



A lifetime of specialist care

Royal Brompton & Harefield   
NHS Foundation Trust

Royal Brompton Hospital

# Your child's stay in hospital





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## Contents

- The children's department 3
- Visiting the children's department 5
- Safety in the children's department 6
- What to bring with you to hospital 6
- People you may meet 7
- Play and education 10
- Information and communication support 10
- Spiritual, pastoral and religious support 10
- Meals and refreshments 11
- Staying with your child overnight 12
- Accommodation 13
- Car parking 13
- Consent to treatment 14
- Access to medical records 14
- Patient Advice and Liaison Service 14
- Useful contact numbers 15

*This booklet gives information about your child's stay in the children's department at Royal Brompton Hospital. If you have any questions, please ask a member of staff.*

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## The children's department

The children's department at Royal Brompton Hospital is on Level 4 of the Sydney Street wing. The children's department is also called the paediatric department.

The department is divided into four areas:

- Rose ward
- Paediatric High Dependency Unit (PHDU)
- Paediatric Intensive Care Unit (PICU)
- Children's Sleep and Ventilation Unit.

Staff will give you a map of the hospital site, when your child comes in to hospital.

### **Rose ward**

Children come to Rose ward for investigations and treatment of lung (respiratory) and heart (cardiac) conditions.

Children who are having surgery are admitted to Rose Ward a day or two before their surgery.

To get in to the ward please use the buzzer at the front door on level 4, Sydney Street.

Rose ward has bays and single rooms. The bays have five beds each, and children of similar ages are put together, when possible. The single rooms are for children who need care away from other children.

Rose ward has a self-administration scheme, where some parents and carers have responsibility to give their child their medication. To find out if the self-administration scheme is suitable for you, please talk to a nurse.



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## **Paediatric High Dependency Unit (PHDU)**

PHDU is for children who need close monitoring, and some respiratory (breathing) or cardiac (heart) support, but do not need intensive care. Each nurse on the PHDU usually cares for two patients.

The PHDU has two bays, each with four beds. One bay is on Rose ward and the other is on the Paediatric Intensive Care Unit (PICU).

## **Paediatric Intensive Care Unit (PICU)**

After heart or lung surgery, most children are cared for in PICU. The children in PICU need one-to-one care by specialist, intensive care nurses. When each child's condition improves, he/she is moved to PHDU or Rose Ward.

If your child is admitted to PICU, staff will give you a leaflet with more information, called 'PICU handbook'.

To get in to PICU, use the buzzer at the door on level 4, Sydney Street.

PICU has three bays with four beds, and four single cubicles.

## **Children's sleep and ventilation unit**

Children with sleep-related breathing disorders are evaluated and cared for on the sleep and ventilation unit. These disorders include asthma, muscular dystrophy and obstructive sleep apnoea.

The unit has four bedrooms, each with a video camera, audio equipment and sensors, so doctors can monitor children while they sleep.

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## Visiting the children's department

### Rose Ward

On Rose ward, parents and carers can be with their child whenever they want to.

Visiting hours for other family members are 12pm-6pm, every day. There should be only two people with your child at any time, so staff can safely care for patients.

If your child has brothers or sisters, they can play in the playroom, if they have a parent or carer to supervise. Other visitors must wait outside the ward, where chairs are provided.

Your child needs to rest while he/she is in hospital, so it may be helpful to limit the number of visitors.

When visiting your child:

- put your mobile phone onto silent mode
- do not take hot drinks onto the ward, unless they have a lid
- please help us keep the bays as clean as possible.

Lights are switched on at 7am and switched off at 9pm.  
Televisions are switched off by 8pm.

### PICU

Parents/carers can be with their child most of the time on PICU. The only time that parents/carers are not allowed is 7am-8am, when the doctors do their ward rounds.



## Safety in the children's department

### Infection control

If you have an infection, or think you may have an infection, please do not visit the wards, to stop infections spreading. Infections include a cold, fever, sore throat or tummy bug.

If you, or someone else, are not sure if you should visit, please call the department and talk to a member of staff.

On the ward, it's important to wash your hands regularly with soap and water, or alcohol gel. Ask visitors to wash their hands before and after they visit.

### Behaviour

Violent or abusive behaviour towards staff will not be tolerated.

### Smoking

The Trust has a no-smoking policy. Visitors must not smoke anywhere in the hospital or hospital grounds.

### Fire safety

Please read the fire instructions on your child's ward. If the fire alarm sounds when you are on the ward, stay where you are and wait for instructions.

If you are in hospital accommodation and hear a fire alarm, you must go to the nearest car park. Please use the stairs; do not use the lifts. If you are disabled, and cannot use the stairs, wait for a member of staff to help you.

## What to bring with you to hospital

Before you come in to hospital, the admissions team will give you a packing list.

We want your child to be comfortable in hospital, so they can also bring in a favourite toy, favourite clothes, a pillow or electronic gadgets.

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**If your child has medication, please bring it into hospital,** so the doctors know what medication your child is taking.

While your child is in hospital the pharmacy will supply medications as needed, and make sure you have enough before you go home.

If you have a buggy or wheelchair, you can keep it in the buggy park, at the main reception (Level 2, ground floor, Sydney Street).

## People you may meet

Below is a list of people you may meet in the children's department. If you would like to talk to anyone in the department, ask a doctor or nurse, or see the contact numbers at the end of this booklet.

### Medical staff

Your child will be under the care of a doctor; either a consultant paediatric cardiologist or a consultant in paediatric respiratory medicine. The doctor is supported by a registrar and a senior house officer, who are also doctors. These doctors will be involved in your child's care and take part in daily ward rounds. Visiting doctors, called fellows, also work with our consultants.

Children on PICU are also cared for by a consultant intensivist.

Other specialist doctors, who may be involved in your child's care, include:

- anaesthetist (sedation and pain relief)
- radiologist (X-rays and scans)
- gastroenterologist (stomach)
- endocrinologist (hormones)
- neurologist (brain and nerves)
- nephrologist (kidneys).



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## **Nursing team**

All nurses are fully qualified with a range of skills and experience. Student nurses are always supervised by qualified nurses.

## **Paediatric bed manager**

The paediatric bed manager can answer your questions about your child's stay in hospital.

## **Clinical nurse specialists**

Clinical nurse specialists (CNS) are highly knowledgeable about your child's condition. You may have met a CNS in outpatients, or at another hospital. The CNS about can talk to you about your child's diagnosis and care, and give support and advice.

## **Family liaison team**

The family liaison team can support your whole family during your child's stay in hospital. They offer psychological and social support, and can help with practical problems like organising accommodation and parking.

## **Clinical psychologists**

Clinical psychologists provide psychological support for children and their families, even if difficulties are not about the child's illness.

## **Physiotherapists**

Physiotherapists treat children with respiratory (lung/breathing) conditions, and children who have had heart or lung surgery. They help children to get moving again after surgery.

## **Dieticians**

Dieticians give advice about eating and drinking, and can help order specialist food from the kitchen.



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## **Occupational therapists**

Occupational therapists offer advice and support to help children develop, recover or maintain their skills for everyday activities.

## **Pharmacists**

Pharmacists can answer your questions about your child's medicines.

## **Speech and language therapists**

Speech and language therapists help children who have difficulties communicating or swallowing. When your child comes in to hospital, please tell a nurse if you are concerned about your child's speech and language, or eating and drinking.

## **Hospital play specialists**

Play specialists use play to help children prepare for an operation or procedure. They can also help you and your child with worries about being in hospital. Play specialists can see your child at their bedside or in the playroom.

## **Nursery nurses**

Nursery nurses support the nurses, to help children develop and learn.

## **Discharge team**

The discharge team and nurses will help you get ready to go home, especially if your child has been in hospital a long time, or has complex needs. If you have any questions about going home, please ask the discharge team.

## **Brompton Fountain charity**

The Brompton Fountain is a charity which provides support and resources for children and their families at Royal Brompton and Harefield Hospitals. The charity holds social and fundraising events, which are advertised on posters in the wards.



## Play and education

### Playroom

Rose ward has a playroom, open every day 10am-5pm and 6-7.30pm. Children must be supervised by a parent/carer or hospital play supervisor at all times.

### Hospital School

The hospital has a school, called the Chelsea Community Hospital School, near the wards (level 4, Sydney Street). The school has two full-time teachers and a learning assistant. A teacher will talk to you about your child's education, if needed.

## Information and communication support

### Accessible information

If you are a parent or carer, and need information and communication support relating to an impairment or disability, please tell a doctor or nurse.

### Interpreting

If you or your child needs an interpreter, ask a doctor or nurse. If possible, please ask the day before you come in to hospital, so we have time to book an interpreter.

## Spiritual, pastoral and religious support

The multi-faith chaplaincy team supports people of all faiths, or none. The chapel and multi-faith prayer room is on level 2, Sydney Street, and is always open. The team provides spiritual, pastoral and religious care to patients, relatives, carers, staff and visitors.

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## Meals and refreshments

### Children's meals

Children's meals are served in the playroom. Children can choose what they like from a menu card. Please fill in the menu card with your child each day. If you need kosher, halal, Asian or vegetarian meals, please talk to a nurse.

Mealtimes are:

- Breakfast: 8.30am–9.30am
- Lunch: 12.30pm–13.30pm
- Tea: 5pm–6pm.

### Restaurants and cafes in the hospital

You can buy snacks, drinks and main meals at the following:

- Restaurant, level 1 (basement), Sydney Street
  - Breakfast: Monday to Friday, 7am–10.30am; Saturday and Sunday, 7am–10am
  - Lunch: 12pm–2pm
  - Dinner: 6pm–8pm.
- Coffee shop, main reception, level 2, Sydney Street
  - Monday to Friday, 8am–5pm
  - Saturday and Sunday, 10am–3.30pm.
- WHSmith (snacks), main reception, level 2, Sydney Street
  - Monday to Friday, 8am–7pm
  - Sunday and Saturday, 9am–5pm.
- The Bistro Restaurant, Fulham Wing
  - Monday to Friday, 7am–10am and 12pm–2pm.
- Snack bar, Outpatients department
  - Monday to Friday, 9am–4.30pm.



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## Breastfeeding

- We encourage mothers to breastfeed, if they wish. If you want to express milk, we have an expressing room, an electric pump, and a freezer for expressed milk.
- If you need help with breastfeeding, we have a breastfeeding and expressing team called BEST. We can contact the midwives from Chelsea and Westminster Hospital, or your health visitor, if needed.

If you are breastfeeding you are entitled to free meals. Please ask a nursery nurse for more information.

## Infant feeding

We have bottles and teats for bottle feeding, or you can use your own if you prefer. Please bring your own formula milk for your baby.

## Staying with your child overnight

**Rose Ward:** one parent can stay overnight with their child. We will give you a bed and bedding. The bed must be put away by 8am for the medical and nursing handovers. We may be able to provide accommodation for other family members nearby.

**PICU/PHDU:** you cannot sleep by your child's bedside in PICU or PHDU, but we provide accommodation nearby.

**Children's Sleep and Ventilation Unit:** One parent can stay with their child in the cubicle overnight.

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## Accommodation

There are 27 rooms in the children's department for parents to stay:

- 7 rooms, Level 6, Sydney Street
- 20 rooms, South Parade.

There is no charge for staying in these rooms.

We give priority to:

- mothers who have just given birth, and parents/carers of critically ill children (Level 6 rooms)
- families of children who are on PICU/PHDU.

If your child transfers from PICU/PHDU to Rose ward, you may be asked to change your room, so other families can have the accommodation.


The accommodation office is on South Parade, and is open 9am–5pm, Monday to Friday. You can collect and leave keys at the office. After 5pm, you can collect keys from the ward.

If you have any questions about accommodation, please talk to the family liaison team.

If you have children under the age of 16 who need accommodation, please also talk to the family liaison team.

## Car parking

There is limited parking at the hospital, with only five parking spaces reserved for PICU patients. If your child is in PICU and you would like a space, please ring the bed manager or family liaison team before you come in to hospital. Please note you cannot have both hospital site parking and accommodation, due to limited spaces in both.



The nearest public car park is on Sydney Street. On-street parking is limited, and can be expensive.

The closest tube station is South Kensington, and there are regular buses.

## **Consent to treatment**

Before your child has any treatment, a doctor will discuss it with you. The doctor will explain the benefits and risks, and answer your questions, so that you can make an informed decision. If you decide your child can have the treatment, you must sign a consent form.

Depending on your child's age and level of understanding, he/she may be involved in the discussion with the doctor, and may be able to give their consent. People aged 16 or over can give consent to their own treatment.

If you have any questions about giving consent, please ask your doctor.

## **Access to medical records**

If you would like to see your child's medical records, please ask your child's doctor.

## **Patient Advice and Liaison Service**

If you have concerns about your child's care, and feel unable to talk to staff in the children's department, you can call the Patient Advice and Liaison Service (PALS). This is a confidential service.

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## Useful contacts

Switchboard	0330 128 8121
Rose Ward	0330 128 2411/2412
Paediatric Intensive Care Unit	0330 128 8121 extension 82400
Paediatric bed manager	0330 128 8121 extension 88588
Family Liaison team	0330 128 8588 or 07484 936290 or <a href="mailto:FamilyLiaison@rbht.nhs.uk">FamilyLiaison@rbht.nhs.uk</a>
Children's Outpatients	0330 128 8121 extension 84004
Cardiac Specialist Nurses	0330 128 7727
Respiratory Nurses Specialist	0330 128 8714 or email <a href="mailto:paedrespurse@rbht.nhs.uk">paedrespurse@rbht.nhs.uk</a>
Clinical psychologists	0330 128 88251
Multi faith team	0330 128 4736
Patient Advice and Liaison Service	0330 128 7715 or email <a href="mailto:pals@rbht.nhs.uk">pals@rbht.nhs.uk</a>

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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 the Patient Advice and Liaison Service (PALS) on 020 7349 7715. Alternatively, email [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk). This is a confidential service.

Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
telephone: 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
telephone: 01895 823 737

Website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

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.

