodation rooms are situated on Level 6 in the main hospital building, and in South Parade, a five-minute walk away.

Accommodation is organised through the family liaison service team, the ward clerk, or the nurse in charge.

Eating and drinking

At first your child may not be able to eat or drink normally and may be fed through special feeding tubes directly into the stomach or special drips into veins.

When your child is able to eat, please speak to the bedside nurse before you give your child anything to eat or drink. This is because your child may only be able to have very small amounts of food or drink.

If your child has a special cup or bottle, please bring this in. We provide baby milk and food, but you may also wish to bring your baby's own milk and food.

There is a parents' kitchen on PICU, with facilities to make tea and coffee. There is also a fridge where you are welcome to store your own food, but please put your name on it.

You may eat food in the parents' kitchen or parents' room. Only drinks can be taken to the bedside and all hot drinks must have lids.

Please note: we do not allow children in the parents' kitchen.

Food is available in the hospital from:

Sydney wing Restaurant: Level one (basement)

Open to patients, visitors and staff 7 days a week.

- Breakfast: 7am to 10.30am, Monday to Sunday
- Hot lunch service: 12 noon to 3pm, Monday to Friday, and 12 noon to 2.30pm on Saturday and Sunday
- Afternoon: 2.45pm to 5.30pm (for drinks, sandwiches and snacks only)
- Hot dinner service: 5.30pm to 7.15pm

Coffee shop: hospital reception – Sydney Street entrance

Open 7.30am to 4.30pm, Monday to Friday

Please note that these times may change.



There is also a WH Smith convenience store located close to the coffee shop, selling newspapers, snacks and cold drinks.

Parking

Parking is severely limited and only available in an emergency or for dropping off or collecting patients and parents.

Leaving PICU

When your child's condition improves, and no longer needs specialist intensive care, we will arrange transfer either to PHDU or to a ward – usually Rose ward, next door. Occasionally, transfer can be to the children's ward in your local hospital.

Adjusting to life after intensive care

When a child leaves PICU, this is a positive sign that your child is getting better.

Some parents tell us that they can feel stressed and anxious at this time. Most families find that they worry less with time and as they get to know the staff on the new ward. It is helpful if you are able to share these feelings with staff so that they can support you at this time.

Family satisfaction survey

At the end of your child's stay on PICU or PHDU we will ask you to complete an online family satisfaction survey. We are constantly trying to improve the service we provide and greatly value your feedback.

Contact us

You can contact paediatric critical care on the following telephone numbers:

The phone number for the hospital is **0330 12 88121**.

Direct line phone numbers are:

PICU **0330 12 88590**

PHDU **0330 12 88590, extension 82098**

The Brompton Fountain

The Brompton Fountain charity offers further family support.

The charity provides vital support for children cared for at Royal Brompton and Harefield hospitals. It aims to improve the quality of life for our young patients and their families. The charity works closely with paediatric teams to provide activities, medical equipment and services not usually supplied by the NHS. The Brompton Fountain also runs numerous social events throughout the year.

The Brompton Fountain office is on Level 2 on the right before the central lifts.

Phone: **0330 022 9291**

Email: **hello@thebromptonfountain.org.uk**

Web: **www.thebromptonfountain.org.uk**



If you have any concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call Patient Advice and Liaison Service (PALS):

- Royal Brompton Hospital – 020 7349 7715
- Harefield Hospital – 01895 826 572

Alternatively email gstt.rbhh-pals@nhs.net. This is a confidential service.

Royal Brompton Hospital
Sydney Street
London
SW3 6NP
Phone: 0330 12 88121

Harefield Hospital
Hill End Road
Harefield
Middlesex
UB9 6JH
Phone: 0330 12 88121

Website: www.rbht.nhs.uk

Royal Brompton and Harefield hospitals are part of Guy's and St Thomas' NHS Foundation Trust

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

